



Clean Cooking RBF OPERATIONS MANUAL *Ver 01/13.12.2024*
Development Bank of Rwanda

THE WORLD BANK

**RWANDA - ACCELERATING SUSTAINABLE AND CLEAN ENERGY ACCESS
TRANSFORMATION IN AFE MPA (ASCENT - RWANDA) (P180575)**

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Acronyms

BRD	Development Bank of Rwanda
IDA	International Development Association
AIIB	Asian Infrastructure Investment Bank
WB	World Bank
CCC	Clean Cooking Companies
EAQIP	Energy Access and Quality Improvement Project
CC	Clean Cook Stove
CMIS	Cook stove Monitoring and Information System
EDCL	Energy Development Corporation Limited
GESI	Gender and Social Inclusion
GoR	Government of Rwanda
IVA	Independent Verification Agent
MICC	Management Investment Credit Committee
MINECOFIN	Ministry of Finance and Economic Planning
MININFRA	Ministry of Infrastructure
GAP	Gender Action Plan
OM	Operations Manual
PIU	Project Implementation Unit
RBF	Result-based Financing
REG	Rwanda Energy Group
RDB	Rwanda Development Board
REF	Renewable Energy Fund
REMA	Rwanda Environment Management Authority
SACCO	Saving and Credit Cooperative Society
SSA	Sub-Saharan Africa
PDO	Project Development Objective

A. RESULT-BASED FINANCING (RBF) DESIGN

1 Introduction

The Government of Rwanda aims to develop a competition-based market for clean-cooking products and technologies to accelerate access to clean cooking. MININFRA approved an ambitious Biomass Energy Strategy (2019-2030) and an amendment to its NDC, which included targets to reduce the percentage of households using firewood for cooking from the baseline value of 79.9% in 2017 to 42% by 2024, and to phase out the use of charcoal in urban areas. In the near future, the MININFRA will also publish another National Strategy, Transformation 2, which will outline the updated strategy for Biomass Energy from 2024 to 2029. The clean cooking guideline, titled "Ministerial Guidelines for Clean Cooking Technologies" was established. The Rwanda Standards Board (RSB) is tasked to conduct the testing of different clean cooking technologies, the certifications and setting standards for cooking products and a testing lab was established. In October 2019, MININFRA published the *Biomass Energy Strategy: A Sustainable Path to Clean Cooking 2019-2030*. In May 2020, the Government updated its Nationally Determined Contributions under the Paris Agreements which includes promoting the use of efficient cook stoves as a mitigation measure since cooking accounts for 14% of the GHG emissions from the energy sector. Implementation of the Biomass Energy Strategy will require substantial grant resources made available to the sector to address the affordability and awareness gaps as well as the unproven nature of many new technological solutions in Rwanda. Cash expenditure on cooking fuels remains rare in Rwanda outside the richest 10 percent of households as according to Fifth Population and Housing Census (RPHC5) 2022, 93 percent of households use either firewood or charcoal, which means that the market for clean cooking solutions will require partial subsidies to become commercially viable.

The Accelerating Sustainable and Clean Energy Access Transformation (ASCENT) is a project financed by World Bank represented by International Development Association (IDA) and Asian Infrastructure Investment Bank (AIIB) with the intervention areas into 4 components such as the Increasing Access to Grid Electricity (Component 1), Enhancing the Reliability of Electricity Service (Component 2), Increasing Access to Off-Grid Electricity, Clean Cooking Solutions, and Productive Uses of Energy (Component 3), Technical Assistance, Institutional Capacity Building, and Implementation Support for Energy Access Acceleration (component 4).

The project is funded with a total of USD 400 million, with USD 300 million from the International Development Association (IDA) and USD 100 million from the Asian Infrastructure Investment Bank (AIIB). The Sub-component 3.2, "Increasing Access to Clean Cooking Solutions," is financed with US\$ 3.75 million from IDA and US\$ 1.25 million from AIIB. This sub-component is built on the experience from the Clean Cooking Results-Based Financing (CC-RBF) initiative established under EAQIP Sub-component 3b to subsidize the purchase of clean and efficient cooking solutions for eligible households. The aim of this sub-component is to provide clean cooking solutions to 80,000

households. This effort will build upon related activities from EAQIP CC-RBF and intensify efforts to promote tier 5 solutions.

The design and implementation structure of the ASCEBT CC-RBF will mirror the arrangements established under EAQIP and will be aligned with Sub-component 3.1 Increasing Access to Off-Grid Electricity. The BRD will oversee the implementation of this sub-component. The ASCENT CC-RBF will support cooking technologies that are Tier 4 and 5 such as electric, LPG, and other renewable technologies. The performance of eligible cooking technologies is being demonstrated through laboratory testing and/or field-based data. RBF incentives amount is linked to the verified output, outcome, and impact level results; differentiated by the tier level of cookstove which will be reviewed and adjusted periodically.

The main purpose of this operation manual is to provide the administrators/managers of ASCENT CC-RBF on the overall context and specific operational procedures to implement the RBF program. This Operational Manual contains sets of operational procedures, steps and processes on how the Program is implemented and how the incentives using results-based financing are disbursed to qualified program participants. This document is divided into five parts: A) RBF Design, B) RBF Roles and Responsibilities, C) RBF Procedures, D) RBF Program Review, and E) List of Annexes.

2 Rationale for the RBF subsidy

Major drivers of households' lack of access include the lack of alternative solutions, low awareness, and unaffordability; but awareness raising, behaviour-change campaigns, and financing support for high-performing technologies that reduce fuel use can overcome these obstacles. Households in Rwanda have few available options for meeting their cooking needs, in terms of fuels and stove technologies. Self-built stoves and traditional charcoal stoves are commonly used. Efficient Cook Stoves account for only 32 percent of stoves nationwide (RPHC5, 2022). Clean fuel stoves, including liquefied petroleum gas (LPG) and biomass pellets, are used by about 4.6 percent of households, mostly in urban areas. Affordability underscores the choices households make, especially in rural areas, where households across all consumption quintiles rely on firewood as their primary fuel. About 76 percent of households spend an average of 7 hours per week acquiring fuel (either by collecting or purchasing it) and preparing it for their stoves, with a disproportionate burden on households using firewood. Women and girls disproportionately spend more time engaging in cooking-related activities and bear the burden of drudgery. Households using charcoal tend to purchase it in small quantities at frequent intervals, especially if they are resource constrained.

Adapting to improved and modern cooking requires increased awareness, availability of affordable and diverse technological and financing solutions that fit the needs of diverse consumers, and financing support to fill affordability gaps. The RBF subsidy will help to address the affordability gap, provide cost-sharing to support the development of the market and bring in more efficient and improved stove technology and foster innovative business models that could expand the coverage for households. The expectation is that the RBF scheme will enable more households to afford clean cooking solutions and attract clean cooking technologies and service providers into the market.

3 International best practices

Results-Based Financing has been demonstrated as an effective approach to using public resources to incentivize the market and can be designed to fit the country context and market conditions. The World Bank has implemented the RBF framework to support Efficient, Clean Cooking and Heating (CCH) solutions in 10 client countries with variations based on country conditions (e.g., in Bangladesh, China, Indonesia, Kenya, Lao PDR, Mongolia, and Uganda). The results demonstrate that RBF is an effective instrument to incentivize private-sector investment and deliver Efficient Clean Cooking and Heating (ECCH) solutions with pre-defined result levels and triggers for payment. The RBF framework can be used to unify key elements and interventions needed to achieve results. In addition, its flexibility allows for designing and adjusting the pre-defined results and associated incentives based on the country context, market conditions, and feedback from program implementation.

Other countries like Nepal are offering Clean Cooking RBF facilities to the end-users focusing on higher tier, mainly Tier 4 and 5, cookstove promotion. In a learning exchange, it was observed that the households living in remote hilly regions of Nepal are using electric cookstove which was possible due to RBF facilities supported by the government of Nepal and different development partners.

4 Domestic experience

To support aspects of the Biomass Energy Strategy, GIZ/EnDev in partnership with SNV are implementing an EU-funded project “Reducing Climate Impact of Cooking through Improved Cooking Energy Systems (ReCIC)” that supports stove producers to increase their production capacity both in numbers and quality of products. The project is also piloting an innovative firewood institutional cooking stove that will help schools to considerably reduce the amount of firewood used through improving the efficiency of the stoves in comparison with the currently used institutional stoves. As part of the project “Transforming Eastern Province through Adaptation (TREPA), Enabel is supporting households in the province to access efficient cook stoves on a subsidy scheme.

Under Energy Access and Quality Improvement Project (EAQIP) sub-component 3b, BRD with technical support from EDCL is implementing a US\$ 20 million Clean Cooking RBF. As of July 2024, this sub-component has benefited about 350,000 households with access to Tier 2 and above clean cooking solutions. 20 Clean Cooking Companies (CCCs) are actively disseminating the cookstoves, mobilizing over Frw 12.13 billion subsidies and an additional amount of Frw 3.85 billion as end-user contribution. 73% of the cookstoves disseminated under this EAQIP CC-RBF scheme are Tier 3 and above. Beneficiary households of this RBF scheme represent from all 30 districts, 374 sectors, 1,690 cells, and 10,543 villages, meaning the scheme is being successfully implemented at a national level.

5 Guiding principles

The subsidy delivery process follows a set of principles guiding its actions. These principles are displayed in Figure 1. The principles are not specific procedures but will help in guiding the operations and decisions.

Cost sharing: The CC-RBF Window does not offer a hundred percent subsidy. It is believed that customer contribution supports market development. The possibility of market distortions due to hundred percent subsidy needs to be taken into consideration. It is important to learn from experiences elsewhere that free distribution (100% subsidies) of improved Cook Stoves resulted in low adoption rates and subsidy leakages (reselling of products).

Program efficiency: Clean Cooking Companies (CCCs) will have some costs associated with the subsidy documentation and claim. Delays in subsidy disbursement can increase costs, which the CCCs may ultimately transfer to the customers. Therefore, the CC-RBF will aim to disburse subsidies in the shortest possible time. The CC-RBF aims to disburse subsidy within 35 working days from the date of claim submitted by the CCCs.

Figure 1: The guiding principles



Use of technology: The use of digital technology should aid the implementation of the RBF program. The CCCs can express their interest in CC-RBF participation by submitting an application package through the BRD website. A Clean Cooking Management Information system (CCMIS) and an Eligibility Tool (ET) was developed and fostering the implementation of CC-BRF and ensure that the right amount of subsidy is provided to the right households.

Transparency: The CC-RBF Operations Manual will be available on the BRD and REG websites. The list of eligible CCCs will also be provided on the BRD and REG websites. Lastly, BRD and EDCL will make the subsidy implementation progress report publicly available through their websites.

Quality control: The ASCENT CC-RBF implementation will go hand in hand with the implementation of Ministerial Guidelines for Clean Cooking Technologies. All eligible clean cooking technologies will be tested by the stove testing lab under RSB based on the established performance criteria. Another form of quality control is the verification and follow-up of after sales service, which will be conducted by EDCL. If the quality of distributed cookstoves does not meet the approved standards, EDCL will report to RICA for a counter quality inspection. If the report confirms quality deviations, EDCL will terminate the memorandum of agreement with the companies, resulting in their suspension from the program. Additionally, MININFRA will regularly review and update the minimum standards and quality control mechanisms in the Ministerial Guidelines for Clean Cooking Technologies.

GESI: The RBF subsidy program will prioritize Gender and Social Inclusion (GESI), in alignment with the Rwanda Gender Action Plan. The target share of female workers in enterprises financed by the project is equivalent to 15% and Female Households with access to the clean cooking is also 15%. Throughout the implementation of the subsidy program, CCCs should take into consideration the existing gender gaps related to affordability. For example, Rwanda Beyond Connections: Energy Access Diagnostic Report conducted by World Bank (2018) based on the Multi-tier Framework survey shows that

- Female- and male-headed households are nearly equally likely to use an improved Cook Stove, despite the higher stove price.
- Female-headed households are less likely willing to pay for a clean cooking technology than male-headed households are, especially at the full price.
- While willingness to pay (WTP) increases when a payment plan is offered, 25 percent of female-headed households still would not pay for a clean cooking technology under any given terms, compared with 19.3 percent of male-headed households.
- Embedding gender quota monitoring and tracking in the project monitoring system (clean cooking monitoring information system) to continuously track and monitor if the gender quota has been met both in labor force participation (30%) and as project beneficiary (25% female headed household).

The subsidy scheme implemented by participating CCCs, will consider the existing affordability gap between men and women in clean cooking, and will take into consideration what targeted incentives for women are needed. Additionally, the participating CCCs will include sensitive design/consultations for women, as part of the public awareness campaign and stakeholder consultations activities.

The project monitoring team will consistently and closely monitor the compliance with this aspect according to the project Gender Action Plan (GAP)

6 Scope of CC-RBF Operations Manual

6.1 Targets

The key results for the CC-RBF Program focus on the number of households with access to clean cooking. The target is to ensure that 80,000 households gain access to clean cooking technology (of which 15% are supposed to be female-headed households), and female workers in the enterprises financed by the project at a rate of 15%. Furthermore, the Project Technical Document, developed by the World Bank, includes additional Project Development Objective (PDO) and intermediate indicators that will be monitored regularly.

Table 1: CC-RBF Indicators

Indicator	Unit	End Target
Number of people who gained access to clean cooking	Number	80,000 households
Female Households accessing to the clean cooking	%	15
Share of female workers in enterprises	%	15

6.2 Duration of the CC-RBF

The CC-RBF will accept applications once call for clean cooking companies is announced until 30th September 2028. This RBF will end at the same time as the overall ASCENT program, which is 31st December 2029, or as soon as the fund has been depleted. CCCs must submit the last claim before 30th September 2029.

6.3 Monetization of Greenhouse Gas Emission Reduction Credits

For its duration, the RBF is expected to receive additional funding by having the Government monetize the greenhouse gas (GHG) emission reductions (ERs) that are generated from Clean Cooking Stoves (CCS) for which the program is responsible. Beneficiary households and CCCs are thus required to transfer title to ERs to the Government through the relevant sales contract/grant subsidiary contract. The Carbon Initiative for Development (Ci-Dev) of the World Bank will purchase ERs generated from the RBF from 2021 through 2024, and these ERs will be credited under Rwanda's Standardized Crediting Framework (SCF), a national carbon standard administered by the Rwanda Environment Management Authority (REMA) and supported by Ci-Dev. The government will find new buyers in the carbon market for ERs generated after 2024.

6.4 Eligibility criteria for households (beneficiaries)

The household eligibility criteria are listed below:

- The CC-RBF subsidy will be provided to all eligible households living in Rwanda. Households that already use clean cooking stoves classified as Tier 4+ or have previously received subsidies through other programs will not be eligible for the CC-RBF program.
- The CC-RBF subsidy will only be provided to a household once.
- Each household is eligible for a double-burner, or two single burner cooking set up (given by the same CCCs at the sales dates)

- Households already fully using a clean cooking stove (Tier 2 by December 31, 2023, and above) without stacking (i.e. using a traditional stove) at the time of registration, are not eligible for the CC-RBF subsidy.

6.4.1 *Customer re-eligibility for special cases*

Any household that became ineligible due to unknowingly use of his/her national ID or household ID by another household will be eligible for CC-RBF subsidy. EDCL will unblock these households from the Eligibility Tool (ET) against the recommendation from Sector/Cell office. The recommendation should clearly mention that his/her ID was used without authorization by another household for the purpose of benefiting from a subsidized CCS. The subsidy for the previous CCS will not be paid, or it will be deducted from the next claim if the subsidy has already been (partially) paid to the CCC (e.g. Milestone 1 payment).

The CCC has the obligation to report cases of unauthorized use of another person's national ID to the relevant authority for criminal investigation.

6.5 Repossession

The CCC will have right to repossess the cook stove deployed to the eligible household subject to the conditions stipulated in the Sales Contract signed between CCC and its customer. The CCC should report to EDCL the list of repossessed customers together with the Claim Form. The list must include name of the customer, national ID, customer's phone number, date of the clean Cook Stove sold, serial number of the Cook Stove, date of when the Cook Stove was repossessed, and the reason for repossession. A separate tab for repossessed customers is available in the Claim Form spreadsheet which can be downloaded from BRD website. The CCC should provide the entire updated list of repossessed customers in every Claim Form submitted to EDCL.

The sales contract signed between CCC and its customers also includes details of contacts of a number or hotline from EDCL to allow customers to report repossessions. Both parties should keep a copy of the signed contract. Through the awareness campaign of the program, beneficiaries will be encouraged to complete payment of their contributions and to report repossessions by CCC where beneficiaries have failed to make their disbursements.

The desk check will verify whether the subsidy has been released to the repossessed customers. If the repossessed customers have received subsidy from the previous claim, the equivalent subsidy amount will be deducted from the current claim. These repossessed customers will be marked as ineligible for the payment of remaining subsidy (for example 2nd and 3rd milestone). The repossessed customers will be marked as permanently ineligible for another subsidized cook stove.

EDCL reserves the right not to process the claim of the CCCs and conduct further investigation if the list of repossessed customers is not submitted to EDCL together with the Claim Form. The CCCs will be suspended as per the suspension procedure established in Section 7.6.5 if the updated list of repossessed customers is found not submitted to EDCL.

6.6 Subsidy levels

The subsidies are expected to be fully passed on to final beneficiary households by the participating CCCs. The subsidy levels are progressive, depending on the performance tier of the cookstove. The lower the tier, the lower the subsidy. The subsidy level for each tier level will be the lower value of the following two options: 1) a set maximum in absolute terms (in RWF), or 2) a set maximum in relative terms (in %). See Table 2 for more details:

Table 2: Subsidy levels per cooking stove Tier

Tier Rating	Maximum Percentage Coverage of Cost (%)	Maximum Eligible RBF Amount RWF
Tier 5	60%	66,000
Tier 4	60%	54,000

For example, a CCC sold a customer for a Tier 4 stove that has an end-user price of RWF 100,000. The maximum percentage coverage of cost in this case is 60%. The relative maximum eligible RBF amount is $100,000 \times 60\% = \text{RWF } 60,000$, which is higher than the absolute maximum eligible RBF RWF 54,000. The lower amount will be selected, and the customer will be eligible for the maximum RWF 54,000 RBF subsidy, not the 60% of the cost.

Conversely, if a CCC sold a customer for a Tier 4 stove with an initial end-user price of RWF 50,000, the customer will be eligible for an 60% subsidy, which is RWF 30,000 ($50,000 \times 60\% = \text{RWF } 30,000$) lower than the maximum absolute subsidy level of RWF 54,000. In this case, the relative subsidy level (%) applies and not absolute subsidy (RWF) since the former has a lower value.

Subsidy levels will be regularly reviewed to reflect market changes (such as inflation, foreign exchange movement, etc.) and to ensure sustainability of the program. The value of the subsidy paid per technology may thus reduce over the life of the program, to a nominal level during the final period of the program. For customers already included in the CC-RBF program, subsidy levels at the time of sales confirmation in ET will be honoured until the completion of the subsidy payment even if the subsidy levels for new customers changes over time.

The following step-by-step process will be followed by EDCL and CCC to calculate the actual subsidy of different cookstove products in the ET:

- CCC submits to BRD the CCS product information such as name of the product, tier level, and other technical information supported by RSB certificate/report.
- EDCL with the request from BRD will check the tier level of the cookstove if such information is not available in RSB cookstove testing certificate/report.
- If the product is tested by RSB and is eligible for CC-RBF, BRD will consider the product for RBF scheme. BRD will inform CCC confirming the inclusion of eligible products and its associated price through a letter of exchange or as an annex to the Grant Subsidiary Agreement, whatsoever is convenient. BRD will share a copy with EDCL.

- EDCL after the copy from BRD is received, will register the product in the ET. The registration includes the name of the product, Tier level, and the price. The price will include subsidy and end-user contribution.
- Once the cookstove product is registered in the ET with Tier level, the ET will auto calculate the subsidy amount.

While BRD will not be involved in a thorough analysis of the price of cookstove products, BRD may occasionally request CCCs for additional supporting documents such as price breakdown/bill of quantity (BoQ). BRD will have the right to request CCC for the revised price.

6.7 Customer contribution

A large portion of the price will be paid for through the RBF subsidy, as summarized in Table 2. The remaining portion will be paid by the customer, as a customer contribution. The customer can pay in cash or PAYGO Instalments, depending on the terms of the customer's preferred CCC. The customer contribution is fundamental to creating ownership, empowering beneficiaries, promoting sustainability and motivating CCCs to provide after-sales service. For example, if a customer purchases a Tier 4 stove with a price of RWF 45,000, CC-RBF provides RWF 36,000 subsidy and the customer will pay RWF 9,000 as customer contribution. The customer may pay in cash or pay in instalments if the PAYGO service is offered by the CCC.

The customers should pay their contribution only through a trackable payment system such as Mobile Money, cheque or bank transfer. In cases where the CCC is dealing with clients that do not own a telephone set, payments can be made on cash basis but the CCC should issue a receipt showing all the details of the sale for the stove including subsidy amounts among others to the client and keep a copy.

6.8 Disbursement schedule

6.8.1 Disbursement schedule for PAYGO/credit sales

The subsidy will be paid in 3 instalments, in case of PAYGO or credit sales). 50% of the subsidy amount will be disbursed upon successful verification of CCC's sales report with user contact information. 40% of the subsidy amount will be disbursed after verification of stove usages, 3 months after the installation. The remaining 10% will be disbursed upon verified adequate customer service for 1 year and 100% customer contribution. The disbursement schedule is displayed in Table 3.

Table 3: Subsidy disbursement schedule for PAYGO/credit sales

Disbursement	Condition	% of subsidy
1 st Instalment	Upon successful verification of CCC's sales/claim report with user contact information	50%
2 nd Instalment	Upon independent verification of stove usages, 3 months after the sale of the stove	40%
3 rd Instalment	Upon independent verification of stove usages, 1 year after the sale of the stove	10%
Total subsidy		100%

NB: In PAYGO sales, 1st, 2nd, and 3rd instalment represents Milestone 1, Milestone 2, and Milestone 3 payment respectively.

For example, if the price of a Tier 4 stove is RWF 50,000, a household will receive a subsidy of FRW RWF 30,000 (i.e. 60% of FRW 50,000 stove price). The CC-RBF program, after passed verification by EDCL (acting as an Independent Verification Agent (IVA)), will release RWF 15,000 (50% of RWF 30,000 total subsidy) as first instalment. The CCC will receive another RWF 12,000 (40% of RWF 30,000-total subsidy) as second instalment upon passed verification of stove uses, 3 months after the installation/sales of the stove. The remaining RWF 3000 (10% of RWF 30,000 total subsidy) as third instalment will be released after one year of the installation/sale of the stove, upon verified adequate customer service.

6.8.2 Disbursement schedule for cash sales

Subsidy will be paid in 2 Instalments in case of cash sales. 80% of the subsidy amount will be disbursed upon successful verification of CCC’s sales report with user contact information, after sales. Remaining 20% of the subsidy amount will be disbursed after 1 year upon verified adequate customer service. The disbursement schedule for cash sales is displayed in Table 4.

Table 4: Subsidy disbursement schedule for cash sales

Disbursement	Condition	% of subsidy
1 st Instalment	Upon successful verification of CCC’s sales/claim report with user contact information	80%
2 nd Instalment	Upon verified adequate customer service, after 1 year	20%
Total subsidy		100%

NB: In Cash sales, 1st and 2nd instalment represents Milestone 1 and Milestone 3 payment respectively. There is no Milestone 2 payment in cash sales.

The CCC, at the time of subsidy claim, will report to EDCL the amount of subsidy claimed under a. cash sales and b. PAYGO sales.

NB: In order to be eligible under cash sales, the CCC should collect one hundred percent of the customer contribution upon stove sale. The partial down payment will be considered as PAYGO/credit sales. The subsidy disbursement schedule will be reviewed regularly during implementation and adjusted as needed.

6.9 CC-RBF incremental cost coverage

To cater for the overhead of the CC-RBF program, BRD will charge the participating CCCs a fee of 4% of the total subsidy received plus 18% VAT to cover its incremental operating costs. For example, if the CCC (after the results from the verification report) is eligible for FRW 50 million subsidy disbursement, BRD will deduct total FRW 2.36 million (4% fee - FRW 2 million plus 18% VAT - FRW 0.36 million) and release FRW 47.64 million to the CCC.

The CCCs have two options: this fee will either be paid upfront by the companies to BRD or it will be deducted at the time of disbursement.

6.10 Earmarking of the subsidy per company

CCCs must specify, during the initial application, the projected utilization of the CC-RBF subsidy fund. BRD will appraise this amount. For each CCC accepted into the program, BRD will confirm the approved earmarked funds. The earmarking of funds per CCC will be initially capped up to FRW 1 billion (the cap will be reviewed regularly during implementation and adjusted as needed). Based on progress of the CCC over time, BRD may reduce the earmarked amount for the CCC or accept additional fund requests (noting that any review of additional funding requests will take into account the CCC's progress on already-earmarked funds). This review will take place every 6 months or as soon as the agreed amount is expected to get fully utilized. The CCCs are encouraged to apply for the next tranche of subsidy amount immediately after the 70% of the approved subsidy funds are committed, as evidenced by the Eligibility Tool or at least two (2) months before the expected utilization of the approved tranche. This will avoid the financing gap and ensure smooth continuity of the dissemination of cookstoves by CCCs.

Once an CCC has received the first Instalment subsidy payment for a given customer, the remaining subsidy for this particular customer will also be committed for the applicable customer (and thus CCC), unless it is confirmed that the customer is not going to continue paying its contribution. The CCC can pool back the remaining subsidy amount already committed for a particular customer into the main basket after the EDCL verification team found that the customer is ineligible for subsidy disbursement and the CCC formally writes off customer's remaining payment as bad debt. This will ensure the availability of funds that will be needed to complete the full subsidy payment for each customer.

6.11 End user pricing

The CC-RBF is primarily expected to cover the commercial viability gap for low-income households. Funds should thus be fully used to reduce end-user pricing and CCCs must provide final price of their different cookstove products to BRD requesting to reflect the price in the ET. The ET will automatically calculate the end-user contribution after deducting subsidy amount from the final price, depending on their business model and the tier of the cookstove.

The CCCs are required to report on their pre-subsidy price (if applicable), their subsidized price, the customer contribution and the means of customer contribution (i.e. cash or PAYGO Instalment) as part of the regular reporting to EDCL and in the Claim Form for the CC-RBF subsidy scheme. The price shared and agreed with BRD will be the price entered in ET. The latter reporting format is provided in Annex 4.

6.12 Foreign exchange rate

The BRD will disburse subsidy to CCCs as per the disbursement schedule (Section 6.8). The subsidy disbursement will be in equivalent local currency (FRW). The BRD in consultation with the Government of Rwanda and the World Bank will regularly review the subsidy levels and maximum subsidy amount to be allocated to each CCC, every six months or as needed to reflect possible step changes in the foreign exchange rate, to ensure that the USD value of the subsidy is adequately reflected in FRW. The value of the subsidy in FRW will be reflected in the Subsidiary Grant Agreement

with the CCC at the time of its signing, and possible changes will be promptly communicated to the CCCs for their adoption. BRD will also document and keep track of possible change in the FRW subsidy values within their accounting, monitoring and reporting duties to the World Bank, and will reflect these also in the Quarterly Progress Implementation Reports.

6.13 Eligibility criteria for CCCs

Participation shall be open to all interested CCCs that are able to satisfy the eligibility criteria (listed below). CCCs are defined as private institutions, either a business, that play a leading role in the majority of the following activities: 1) identifying customers, 2) selling the cook stove to the customer, 3) Providing training / product awareness, 4) offering product warranty and after-sales service / customer care and, 5) providing credit to the customer, if applicable. All CCC business models are eligible.

The subsidy amount/percentage is based on whichever end-user price applies to the customer, as explained in Section 6.6. The CC-RBF does not differentiate between cook stoves/cooking technology that are provided to the customer as a cash sale, through a loan from a bank or micro-finance institution, as an integrated PAYGO model, or some other variant of these basic models.

That said, it is the responsibility of the CCC to ensure that the cook stove/cooking technology is bought and used by an eligible household since it is the CCC that will receive the subsidy.

Participating CCCs will be responsible for identifying and contacting customers as well as providing and maintaining the cook stove/cooking technology.

CCCs will be appraised according to the following eligibility criteria:

- **Licensed with adequate ownership structure:** Companies should have a valid domestic company registration at RDB and should be duly licensed with a tax identification number assigned by Rwanda Revenue Authority (RRA). The company must be in full compliance with relevant national regulations pertaining to tax, legal and accounting norms. The owners and managers of the enterprise must be ‘fit and proper’.
- **Agreement with EDCL:** Companies must have a valid Memorandum of Understanding (MOU) with EDCL.
- **Adequate funding:** Companies should have a defined funding strategy with no obvious gaps or constraints on additional funding. BRD will review the progress of the company in subsidy mobilization every 6 months after the signing the subsidy agreement. BRD will have right to cancel or revise the subsidy agreement if the company does not show any progress within 6 months after signing the subsidy agreement.
- **Satisfactory end-user pricing scheme:** Companies must demonstrate that the end-user will directly and fully benefit from the RBF subsidy. The companies should not propose a price of the cookstove that is inflated with the intention of getting a maximum subsidy. The company is subject to suspension if the price is found to be unreasonably inflated.

- **Quality of operations:** Companies should have a sound business plan with proven resources to efficiently carry out operations at the functional level, including organization, management, staff, financial and others.
- **Quality products:** Companies should be selling cook stoves/cooking technologies that have been tested, evaluated, and certified by the stove testing lab of the Rwanda Standards Board (RSB). The eligible list of Cook Stoves/cooking technologies for the RBF program with its tier processing, approving, and ranking will be published and updated by EDCL.
- **Warranty and after-sales service:** Companies must offer a warranty for at least one year and have an established and active after-sales service capability and operations. Companies should provide the list of agents/staff working in different districts to ensure an adequate staff/agent-base for the timely after-sales-service. A warranty form should be signed by both customer and the company.
- **Call centers services:** The companies should have an established call centre with an active toll-free number to receive the complaints from customers. The companies should maintain a logbook of the complaints and how they are addressed. BRD will assess the adequacy of logbook being maintained and the capacity of call centers to handle general queries, technical issues, and overall ability to provide solutions at the customer call level. BRD will assess the ability to escalate complaints to the right department, handle the complaints against contractual standards, tracking system for complaint resolution, logbook of previous complaints received and resolved.
- **Adequate accounting systems and management information and well-organized IT support:** These companies who are involved in delayed payment (such as PAYGO) services should have good accounting, bookkeeping, management and adequate system software support.
- **Gender quotas:** Companies should have at least 30% of the workforce employed, represented by women, and be able to demonstrate that they apply the principle of ‘equal pay for equal work’.
- **No Forced labour:** Companies should confirm that they have not engaged or employed forced labour in the past and are committed to not engaging or employing forced labour for the duration of the agreement.

Participating CCCs will enter into a Grant Subsidiary Agreement with BRD based on the Grant Subsidiary Agreement template provided under Annex 3 of this Operations Manual, and which outlines the rights and obligations of both parties under the program. Among other things, such Grant Subsidiary Agreement must include a no forced labor requirement providing that (a) the CCC confirms that it has not engaged or employed forced labor in the past; and (b) that the CCC is committed to not engaging or employing forced labor for the duration of the Grant Subsidiary Agreement.

The companies shall transfer all their legal rights to any Emission Reductions generated by their activities under ASCENT Sub-component 3.2 Clean Cooking RBF to BRD, free of any charge, fee, interest, Encumbrance or claim and with no additional payment to be made by BRD.

The companies should include a clause in the Sales Contract signed with each beneficiary household stating that “the beneficiary household shall transfer all their legal rights to any Emission Reductions generated by the stove sold under CC-RBF to Government of Rwanda, free of any charge, fee, interest, Encumbrance or claim and with no additional payment to be made by the Government of Rwanda.

Once accepted into the program, CCCs will be expected to meet the eligibility criteria at all times. CCCs will be monitored continuously and will be reviewed annually on a case-by-case basis. CCCs that are blacklisted by the government are not eligible to participate to the CC-RBF.

BRD may recommend the CCC for an adequate size of the field team and the considerable efforts to be dedicated in checking in on existing customers considering the customer base and geographical footprint of the company. BRD or EDCL can recommend the company on the best way of handling the disseminated CCS which may include the proper instruction to the customer through the company agent/technician. BRD or EDCL will check whether the company has provided a User Manual that describes the proper handling of the CCS.

BRD will suggest the CCC to have a dedicated team to verify sales data and customer information internally at the company level before the claim is submitted to EDCL for verification. The adequacy of the team size may depend on the customer base and geographical footprint.

6.14 Timing of enrolment

CCCs can apply for participation in CC-RBF at any point after the launch of the program but the last claim for milestone 1 should be submitted one year prior to the end of the ASCENT project (31st December 2029).

6.15 Eligibility criteria for clean cooking technology

To be qualified for inclusion in the CC-RBF program, cookstove technology has to be submitted to RSB for evaluation. The evaluation process will involve a set of test methods based on the methods and guidance in ISO 19867-1 and performance criteria informed by Technical Report ISO/TR 19867-3. The general testing/evaluation requirements are listed below. Additional evaluation criteria may be added according to the requirements of the Rwanda Standards Board.

Stoves and accessories using biomass fuels that may require additional processing (for example, charcoal, wood, briquettes/pellets) and/or ventilation (for example, chimney)	Meeting thermal efficiency and PM _{2.5} and CO emissions Tier 4 requirements, s, according to ISO VPTs; vented stoves will be assessed for fugitive emissions and efficiency.	Evaluation for safety and durability will be based on the manufacturer's safety manual and confirmation on the expected lifetime of at least 3 years and warranty of at least 1 year.
Stoves and accessories using modern fuels/energy, which may include LPG, biogas, ethanol, electricity (including electric rice cooker and electric pressure	Meeting thermal efficiency and PM _{2.5} and CO emissions Tier 4 or Tier 5 requirements, according to ISO VPTs.	

cooker), solar energy, pellets, or other biomass fuels		
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The testing and evaluation results will be communicated in private to the submitting organization, however if the product is accepted by the project for promotion, the key performance information including tier ranking will be made available to the public in the REG website.

In case of cooking technologies that cannot be locally tested the Rwanda Standards Board (RSB) laboratory checks the authenticity of the test results from the laboratory that carried out the tests. Upon confirmation of the authenticity, RSB submits written opinion on the test results to EDCL which will be based on to confirm the eligibility of the tested technology in the program.

The document submitted with the cooking technology must specify the source of energy to be used which should be readily available in Rwanda during project implementation and may include the following:

- Pellets/briquettes or other types of processed biomass
- Liquid fuels
- Gas fuels
- Electricity

Domestic cooking technologies may have one or multiple burners and are expected to have adjustable (controllable) cooking power to regulate the delivery of cooking energy, and further, be able to adequately perform typical cooking tasks for rural and urban families in Rwanda. For cooking technologies that are specialized for certain cooking functions (e.g. water heating, slow cooking), the applicants must specify such functions and the relevance to Rwandan cooking practices.

The key performance indicators which will be evaluated include: cooking power, controllability (high-to-low power turn-down ratio), fuel type(s), fuel consumption (system efficiency), emissions of particulate matter (PM_{2.5}) and carbon monoxide (CO), and separate safety and durability scores. Cooking stoves fitted with a chimney to carry emissions outside the building will be assessed for fugitive PM_{2.5} and CO emissions (leakage into the home) during typical patterns of use, instead of total emissions.

Annex 1 includes call for clean cooking technologies for Rwanda clean cooking program and the application form.

6.15.1 *No subsidy for refurbished cookstove*

The CCCs reserve the right to repossess the cook stove/cooking technology if the beneficiary household defaults on the remaining payment to the CCC. As per its repossession policy, the CCC can repossess the cookstove, refurbish and install it to another customer. However, refurbished systems are not eligible for a new subsidy.

BRD will deduct the subsidy amount of any repossessed Cook Stoves from the next claim if the subsidy payment has been made before the repossession. For example, BRD released a subsidy payment of FRW 40 million (as 1st instalment) of 1,600 Cook Stoves sold by a company in PAYGO/Cash model, assuming that FRW 25,000 was paid for each Cook Stove as the 1st instalment. The CCC submitted the repossession list (together with the next claim) informing that they

repossessed 100 stoves due to non-payment of end-user contribution from the household. BRD will deduct FRW 2.5 million subsidy already given for 100 customers.

The Claim Form and Results Form have a separate tab to record the repossession cases such as customer ID, customer name, name of the Cook Stove technology, repossession date, and the reason for repossession.

6.16 Implementation tools and platforms

ASCENT project will use several tools and platforms to carry out the CC-RBF program, similar to the EAQIP CC-RBF . Each of these platforms is explained below.

6.16.1 Clean Cooking Management Information System (CCMIS):

CCMIS is an information system that allows the GoR and in particular, EDCL to:

- Track access to modern energy cooking services and sector developments
- Report accurately on developments to internal and external stakeholders
- Develop targeted interventions to accelerate access to modern energy cooking services
- Engage in evidence-based policymaking

6.16.2 Eligibility Tool

It is a web-based tool, managed by EDCL, which will support the implementation of CC-RBF. The Eligibility Tool (ET) will allow CCCs to execute the eligibility check, to pre-register sales and to confirm sales as explained below:

1. CCCs to check the eligibility of potential customers based on the predefined criteria in Section 6.4 (eligibility check);
2. To pre-register a sale once the eligibility of a customer is confirmed and both the customer and CCC agent agree to move forward with the sale;
3. CCCs to register/confirm a sale once the CCS is sold and contract is signed by both parties (customer and CCC's representative) with a list of customers approved by a cell leader. Both parties should keep a copy of signed contract.

The CCC should avail the list of GPS coordinates (X-coordinates and Y-coordinates) of beneficiary household if such information is requested by EDCL/BRD. This information may be requested in case of claims with >10% technical issues or failure for further investigation.

While the CCCs are not required to provide GPS coordinates of beneficiary households, the CCCs should know the location of their customers to provide after-sale service. Customers not found in the location provided in the contract will be considered as failed.

The ET is linked to CCMIS and the CCMIS is linked to *Monitoring & Evaluation Information System (MEIS)*, which is managed by the Local Administrative Entities Development Agency (LODA). The ET provides information on eligibility status, national IDs, and household IDs. Linking CCMIS, the LODA MEIS and the ET ensures that the demographic data required will be as up to date as possible, sales

are being tracked accurately and monitoring is streamlined. The CCC will be granted access to the ET only after their Grant Subsidiary Agreement has been signed, training by EDCL on how to use the ET, BRD that the CCC has stock available to launch and has staff in district for dissemination and after-sales-service.

In the event of changes in the price of the system for a given CCC, BRD will sign an addendum to the Grant Subsidiary Agreement or agrees with CCC through a letter of exchange and coordinate with EDCL to update the revised price on the ET.

6.16.3 CCC PAYGO platform

The eligible CCCs will record payment transactions on their PAYGO platform, if applicable, or on their Mobile Money account and share these payment records with EDCL (either manually or through API linking platforms). These payment records will be used during verification process for PAYGO sales.

6.16.4 Mobile Money Platforms

Many CCCs will accept payments from customers using mobile money platforms offered by mobile network operators. These platforms give CCCs a digital record of all payments by customers, including the time, the amount, and the phone number of the payment sender. If applicable, eligible CCCs will sign an information-sharing agreement with the mobile network operator and EDCL to share payment data. The data may also be supplied by a 3rd party platform. The payment data supplied by mobile money platforms may create the opportunity for more efficient and reliable payment verifications.

6.17 Data inputs to subsidy calculation

The subsidy will be calculated based on the following inputs:

Table 5: Inputs to subsidy calculation

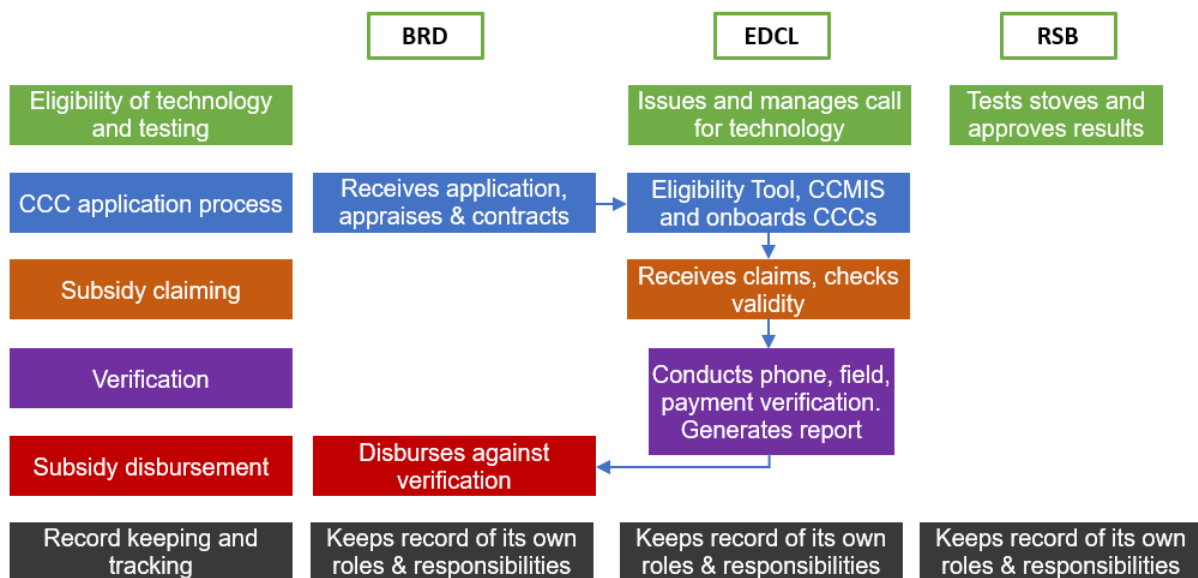
Input	Source of input
Stove/cooking technology name	CCC (during initial RBF application and confirmed during sales registration)
Stove/cooking technology price	CCC (during initial RBF application and displayed in the ET)
Stove Tier	Based on the EDCL Tier Rating confirmation report which is built on the RSB testing report or RSB confirmation of certificate authenticity.
Absolute or relative subsidy amount	Pre-set calculation based on Table 2. The subsidy amount for each technology proposed by CCC will be part of GSA.

B. RBF ROLES AND RESPONSIBILITIES

7 Stakeholders

The CC-RBF program is a form of collaboration between different institutions within government, the private sector and the World Bank/AIIB. The implementation lies between EDCL, which will focus on the RBF implementation and BRD, which will focus on the grant management and disbursements. Figure 2 gives an overview of how the implementation is designed.

Figure 2: CC-RBF program implementation arrangements



7.1 BRD

7.1.1 CC-RBF Project Implementation Unit (PIU)

BRD will be responsible for the administration of the subsidy in the following ways:

- Issues call for CCCs for the CC-RBF.
- Receives and appraises CCC applications for enrolment in the CC-RBF;
- Appraises CCCs and generates appraisal report, which will be presented to the BRD Management Investment and Credit Committee (MICC) for approval;
- Issues notification letters to approved CCCs, and also to non-approved CCCs, explaining the issues that need to be addressed to participate in the program.;
- Signs Grant Subsidiary Agreement with CCCs that are accepted in the CC-RBF program. The template for the agreement is presented in Annex 3; Signs the addendum to the agreement with CCCs as and when necessary;
- Prepares disbursement notes and secures approval;
- Approves subsidy payment to CCCs after EDCL has submitted Verification Report and Results Form;
- Submits Claim Verification Report, Results Form, and Disbursement Note to World Bank for 'no-objection', prior to subsidy disbursement;

- Makes disbursements to CCCs on their designated bank account;
- Works closely with EDCL's clean cooking unit for matters related to the technical issues;
- In consultation with EDCL, determines potential suspension of the CCC from the program if >10% of the total sample fail and/or having technical issues in two claims of same millstone submitted. The suspension clause is provided on Section 7.5.6;
- Provides technical assistance for activities related to capacity building, mass-user awareness, training etc.;
- Organizes Steering Committee meetings and shares the progress, issues and challenges;
- Conducts regular meetings with BRD management and seeks guidance;
- Conducts regular meetings with World Bank/AIIB and seeks guidance;
- Prepares monthly internal subsidy progress report;
- Reports to World Bank/AIIB in quarterly progress report.
- Carry out the E&S Risk assessment and due diligence for all the CCCs requesting the subsidy.
- Monitor the Environmental and Social compliance of project-participating companies.
- Provide capacity building on Environmental & Social risk management to project stakeholders including the CCCs

7.1.2 *Management Investment Credit Committee (MICC)*

- The MICC of BRD sits every week, to review and approve the initial CCC applications. The PIU will also take advice from MICC on the issues and challenges related to subsidy administration.

7.2 **Energy Development Corporation Limited**

- Issues call for clean cooking technologies;
- Coordinates with RSB/Stove testing lab on eligibility test for clean cooking technologies;
- Signs cooperation agreements with CCCs;
- Coordinates with RICA, RSB and WB in approving the technologies being imported or not locally manufactured;
- Manages CCMIS tool including ET and updates it when necessary;
- Provides access to ET (viewer option) to BRD.;
- Orientation to participating CCCs on the use of ET and claiming procedures and granting access to the ET;
- Registers product in the ET (name, tier level, and the price under respective CCC's ET page as indicated in the agreement between BRD and CCCs);
- Manages the monthly reporting from CCCs and ensure consistency of the information provided for the purposes of the verification process
- Receives subsidy Claim Form from CCCs and assesses them against claim eligibility criteria established in the Operations Manual;
- EDCL is responsible for the verification process ;
- Provides feedback to CCCs on the submitted claims and outcomes of the verification;
- Supports project-level GRC established at BRD for field investigations under the implementation of CC-RBF in case of unsuccessful claims and as needed;

- Submits verification reports and Results forms to BRD for disbursement of a particular claim;
- As needed, supports project-level GRC to review pending complaints received by CCCs for their resolution. If required, supports BRD to escalate complaints to Steering Committee; Provides overall guidance and technical backup to the PIU. The EDCL team and PIU will meet on as needed to discuss the issues related to CC-RBF;
- Maintains and updates the list of eligible clean cooking technologies for the RBF program, based upon the testing/evaluation results from the Stove Testing Lab;
- Recommend an action for PIU consideration if any technology that deviates from the results outlined in the initial testing report; Keeps record of qualified cooking technologies and the corresponding CCCs;
- Conducts field level activities such as mass-user awareness campaigns, based on a yearly plan, in close coordination with BRD/ASCENT CC-RBF.

7.3 Steering Committee

The Clean Cooking Steering Committee will be chaired by PS-MININFRA and will include DG-MINECOFIN, CEO-REG, CEO-BRD, MD-EDCL, representatives from the Ministry of Environment, RSB, and Local Administrative Entities Development Agency (LODA), MINALOC, and the Project Coordinator/Program Manager. The Development Partners will be observers in the Steering Committee. The Steering Committee will meet at least once every semester, or as needed, during project implementation to review implementation progress, discuss emerging challenges, and identify mitigating measures.

It fulfils the following responsibilities:

- Provides oversight/strategic guidance to PIU and monitors the subsidy implementation;
- Provides advise/solutions on the challenges that may arise during subsidy administration;
- Regularly reviews and approves the revised rules and guidelines for subsidy administration;
- Facilitates coordination between key government agencies and resolves issues.

7.3.1 Technical Review Committee

The Technical Review Committee will be established as a sub-committee to and nominated by the Steering Committee. The main responsibility of this sub-committee will be to monitor the disseminated cookstoves and assess the adequacy of the after-sales services offered by the CCC. The findings of the review on after-sale service will be presented to the Steering Committee on an annual basis. Section 12 will cover the detailed scope of this sub-committees.

7.4 Rwanda Standard Board's Stove Testing Laboratory

Rwanda Standards Board's Stove Testing laboratory is responsible for conducting stove testing, evaluation and certification. The CCCs should bear the testing cost as required by RSB for the testing of cookstove. RSB has the following responsibilities:

- Assisting EDCL in testing and certifying where applicable, cookstoves from the approved companies that have a valid MoU/cooperation agreement with EDCL).
- Assists EDCL to review the applications received through the call for clean cooking technologies;

- Signs a non-disclosure agreement (NDA) with applicants who passes the initial screening;
- Receives units of cooking technologies submitted by applicants for testing;
- Develops the lab testing protocol that reflects the Rwanda cooking practice;
- Conducts cookstove testing and evaluation;
- Certifies the stove performance and notifies applicants on the results;
- Submits the testing/evaluation results to EDCL and recommends stove/cooking technology;
- Update the Rwanda clean cooking national standards.

7.5 World Bank

- Provides overall guidance and technical support to the PIU;
- Provides 'no-objection' to final decision on CCCs' participation/suspension in CC-RBF;
- Conducts site-visits to observe impact and challenges in the subsidy implementation;
- Reviews and supports project implementation performance, including financial management of the subsidy;
- Discusses and agrees with BRD and EDCL on changes needed in the CC-RBF OM. Identifies and raises issues that might impede effective administration of the subsidy;
- Monitors compliance with the Operations Manual and the World Bank's fiduciary and operational policies and procedures.
- Provides 'no-objection' for the first or additional subsidy request submitted by BRD.
- Provides 'no-objection' for the subsidy claim submitted by BRD to be disbursed.

AIIB:

- AIIB will, as it deems necessary, accompany World Bank on site visits, or conduct its own site visits, to observe impact and challenges in implementation. AIIB will also participate in project implementation review and support, including as it relates to the management of the subsidy. AIIB may also discuss and agree with BRD/EDCL/World Bank on changes needed in the CC-RBF OM and identify and raise issues that might impede effective administration of the subsidy.

ESF:

- The WB ESF will provide guidance on all environmental and social related risks and impacts as well as templates for preparation of various instruments. It will also emphasize the need for consideration of relevant environmental and social standards with emphasis on labor, inclusion and non-discrimination, gender, community health and safety and stakeholder engagement among others for proper project implementation.

7.6 Clean cooking companies

CCCs that meet the eligibility criteria as defined in Section 6.13, can submit a CC-RBF Application Form (see Annex 2) through the BRD website. Once enrolled into the RBF program, the CCCs are expected to fulfil the following roles and responsibilities:

7.6.1 Identifying eligible households and supply eligible cookstoves

At this stage, CCC will be responsible for beneficiaries' mobilization and recording. The CCC is also responsible for procuring and distributing eligible stoves to eligible beneficiary households. The Leader of a village (Umudugudu), or the cell (Akagari) will need to witness the sale by signing the contract between the CCC and the eligible household. The CCC must then submit the list of all customers within a cell to be signed and stamped by a cell (Akagari) leader and then the Sector (Umurenge). The CCC must collect the required documentation and submit electronically its claim i.e. sale of the stove and payment details to EDCL as per the information provided in Section 8.6.

CCC is required to submit a monthly report of cookstoves sold to the district officer along with a transmission letter and provide a copy to EDCL and BRD. Failure to issue this report to the district may result in a temporary program suspension of three months. If the report is not submitted to the district within this timeframe, the company will face program suspension.

Additionally, CCC must ensure that all customers listed in the district have received the cookstove. Prior to commencing cookstove dissemination, CCC is required to conduct an introductory session in the district and brief the officials on its clear plan for cookstove distribution and provision of adequate after-sales services to customers within that district.

In consultation with BRD, the district official has the authority to suspend CCC from operating in the district due to malpractices such as fraudulent activities, poor after-sales services, customer complaints, and other violations of the rules and conditions of the CC-RBF program and this will lead also to its suspension in the CC-RBF program.

7.6.2 Basic customer awareness is mandatory

The CCCs are required to provide basic awareness to beneficiary households on a) proper handling of the stove/cooking technology; b) conditions for warranty/guarantee; c) basic features of the stove/cooking technology; d) benefits; e) regular maintenance of the stove/cooking technology and preparation of the fuel, if applicable; f) contact information for after-sales-service; g) amount of customer contribution and payments terms etc. The CCC should provide a User Manual or information leaflet written in Kinyarwanda containing the basic information related to proper handling of the cookstove, with a toll-free number of the CCC.

The CCCs must label each installed CCS with the toll-free number of the CCC (for technical issues) and toll-free number of the respective district-GRC managed by a GRC member at district office (for complaint if technical issues are not addressed)¹. The information on the sticker should be in Kinyarwanda language so that the customer can easily understand the information and first contact the CCC for any technical issue.

EDCL in the field verification will verify to ensure that the sticker is labeled in each CCS verified. The CCS will be considered as "technical issues" if the sticker is not labeled in those CCS.

¹ It does not mean that the labeling should be on installed CCS. The CCC can paste sticker on other places such as on the wall or window that is easily accessible by the household and EDCL verification team.

At the time of pre-registration and sale of the cookstove, the CCC should clearly communicate that the following acts from the household are strictly prohibited:

- Reselling the acquired subsidized cookstove to another household
- Using national ID of another household to benefit from the subsidy or give away the cookstove
- Dismantling/hiding the previous CCS to benefit from a second subsidized cookstove

The CCC is required to clearly communicate to the household during marketing/pre-registration and sale of the cookstove about above prohibited activities and the possible consequences. The CCCs are encouraged to include the above misconduct in the Sales Contract to help minimize the prohibited activities from the customer and the CCC agents.

The subsidy will not be disbursed if the above cases are identified during verification. These households will be considered exceptional households and may be permanently ineligible for the subsidy subject to the further investigation by the project-level GRC. However, the CCCs will have right to repossess the cookstove or modify the Sales Contract with the customer's consent to allow them as a normal sale, outside of CC-RBF program.

The CCCs are required to inform the households that they will not be eligible for another subsidized CCC if the CCC repossesses the cookstove under the above prohibited activities. The CCCs are encouraged to include it as a condition in the Sales Contract.

7.6.3 Adequate resolution of beneficiary complaints required

All participating CCCs are required to have a functioning customer service number including toll free number in place, either directly or through an agent, that has the capacity to log complaints and requests for service. The CCC should provide adequate customer care/after-sales-service within 2 weeks after the complaint is registered. Customers may also register any technical issues they are facing with the cookstove on the national customer care line set up by EDCL and respective district GRC toll-free number.

CCCs are required to submit an Excel copy of the logbook of all complaints received and resolved so far on a quarterly basis to BRD which will be assessed by the Grievance Redress Mechanism officer. All the complaints received and registered in the logbook must be addressed by the CCC.

7.6.4 CCC reporting requirements

For sales to be eligible for a subsidy, CCCs are required to report both through the monthly reporting² to EDCL and the regular claim reporting process. The Claim Form should have customer contact information and other details necessary to conduct verification. Monthly sales reporting by CCCs to EDCL is mandatory, regardless of participation to CC-RBF. See Section 8.6 for more details.

² The monthly reporting should include all the sales made by the CCCs, including the sales made outside of the project. It is the project requirement, rather the requirement for EDCL to maintain the database of cookstoves sold throughout the country.

In addition, CCCs are responsible for submitting a Claim Form (see Annex 4 for the template) to both EDCL and BRD via a designated email address. The template of Claim Form together with the list of repossessed cookstoves and technical issues fixed need to be submitted in an Excel format which is available on BRD website.

CCCs will also need to be able to show the following documentation at any time during the contract period, if requested by EDCL or BRD:

- Sales records and import records;
- Warranty records for products, including name, address and phone number of dealers, importers and / or manufacturers.

Where applicable, the CCC is expected to provide access to the payment data in the PAYGO software (either through a manual download or access via an API) so that the BRD and EDCL can analyze and validate information provided by the CCC during payment verification.

7.6.5 *Suspension*

Whenever an CCC deviates from the eligibility criteria and the stipulated roles and responsibilities, BRD reserves the right to suspend CCC's participation in CC-RBF. The following conditions may trigger the suspension:

- a. The eligibility criteria mentioned in Section 6.13 remain unfilled,
- b. Malpractices/fraud found. This shall include but not limited to subsidy claimed without selling the clean cooking product, the cookstove is found to be sold in another place other than the prescribed location in the ET, Tier level of the cookstove is different than the one registered in ET, the documents provided are found to be different from the ones initially submitted in the claim, the disseminated cookstove is not compliant with the RSB testing report, the submitted payment proof is invalid, the serial number is found different than the one registered in the ET, etc.
- c. Undeclared repossessions found,
- d. Poor performance against the agreed time-bound action plan
- e. EDCL verification finds a higher failure rate and/ or technical issues quantified as >10% of the total sample size in two claims of the same milestone³.
- f. Defaulting to comply with the requirements in the MoU signed between EDCL and CCC.
- g. Using household ID for sales confirmation in ET without their consent/knowledge.
- h. Confirmation of cookstove in ET prior to their distribution to households
- i. Nonconformity with Ministerial Guidelines for Clean Cooking Technologies.
- j. Free distribution of stoves without prior approval from BRD.

³ Some hypothetical examples: The CCC may be suspended if a. the failure rate is >10% in two claims, or b. technical issues is >10% in two claims of the same milestone payment. It does not include cumulative technical issues and failure rate. For example, 5% failure rate and 7% technical issues will not be considered as 12% and thus does not lead to the suspension. The percentage of technical issues and failure rate will be calculated as per Section 9.4.8

The suspension will follow the following procedure:

- If one or combination of above suspension criteria are observed anytime throughout the implementation of CC-RBF, BRD will call for a Project-level GRC meeting. EDCL, World Bank and other stakeholders will be invited on an ad-hoc basis.
- The GRC members will conduct further investigation and prepare the report. The members will discuss with CCC and conduct field investigation if necessary.
- BRD shares the report with World Bank with recommendation to suspend or not to suspend the CCC. The recommendation includes the reason and duration for suspension or no suspension.
- If suspended, the duration of the suspension depends on the severity of the issues and the level of the fraud observed by the GRC members. The maximum suspension period will be 3 months.
- BRD will issue a notice of suspension to the CCC with a copy to EDCL. The notice includes a suspension period and requests CCC to submit a time-bound action plan within 15 calendar days.
- EDCL will block the CCC from accessing the Eligibility Tool from the date EDCL receives a copy of the notice of suspension.
- The Steering Committee will issue its final opinion on the suspension recommendation of any CCC.

The following procedures will be followed before the decision of lifting CCC from the suspension is made:

- Within 2 weeks of suspension: the CCC will be required to submit a time-bound action plan to take measures towards removal of suspension.
- Within 1 week after the submission of action plan: Project-level GRC will review the action plan and call for a meeting with CCC.
- Within 3 months of suspension: CCC will be required to submit the evidence on the implementation of action plan. Project-level GRC will review and decide to lift the suspension if the measures applied by CCC are adequate. If not, suspension will be extended for another 1 month.
- Within 4 months of suspension: CCC will provide additional evidence. Project-level GRC will review the evidence and recommend revoking the suspension if the measures applied by CCC are adequate. If not, BRD reserves the right to cancel the Grant Subsidiary Agreement or permanent suspension.

BRD will seek no-objection from the World Bank and then Steering committee before making a decision of removing or not removing CCC from the suspension or terminating the Grant Subsidiary Agreement.

The CCCs are allowed to submit the claim to EDCL for those cookstove sales made prior to the effective date and time of the suspension. EDCL will do the verification of these claims and submit a report to BRD for subsidy disbursement (minus failed customers extrapolated to the claim size). The CCCs are not allowed to make new sales during the period of suspension.

Should CCC fail to provide the information required in the Claim Form or consistently misreport the information, an escalation process to BRD management will be initiated, which may ultimately result in suspension from the program. The PIU will escalate issues at BRD management who will decide on the level of suspension, with no-objection from the World Bank and Steering Committee.

BRD reserves right to cancel the Grant Subsidiary Agreement with a CCC that has been suspended twice or more under the CC-RBF program.

7.7 Customers

7.7.1 Requesting CCCs to provide warranty service

The customers who face technical issues with the stove/cooking technology, will have the right to demand the CCCs for warranty provision and after sales service, as per the CCC's warranty coverage. The CCCs may charge a fee for any service that the customer may require after 1 year from the date of sale of the stove. The fee shall be agreed upon between customer and CCC. Customers that are found to have technical issues during the verification will not be disbursed until the technical issues have been satisfactorily resolved.

7.7.2 Registering a complaint

If the beneficiary household does not receive a response from the CCC within 2 weeks after reporting the issue or if in case of malfunction of the stove/cooking technology and/or the repair is not done within 2 weeks, the customer should contact at toll-free number of district-level GRC and register a complaint. District-level GRC will register the complaint and escalate it at BRD, if not resolved by the district-level GRC. Project-level GRC will share the complaint with the CCC, those complaints related to the CCC performance. Both the CCC and. Both CCC and district-level GRC should have dedicated staff responsible for registering complaints and service requests. The project-level GRC will handle complaints from CCCs and other relevant stakeholders. The complaints from CCCs may be related to the verification outcome, delay in subsidy disbursement, delay in CCC appraisal, etc.

The CCCs are required to include the toll free number of District-level GRC in the Sales Contract signed with their customers with the instruction to call District-level GRC if the CCC does not address the customer's response within 2 weeks. BRD may check a few contracts from each CCC to ensure that the toll-free number is provided in the sales contract.

The district-level GRC will register the complaint in the CC-RBF Customer Complaint Logbook (in Kobo ToolBox or physical logbook). The logbook must include the information such as date of complaint received, name of the customer, national ID of the household member who signed sales

contract with the CCC, phone number, name of the CCC, location (by district, sector, cell, and village), the date customer complained to the CCC, and brief description of the complaint.

The district-level GRC will not register the complaint if the customer has not first reported such complaint to the CCC. The district-level GRC will share (on a monthly basis) the Excel copy of the complaint with project-level GRC maintained at BRD for further action. The GRC will instruct the CCC to resolve the complaint within 5 calendar days. After 5 days, the member of the GRC will call back the customer to confirm that the CCC has resolved the issue.

The complaints that are not related to the after-sales-service such as customer complaints because of the CCC repossession, stolen of the Cookstove, misuse of ID, etc. will be treated separately by the GRC.

C. RBF PROCEDURES

8 Procedures for CCCs

8.1 CCC application to CC- RBF program

Tools & templates required:
<ul style="list-style-type: none">• Application Form• Template for formal letter requesting CC-RBF participation• ASCENT CC-RBF FAQ document

CCCs must fill in an Application Form and submit it through the BRD website. The aim of the application process is to confirm that the applicant has all the capabilities needed to deliver quality equipment, service and after-sales service to customers and that it has the internal integrity and rigor to cope with the reporting and audit requirements attached to the grant. The application will focus on its operational setup, product portfolio, pricing plans, and other information relevant to successful program participation. The following files and records need to be submitted:

1. A formal letter (as per Annex 6) requesting to participate in the ASCENT CC-RBF Program;
2. RBF Application Form, to be downloaded from and uploaded to the BRD website;
3. Certificate of company registration from Rwanda Development Board (RDB);
4. Audit report of past three financial years and valid tax and RSSB clearance certificate. Start-up companies who are not able to provide audited reports should at minimum provide management accounts;
5. Curriculum vitae of the members of the Board of Directors, if any and the management team;
6. Business plan of the company, if available;
7. Copy of the cooperation agreement signed with EDCL;
8. Description of its products, distribution and customer support process, and confirmation by RSB that the product is included on the eligible stove/cooking technology list published by EDCL;
9. If available, organizational chart for the IT and data processing function. Summary list for IT hardware, database and application software and communication equipment.
10. Submission of a Certificate from Rwanda Standard Board approving the eligibility of clean cooking Stoves.
11. A list showing number of agents and staff of the CCCs available in the district, by gender disaggregation.

The CC-RBF Application Form is attached in Annex 2.

8.2 Signing Grant Subsidiary Agreement

Tools & templates required:
<ul style="list-style-type: none">• Grant Subsidiary Agreement

Successful CCCs will receive a notification letter from BRD and are invited to sign a Grant Subsidiary Agreement with BRD. The template for the agreement is provided in Annex 3. CCCs applying for subsidy funding from CC-RBF Program are required to agree to the following requirements:

- Allow qualified EDCL and BRD representatives, on a need-to-know basis, access to privileged and confidential information necessary to appraise whether the CCC meets and/or continues to meet the agreed qualification criteria;
- Agree to devote adequate resources to the Project, to establish and maintain an adequately staffed sales and after sale services team, management group, or equivalent, and to join any available Project-related training;
- Agree to provide customer payment data and installation information (including GIS coordinates), required to verify eligibility of subsidy claims;
- Agree to potentially integrate PAYGO software by linking it with the CMIS or BRD managed platforms;
- Agree that BRD and the World Bank may conduct independent audits of the CCCs accounts related to the stove sold that have been subsidized through the CC-RBF Program.
- Agree to transfer all legal rights to any Emission Reductions generated by their activities under ASCENT Clean Cooking RBF to BRD, free of charge, interest, Encumbrance or claim and with no additional payment to be made by BRD.

8.3 Conducting eligibility check through Eligibility Tool

Tools & templates required:
<ul style="list-style-type: none">• CC-RBF Eligibility Tool• Eligibility Tool User Manual

Once the CCC has signed the Grant Subsidiary Agreement, it becomes eligible to participate in the CC-RBF program. EDCL will on board companies by providing detailed instructions on how to identify eligible customers and how to claim subsidy for them.

Once the program on boarding has been completed, the CCC can sell, finance, distribute, and install (if applicable) the cooking technology as per its own business model.

At this stage, the CCC will be responsible for beneficiaries' mobilization and recording. The companies will be able to determine in the ET whether a customer is eligible for a RBF subsidy and, if eligible, how much subsidy. The following information will be confirmed in the ET:

- The national ID and household ID of the beneficiary
- The area
- CCMIS database to exclude the risk of double subsidy.

- Confirmation of sales (see Section 8.5)
- The stove Tier
- The business model (PAYGO or Cash)

More specific instruction will be provided to CCCs in a CC-RBF Eligibility Tool User Manual.

The risk of sales made to an ineligible customer should be fully covered by the CCC. If the CC-RBF program (during verification) finds that the CCC made sales to an ineligible household, those sales will be considered as ‘failed’ and the program will not release subsidy to such failed sales.

The CC-RBF program believes that the identification of an eligible customer is the responsibility of CCC. The CCCs are free to take any actions to such ineligible customers including repossession of the cookstove.

8.4 Pre-registration of sales through Eligibility Tool

Tools & templates required:
<ul style="list-style-type: none"> • Eligibility Tool • Eligibility Tool User Manual • Pre-registration Bulk Upload template

The CCCs should pre-register customers in the ET after a customer’s eligibility is confirmed. The pre-registration allows a CCC to “reserve” the customer for a period of 15 calendar days. During these 15 calendar days, a pre-registered customer is blocked for other participating CCCs. CCCs should confirm a pre-registered customer in the ET within this reservation period. Pre-registrations cannot be renewed once expired. CCCs can do an individual customer pre-registration or a bulk pre-registration. A template will be provided as an annex to the CC-RBF Eligibility Tool User Manual. This template can be used to upload pre-registration data through the ET.

The CCCs are not allowed to first distribute the cookstove and pre-register/confirm the sales later. The CC-RBF program will not be liable for subsidy payment if the customer is found ineligible resulting from such cases. CCCs are not allowed to do pre-registration of the customers without their knowledge. It is CCC’s responsibility to confirm that the potential customer wishing for pre-registration brings his/her own national ID.

8.5 Confirmation of sales through Eligibility Tool

Tools & templates required:
<ul style="list-style-type: none"> • Eligibility Tool • Eligibility Tool User Manual • Registration Bulk Upload Template • Sales Contract (Annex 5)

The confirmation of sales is the last step in ensuring that the subsidy is reserved permanently for the company. Companies can confirm sales in the ET when: 1) a contract between the company and

the customer has been signed and the list signed by local authority; 2) the purchased stove/cooking technology has been distributed at the customer's home; and 3) the sales have been approved by the relevant local authority. Each time a sale is confirmed in the ET, the corresponding incentive will be deducted permanently from the CCC's remaining budget. The CC-RBF advises CCC to regularly check the remaining grant amount in the ET to ensure that the budget is available before the sales are made. CC-RBF does not guarantee payment of subsidy exceeding the grant amount as signed with BRD.

Each CCC will have one or more Admin Users. Only Admin Users can confirm sales in the ET. Sales can be confirmed in two ways, which will be explained in more detail in the CC-RBF Eligibility Tool User Manual:

- Individually: Users can confirm sales individually on the registration page.
- In Bulk: Users can confirm pre-registered sales in bulk using the upload function.

The ET will have a function to export the confirmed sales into an Excel file called 'Registration Bulk Upload Template'. The CC-RBF Eligibility Tool User Manual will explain in detail how the remaining information should be filled in this template.

8.6 Claim submission through email

Tools & templates required:
<ul style="list-style-type: none">• CC-RBF Claim Form template with a separate tab for repossessed customers and customers with technical issues addressed• Scanned copy of the Sales Contract• CC-RBF email address, rbf.cc.claims@edcl.reg.rw, to submit claims.• Monthly CCMIS Report to EDCL

To bundle administrative work for both the CCC and the CC-RBF, the claim submission schedule is as follows:

- Each company can submit two claims every quarter, regardless of the number of customers that reached their next disbursement milestone;
- If a company has more than 500 customers reaching the next disbursement milestone within a quarter, then the company may submit a second claim within that quarter for each milestone. Note that the quarters considered are as follow: July-September, October December, January-March and April -June.

Companies can thus not submit more than three claims per quarter per milestone.

The Claim Form (available in Excel format on BRD website) contains company product information, name of the customer, customer ID , price of the product, milestone claimed, Tier level, date of confirmed sale, serial number, etc.

The CCC should submit to EDCL the scanned copy of Sales Contract of each customer claimed together with the milestone 1 Claim Form.

Moreover, CCCs should use the Claim Form to report the payment data of each customer. For PAYGO or credit sales, this is necessary to verify that customers have reached the 15% or 100% customer contribution threshold, for milestone 2 and 3, respectively. In the longer run, there may be an option to integrate a CC-RBF IT platform with the CCC IT platforms or directly with the mobile money providers.

The following information submitted in the Claim Form will be reviewed:

1. Name of the customer, and national ID.
2. Tier level of the cookstove
3. Confirmation date (as registered in the ET)
4. PAYGO vs Cash customer
5. Phone number of customer
6. Milestone achieved: 1, 2 or 3. For cash sales, there will be only milestone 1 and 2
7. Product type and serial number (The serial number should be a unique identifier. To avoid duplication of serial numbers between different product or different CCC's, it is highly advised that a serial number be a combination of CCC name, product name, and number)
8. For PAYGO customers: unique customer ID #
9. Total Sales Price
10. Subsidy amount per customer
11. Total customer contribution to date
12. Raw payments data (including date and time of each transaction, amount per transaction, type of payment account and account number)
13. List of repossessed customers. The list must contain name of the customer, national ID, customer's phone number, date of the cookstove sold, date of the cookstove repossessed, cookstove name, serial number, and the reason for repossession.
14. List of customers whose technical issues were identified during the previous claim verification and resolved by the CCC. The technical issues of these customers must have been addressed within 2 weeks after such list is received from EDCL. The list must contain name of the customer, national ID, customer's phone number, name of the cookstove, serial number, nature of the technical issue, date of the technical issues addressed and how it was resolved.

The following information from the CCC Monthly Report to EDCL will be checked:

1. Sales date
1. Name and gender of the customer
2. Household size
3. National identification number of the customer
4. Phone number of the customer or another contact
5. The product name, model number, and unique product serial number
6. Performance level (tiers)
7. Type of fuel used with the stove

8. Sales / service contracts that includes agreed end-user price of stove
9. Location of the household (i.e. village, Cell, Sector, District), with GPS coordinates
10. Customer status (active, paid off)
11. Repossession date (with customer ID)

All companies participating in the CC-RBF are also required to report all their sales (subsidized and regular sales) to EDCL on a monthly basis, in line with the requirements set out in the cooperation agreement signed with EDCL. The report template for monthly reporting differs from the Claim Form. The Monthly Report contains additional details – compared to the Claim Form -- which are required for claim verification and disbursement. For that reason, it is important that the sales date in the Monthly Report to EDCL matches the confirmation date in the Claim Form/ET.

In case some customers in the Claim Form did not pass the desk check due to missing or incorrect information (e.g. stove that were not included in the monthly reporting to EDCL, mismatch of the customer ID, location, price, etc.), CCCs will have five (5) working days to correct the information (either through the Monthly Report or through the ET, whichever held incorrect data) and re-submit the corrected information, then it will be considered in the next claim submission. EDCL will proceed to phone verification for those customers who passed the desk verification.

Any customers that do not pass the phone, contract and/or field verification, but that have a chance to be corrected (customers with technical issues), must be corrected within 2 weeks and will be processed during a next claim submission. The Claim Form has a separate tab for the customers with technical issues addressed. After 2 weeks, EDCL will conduct phone verification of all the customers listed in the technical issue list to ensure that technical issues are addressed by the CCC. The subsidy will be paid for those customers having no pending technical issues ensured during EDCL phone verification. The subsidy will not be paid for the customers with pending technical issues and for unreachable customers⁴ until their issues are addressed amicably by the project level GRC. The outcome of the phone verification of the technical issues list will be provided in the Results Form and shared with BRD. Section 9.4 provides more detail on how EDCL processes claims.

Should a company fail to provide the information requested or misreport this information, an escalation process will be initiated, which may ultimately result in the suspension of the CCC from the program. The PIU will escalate issues at GRC who will decide on the level of suspension, with no-objection from World Bank and Steering Committee.

8.7 Providing warranty and after-sales-service

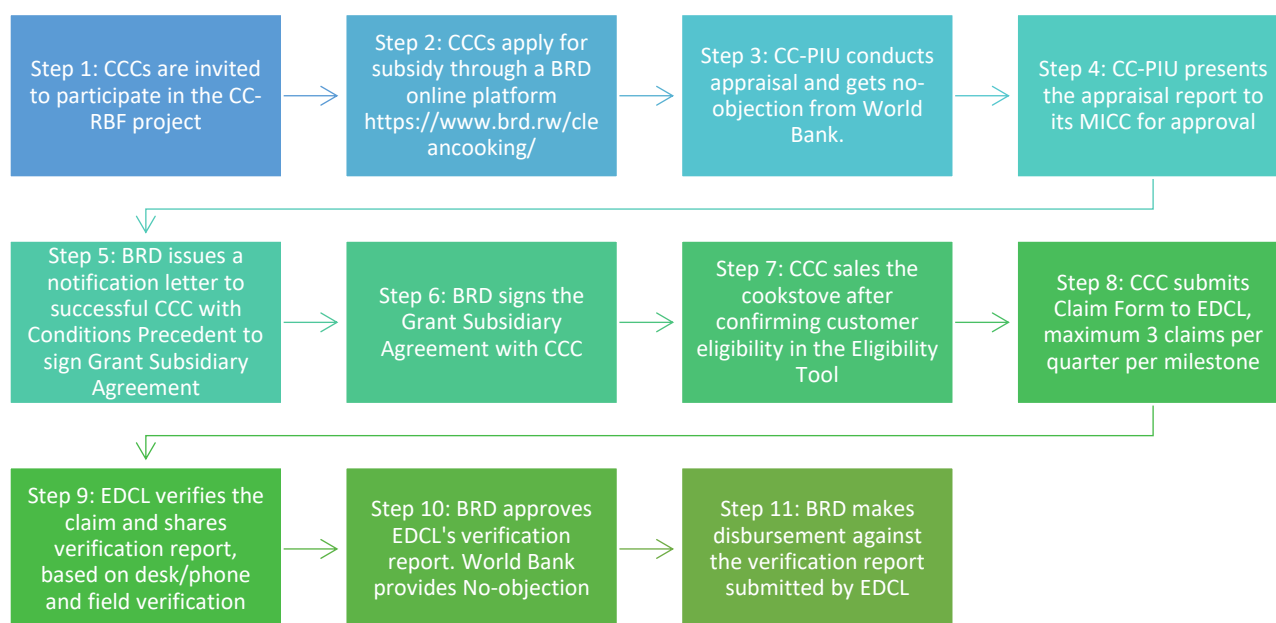
All participating CCCs are required to provide stove warranty and after-sales-service for a minimum period of 1 year after the cookstove is sold. Failure to provide 1 year service will lead to suspension from CC-RBF program. A warranty form signed by the customer and CCC should be submitted with the Claim Form at Milestone 3.

⁴ The unreachable customers with technical issues are those who are not reachable in maximum 6 phone call attempts, including an additional phone call to the concerned village leader. The customer will also be considered as unreachable if the phone is received but the respondent does not know the customer.

9 Procedures for BRD and EDCL

In summary, BRD and EDCL will take the following steps, in response to the steps taken by the CCCs. Step 1, step 2, step 7 and step 8 in Figure 3 are explained in more detail in Section 8, which describes the step-by-step procedures for CCCs. Step 3, step 4, step 5, step 6, step 9, step 10, and step 11 are elaborated in this Section 9, which stipulates the procedures for BRD and EDCL.

Figure 3: From CCC application to subsidy disbursement



9.1 BRD: CCC appraisal, CCC eligibility review and contracting

Tools & templates required:
<ul style="list-style-type: none"> • Grant Subsidiary Agreement (Annex 3) • CC-RBF OM for CCC eligibility criteria

BRD will select eligible CCCs based through an appraisal process. The appraisal process follows through the CCC eligibility criteria (Section 6.13). Those CCCs who fulfil the eligibility criteria will be selected and sign a Grant Subsidiary Agreement. Figure 3 (step 1 – 6) provides procedures of CCC appraisal and contracting.

9.2 EDCL: Calculation of the required sample size

Tools & templates required:
<ul style="list-style-type: none"> • Claim Form (in Excel) submitted by CCC • List of desk check passed customers as an eligible claim size for the sampling

CCC submits the claim to EDCL containing a list customer for subsidy payment. EDCL will conduct the desk check of all customers. The sample size will be determined from the list of customers that have passed in desk check. The sample size will be statistically significant at 95% level of confidence

and 5% margin of error ensuring a minimum of 10% customers that have passed desk check. The following formula will be applied to determine the statistically significant sample size:

$$n = \frac{N}{1+N(e)^2}$$

Where;

n = sample size;

N = the total customers considered for sampling, and

e = the margin error. 5% is proposed considering 95% level of confidence.

The exact sample size will be auto calculated in the Results Form based on the following two hypothetical examples:

	Example one	Example two
A. Size of the claim submitted by CCC	320 customers	7,500 customers
B. Customers found inconsistency in desk check	10 customers	50 customers
C. Customers eligible for sampling (C = A-B). All customers passed in desk check will go for sampling	310 customers	7,450 customers
D. Statistically significant sample size	$\frac{310}{1 + 310(0.05)^2}$ = 175 customers	$\frac{7450}{1 + 7450(0.05)^2}$ = 380 customers
E. Statistically significant sample size in % (E = D/C)	56.54%	5.10%
F. Minimum sample size for verification (10% of C)	31 customers	745 customers
G. Final no. of customers considered for verification	175 customers	745 customers

In example one, EDCL will verify 175 customers from an eligible claim size of 310 customers which is 56.54% of the eligible claim. In example two, EDCL will verify 745 customers from an eligible claims size of 7,450 customers which is 10% of the eligible claim.

9.3 EDCL: Different types of verification and distribution of their sample sizes

Tools & templates required:
<ul style="list-style-type: none"> • Phone verification customer list • Field verification customer list • List of customers with technical issues addressed • Phone verification survey questionnaire • Field verification survey questionnaire • Verification report • Results Form (in Excel) with a separate tab for the list of repossessed customers

The verification process includes a desk check of all customers submitted in a claim, for a.) completeness and accuracy; b.) the establishment of the sample size for phone verification and field verification; c.) payment verification; and d.) verification reporting. Desk verification will take place for all claims regardless of the milestone(s) being claimed. See Section 9.4.1 for more details.

Field and phone verification are required to confirm the claim for customers reaching the first disbursement milestone, for both PAYGO and cash sales, while payment verification and phone verification (except field verification for a few customers, if minimum sample size is not achieved in phone verification) is required for reaching the second and third disbursement milestone for each PAYGO sale. Second disbursement (i.e. final disbursement) for cash sales will only require phone verification (except field verification for a few customers, if required) to confirm the customer still has the cookstove and working properly, as completion of payment will have been verified during first milestone disbursement. Each of these steps is described in below sub-sections.

The EDCL will complete the verification of each claim within 25 working days from the date the claim is submitted. The timeline does not include the time spent by CCCs in revising and resubmitting the information and an additional 2 weeks of claim withholding time if >10% technical issues are found.

Table 6: Verification samples at each disbursement milestone level

Desk Verification	Phone verification	Contract verification	Field verification
<i>Milestone 1 disbursement- upon cookstove dissemination (both PAYGO & Cash)</i>			
On 100% of claim	50% of sample size	Customers unreached in phone verification	50% of sample size, plus all customers whose contracts are found valid in contract verification
<i>Milestone 2 disbursement – 3 months into service and 15% customer contribution (PAYGO only)</i>			
On 100% of claim, to confirm that at least 15% payment has been made by all customers they received the Milestone 1 disbursement, sales were made at least 3 months before, and all customers are in PAYGO	100% of sample size	NA	If minimum sample size is not achieved in Phone Verification.
<i>Milestone 3 disbursement – 1 year into service (both PAYGO & cash) and 100% customer contribution (PAYGO only)</i>			
On 100% of claim, to confirm that at least 100% payment has been made by all the customers they received Milestone 1 and 2 disbursements were disbursed and sales were made at least 1 year before.	100% of sample size	NA	If minimum sample size is not achieved in Phone Verification.

NB: The CCCs are requested to securely achieve the physical copy of Sales Contract signed with its customers for at least 1.5 years or depending on when the company submit a claim (i.e., until the completion of Milestone 3 verification).

The CCCs are not allowed to submit claims with combined milestones. For example, one single claim cannot consist of customers from Milestone 1 and Milestone 2 or multiple combinations. This is not allowed because of the possibility of having different verification outcomes and processes under the different milestones. Further, the sampling size and some verification questionnaires are different for different milestone verification.

Figure 4: CC-RBF Milestone 1 Verification Process

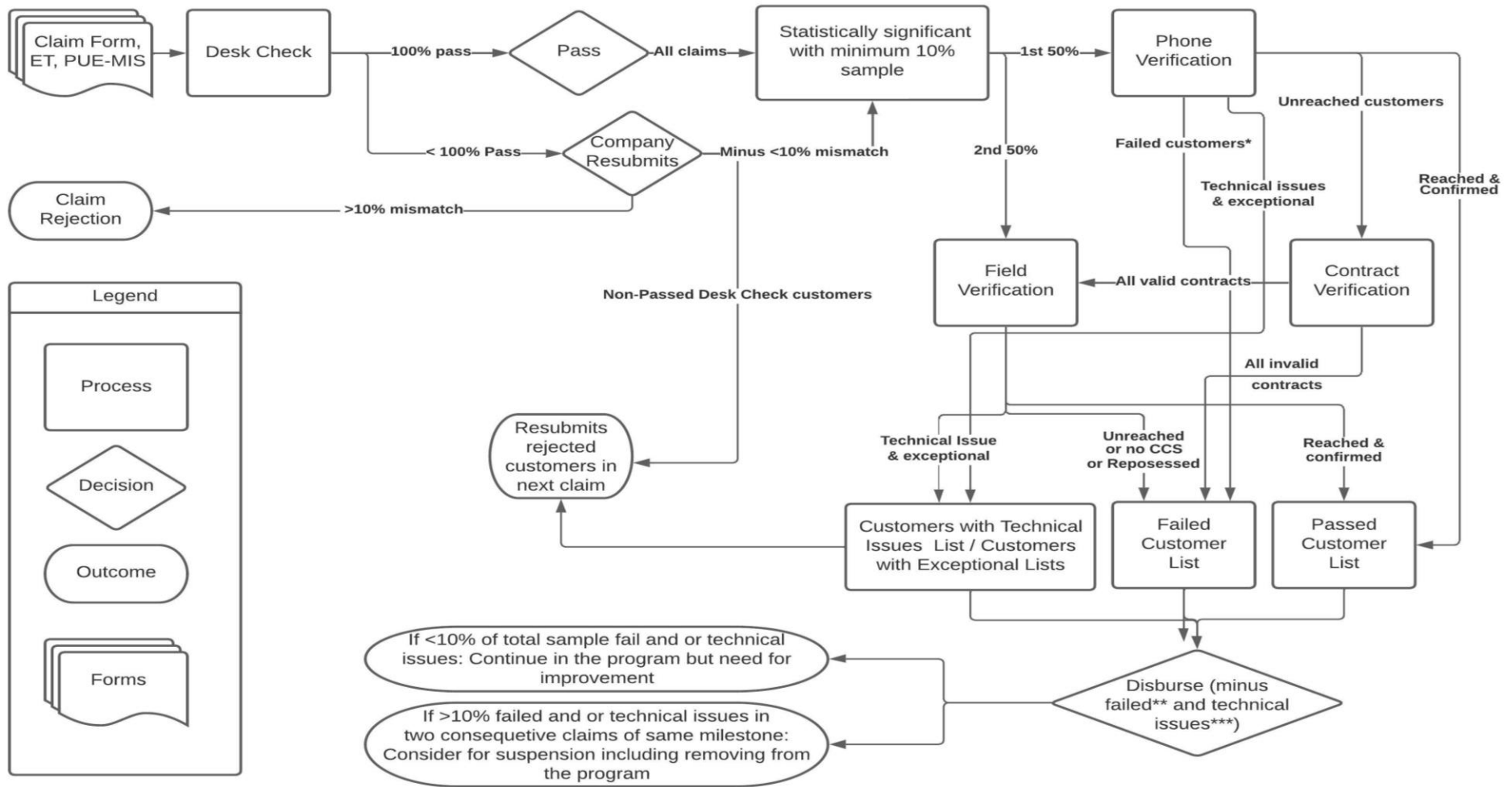
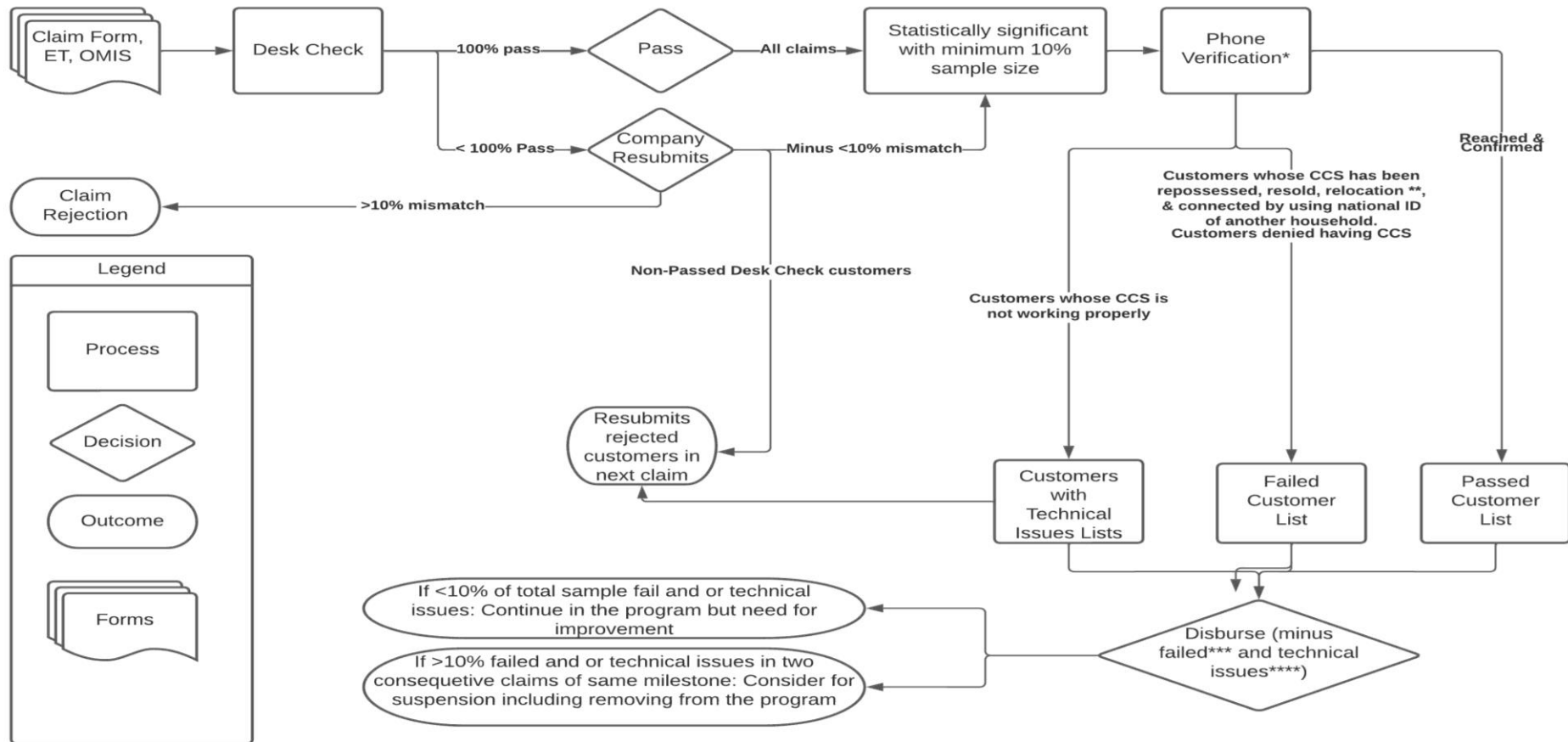


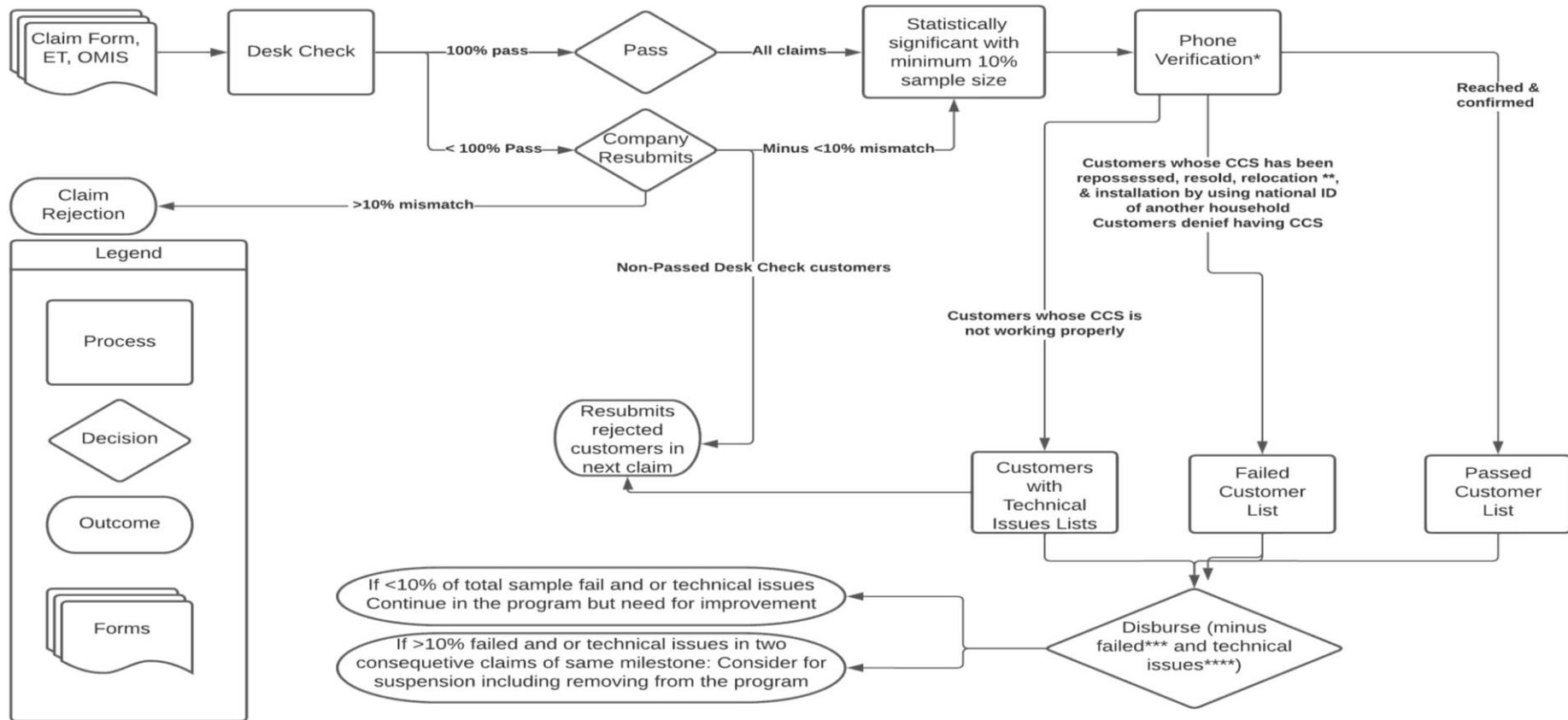
Figure 5: CC-RBF Milestone 2 Verification Process



* Some customers unreachable in phone verification may need to be verified in the field if the minimum sample size is not reached in phone verification.
 *** Except relocation due to migration of the household, with proof of migration
 *** Percentage failure rate will be extrapolated to the entire claim and the equivalent subsidy will be deducted.
 **** BRD will put the claim on hold for 2 weeks if technical issues are found >10% of the sample size. The payment will be initiated after 2 weeks.

Note: EDCL will conduct phone verification to additional customers if the customer selected in the previous phone verification is not reachable. The additional customers will be added unless the phone verification sample size is achieved. These unreachable customers will be replaced by additional customers. The field verification could be conducted for a few customers if the required sample size is not reached after phone calls to all customers.

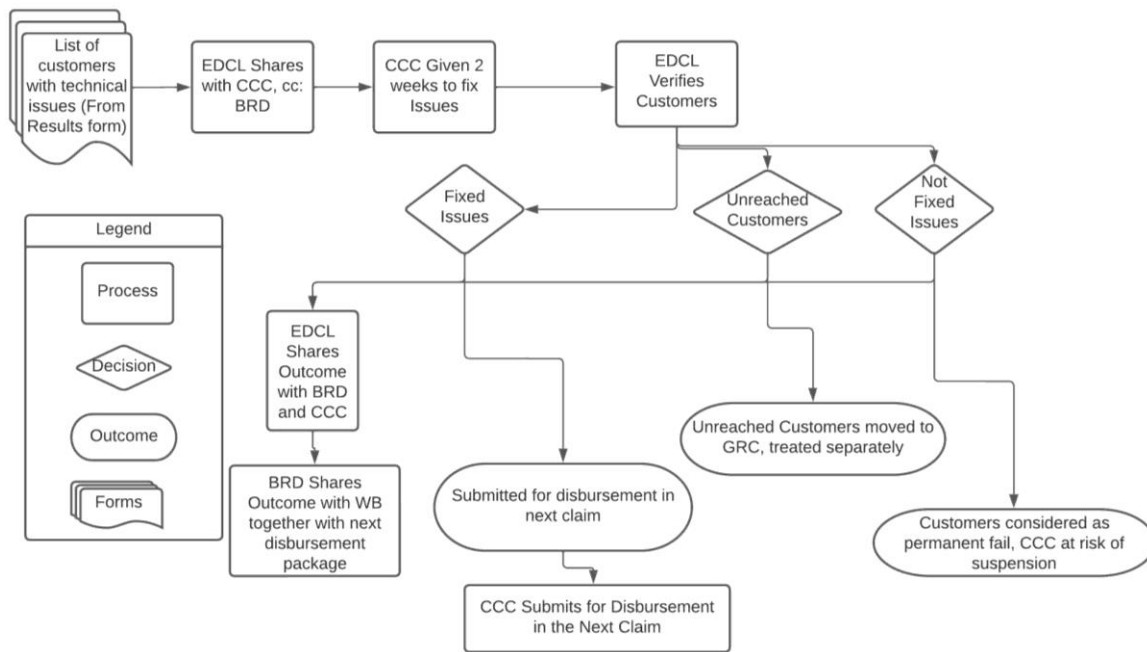
Figure 6: CC-RBF Milestone 3 Verification Process



* Some customers unreached in phone verification may need to be verified in the field if the minimum sample size is not reached in phone verification.
 *** Except relocation due to migration of the household, with proof of migration
 *** Percentage failure rate will be extrapolated to the entire claim and the equivalent subsidy will be deducted.
 **** BRD will put the claim on hold for 2 weeks if technical issues are found >10% of the sample size. The payment will be initiated after 2 weeks.

Note: EDCL will conduct phone verification to additional customers if the customer selected in the previous phone verification is not reachable. The additional customers will be added unless the phone verification sample size is achieved. These unreached customers will be replaced by additional customers. The field verification could be conducted for a few customers if the required sample size is not reached after phone calls to all customers.

Figure 7: Process for handling customers with technical issues



9.4 EDCL: claim verification

Before submitting any claim, the CCC should have in place all the requirements for all the customers provided on the Claim Form and should submit the following documents to EDCL together with the Claim Form. These include but are not limited to:

- A well-filled CCC-Customer Sales Contract signed by both parties and witnessed by local governmental authority.
- The list of customers approved by the cell leader.
- Well filled maintenance form approved by customers whose technical issues were resolved.

CCC will share with EDCL the scanned copy of above-mentioned documents through a secured file request feature created by EDCL in Microsoft OneDrive. The copy of the Sales Contract should be in one PDF file with national ID number as the file name. EDCL will download these documents from OneDrive and archive on Electronic Data Management System.

9.4.1 Initial desk verification

Tools & templates required:
<ul style="list-style-type: none"> • CC-RBF Claim Form (Excel template) • CC-RBF email address to receive claims (rbf.cc.claims@edcl.reg.rw) • Eligibility Tool • CMIS report • Results Form (in Excel format) • Company File

The EDCL will conduct a desk-based verification of 100% claims submitted by the CCC for all milestones. The verification will be conducted by comparing the information provided on the Claim

Form with ET and CMIS database. The main step conducted for the first milestone is to compare sales confirmed in the ET with data submitted by CCCs through the Monthly Report to EDCL and through the Claim Form. The results of this data check are stored in the Results Form. Based on the data in the Results Form, EDCL will determine the validity of the claim. In summary, EDCL will check the following:

- The correct subsidy amount is claimed for each household (based on tier of the cookstove, and price of the cookstove);
- Customer payments reached the threshold for the claimed milestone and respected the disbursement condition.
- Sales claimed for in the Claim submission were registered through the ET (and thus met household eligibility criteria) and during the monthly reporting to EDCL.
- The subsidy was given (in the previous claim) to the repossessed customers. Those customers in the repossession list who have previously received the subsidy in the previous claim/s will be deducted from the current claim.

The first and third check may only need to be done once for each customer, during desk verification of the first milestone. During subsequent milestone claiming of the same customer, desk verification will simply confirm that the claim has respected the disbursement condition. For example, the cookstove was distributed 1 year before in order to be eligible for the third milestone.

Desk verification of the second and third PAYGO milestone disbursement will also include a payment verification (see Section 9.4.2).

Desk verification of Cash customers who reached the second (or final) disbursement milestone does not require any payment verification (since this was completed during milestone 1 claiming). Instead, the following points will be desk-verified for Cash customers who reached milestone 2:

- That the initial desk verification – to check customer eligibility and to check that the correct subsidy level has been applied – was indeed conducted on this customer during processing of the milestone 1 claim;
- That the sale indeed took place 1 year ago;

EDCL will complete the claim information in the Company File. The Company File is used to keep track of the status of each claim as well as other details (e.g. number of claims submitted, number of cookstoves claimed for, number of cookstoves that passed or had technical issues or failed).

Once EDCL completes desk check, EDCL will notify CCCs of the determined claim size and any discrepancies found. EDCL will return to the CCC the list of those customers whose information provided on the Claim Form is mismatched with ET and CCMIS database. EDCL will reject the entire claim if 10% and above mismatch cases are found in desk check.

For CCS that were not reported to EDCL (or found mismatch) in the Monthly Report or registered in the ET, CCCs will have five (5) working days to submit the missing sales information to EDCL or through the ET. The CCCs can resubmit the corrected information during the next claim if they are unable to correct the information within five (5) working days.

Each step shall be recorded with the date of completion and the individual in charge in the Verification Tracking File.

9.4.2 Verification of customer payments

As explained in Section 9.4.1, desk verification is done on all customers claimed for, for each of the milestones. Additionally, as displayed in Table 3 and Table 4 in Section 6.8, the second and third disbursement milestones are conditional upon PAYGO customers reaching a customer contribution minimum threshold of 15% and 100%, respectively. A payment verification will take place for each PAYGO customer included in the claim to ensure that the payment data provided illustrates that the customer met the 15% or 100% payment threshold. A sample of each milestone will then be phone verified. Moreover, the list of eligible customers for the second and third milestone can only come upon successful payment of milestone 1 disbursement. The customer payment data is submitted by the CCC in the Claim Form and needs to be verified/calculated by the EDCL to ensure that 15% and 100% payment threshold was met in PAYGO sales for Milestone 2 and Milestone 3 respectively. For cash sales, a payment verification will take place for Milestone 1 to ensure that the payment data provided illustrates that the customer met the 100% payment threshold.

Table 7: Payment data inputs required for verification.

Data	Source
Date	Clean Cooking Company
Account # or proof of payment done by customer	Clean Cooking Company
Amount	Clean Cooking Company
Unique ID for PAYGO	Clean Cooking Company
Unit Price	Clean Cooking Company
Eligibility	Eligibility Tool/CCMIS/LODA
Total Payments	Calculation
Verification Status	Calculation of the payment status of the customers
Tier levels	RSB test report/Eligibility Tool

In summary, and as explained in Section 9.4.2, payment verification is done via desk review of payments data submitted by the CCC (on 100% of the customers claimed for) and through phone surveys as described above.

To verify that conditions are met for any of the three disbursement milestones, EDCL will use random and or cluster sampling to select the verification sample and to ensure its relevancy. When

EDCL enters the claim data into the Results Form, the sample size will be automatically calculated based on the total number of eligible sales passed through desk verification.

Of the total sample for customers reaching the first disbursement milestone, first 50% of the sample will be verified using phone verification and another 50% (plus customers passed in contract verification) using field verification. For example, if the total sample is 400 in an eligible 2,000 Milestone 1 claim for cash sales, then 200 customers will be verified through phone calls and another 200 through field visits.

Separate Excel sheet/tab in the Results Form will be created to store customer information samples selected for Phone, Contract, and Field Verification.

9.4.3 *Phone verification*

Phone verification will be conducted prior to each of the three disbursement milestones. The phone verification sample size will be 50% of the total sample size (for Milestone 1) and 100% of the total sample size (for Milestone 2 and Milestone 3) who pass through desk verification/check as indicated in Table 6. 100% of the sample will be selected randomly.

The verifier will call customers and will ask them a series of questions, as per the Phone Verification Survey Questionnaire developed in Kobo Toolbox, to determine whether they have bought and received a subsidized system. Phone verification of first disbursement milestones is slightly different from phone verification of second and third disbursement milestones since the phone verification for the latter milestones needs to verify that payment thresholds were reached for PAYGO customers or that the customer still has the subsidized cookstove in the case of cash customers.

Some customers may not be immediately reachable due to different reasons (incl. e.g. poor network, unavailability, phone being turned off, etc.). Hence, the verifier should try to reach the customer four times taking care to call at different times during the day (morning, lunch time, afternoon, evening) and on different days. If a customer has not been reached after 4 attempts, EDCL will make additional 2 attempts using the alternative phone number of the customer (village leader or nearby neighbour) provided by the CCC. The customer is marked as “unreached” if they are not reachable in total 6 attempts⁵.

Once a customer is reached, the verifier will go through the questions in the Phone Verification Survey. All questions need to be asked and answers recorded accurately in the survey tool (Kobo Toolbox) and dump on an Excel file in Results Form. Particular attention should be paid to the “company”, “date of sale”, “product type”, “location”, “name of the customer”, “payment mode i.e. cash or PAYGO”, and “the technical condition of the cookstove”. It should be noted that customers sometimes don’t remember the exact date. Hence, a difference of one month between the date of sale indicated by the customer and the CCC is permissible.

⁵ Milestone 2 and Milestone 3 phone verification may not require 6 attempts of phone calls since every unreached customer will be replaced by another customer until the required sample size is achieved.

Once all customers have been reached or called maximum six times, EDCL will consolidate and analyse the results and complete the corresponding fields in the Results Form.

The outcome of the phone verification for each customer will be determined based on the following criteria:

Phone verification passed customers:

- Condition for milestone 1: Customers called are reached, confirmed that they have bought the cookstove, the cookstove is working properly, and the customer has signed the contract and has paid his/her contribution equivalent to 15% (for PAYGO) and 100% (for cash sales) (“Pass”).
- Condition for milestone 2 and 3: Customers called are reached and confirmed that they have paid at least 15% or 100%, respectively, of the customer contribution. The cookstove is with them and technically working (“Pass”).

Next step: All the pass customers will be recorded in the “Passed Customer List”.

Phone verification failed customers:

- Conditions for all milestone: the customer will be marked as “fail” if one of the following answers are confirmed
 - a) The customer confirms to have received another subsidized CCS of tier 4 and above
 - b) The customer confirms that the cookstove has been repossessed.
 - c) The customer confirms that he/she never lived in the location registered in ET
- Condition specifically for milestone 2 and 3: All customers not paying at least 15% or 100%, respectively. The customer denies having received cookstove from the CCC being verified. If customer denies having received cookstove, EDCL may request CCC to submit the proof of end-user contribution payment and Sales Contract. Customer will be failed if CCC does not submit such proof and or the Sales Contract is not available.

Next step: All customers that are in the Failed Customer List will be shared with the CCC outlining the reason of each failed customer. The failure rate of the sample will be extrapolated to the entire claim and equivalent subsidy will be deducted from the overall claim amount. EDCL will mark these customers on the ET as ineligible for the future subsidy payments, except ones who denied having ICS and ones who failed due to the CCC’s failure to fix the technical issues.

Customers with Technical Issues:

The customer shall be recorded to have cookstove with technical issues upon the following observations:

- If a customer confirms having bought the cookstove but claims that the stove and or its parts are no longer working due to technical issues, the customer will be recorded in “Customers with Technical Issues List”. The CCC will be notified these customers and will be requested to investigate the reason for the stove not working.

- Some components of the cookstove (such as for LPG-based cookstove - regulator, LPG cylinder with one-time gas, etc.) supposed to be included in the package were not provided to the customer.

Next step: EDCL will share the list of these customers with CCC to investigate the reason for technical issues. The CCC will be requested to repair the issue within 2 weeks. The CCC will submit the list of customers whose technical issues are addressed together with the next Claim Form if the percentage of technical issues is within 10% threshold. The list of customers whose technical issues have been resolved will have to be accompanied by their related maintenance repairs/forms signed by both customer and technician who resolved the technical issue. EDCL, after 2 weeks, will call “customers with technical issues” to verify whether repairs have been made within 2 weeks and document the result of the call. If the cookstove has been repaired and is functioning, the customer will be changed to “passed customer list” and the incentive will be paid out with the next claim or in a separate payment if there is no additional claim.

Each step shall be recorded with the date of completion and the individual in charge in the Results Form.

Customers who denied having cookstove and unreached customers:

The customers will be considered as denied having cookstove if they are reached, location is matched but denies having the stove from the CCC under verification.

The customers will be considered as unreached if one of the following conditions are observed:

- The customer does not answer the phone in six attempts including calling in additional number given by the CCC for the last two attempts. For Milestone 2 and Milestone 3, the customers may be considered as unreached even in one attempt of phone call.
- The respondent receives the phone call but does not know the customer.
- The alternative respondent (the phone number of another person given by the CCC) receives the phone call but does not know the customer.

Next step: For Milestone 1, all unreached customers will go for contract verification.

For Milestone 2 and Milestone 3, all customers whose cookstove has been repossessed, resold, relocation and sold by using national ID of another household and customers denied having cookstove will be considered as failed. For those unreached customers for Milestone 2 and Milestone 3, additional customers will be added to the phone verification sample list until the required sample size is achieved. EDCL may need to verify some unreached customers in the field if the required sample size is not reached in phone verification even after exhausting all customers of a given claim.

9.4.4 Contract verification (only applicable during Milestone 1)

Contract verification will be conducted for all the customers who were unreached in the phone verification. The CCC will have to submit the scanned copy of contracts of all customers to EDCL

together with Claim Form. The customers whose contracts are not submitted with the Claim Form will be considered as failed customers.

The customers who were reached in the phone verification and confirmed that they have bought the stove will not go to contract verification. These customers will go to “Passed customer list”.

All invalid contracts during contract verification will be considered as failed and will go to “failed customer list”. All the valid contracts will go to extended field verification to have further investigation on the reason of unreached in the phone verification.

The contract will be considered as “invalid” if:

- the copy of the contract is not readable;
- the proof of transaction such as bank statement, MOMO statement, or copy of cash receipt is not available in the case of PAYGO;
- the contract is not signed by both the CCC and customer and the list not approved by cell leader;
- the information on the contract such as customer names/ID, price of the stove, product name, are different from the information confirmed by the ET.

Next step: Any customers who were unreached in the phone verification will go through contract verification for further investigation. Those customers whose contracts are invalid will be recorded in the “Failed Customer List”. Those customers whose contracts are valid will go for extended field verification.

9.4.5 *Field verification*

EDCL will conduct the field verification together with the CCC representative. Field verification will be conducted on claims pertaining to the first disbursement milestone, as Table 6 indicated. For field verification of the disbursement 1 condition, the cluster-based or random sample will be selected. Several areas (e.g. Districts or Cells) must be covered during each field verification.

The results of the field verification are, just like the phone verification, recorded in the Results Form. EDCL will complete an analysis of verification results and insert the data in the corresponding fields in the Results Form. The outcome of the field verification will be determined based on the following criteria:

Field verification passed customers:

Condition: Those customers who are reached in field verification, confirmed the sales, and confirmed that the stove is working properly.

Next step: EDCL will record the customers who passed in the field verification in “Pass Customer List”.

Field verification failed customers:

A customer will be considered for failure if one of the following conditions have been observed:

- The stove was given to a wrong person other than the registered names in the ET.
- The customer denies receiving the cookstove from the CCC under verification. The CCC fails to submit the proof of end-user contribution payment and the Sales Contract.
- The received stove was repossessed by the CCC.
- The stove beneficiary could not be found during the field visit.
- Customer has an existing subsidized CCS of tier 4 and above working properly.
- The customer denies providing his/her ID to be registered for receiving the cookstove

Next step: EDCL will record the failed customers in “Failed Customer List”. BRD will deduct the claim amount of failed customers, based on extrapolation of sample failure rate to the claim, from the total claim amount to calculate the eligible claim amount. In addition, EDCL/BRD can call for a meeting with CCC and all implementing partners to discuss the issues identified and identify ways to improve CCC performance and or CC-RBF process.

Customers with Technical Issues

- Condition: If a customer confirms having bought a stove but claims that the stove and or its parts are no longer working due to technical issues, the customer will be recorded in “Customers with Technical Issues List”. The CCC will be notified these customers and will be requested to investigate the reason for the stove not working.
- Next step: EDCL will share the list of customers with technical issues to CCC to investigate the reason for the stove not working. The CCC will be requested to repair the issue within 2 weeks. After 2 weeks, EDCL will call “customers with technical issues” to verify whether repairs have been made and document the result of the call. If the cookstove has been repaired and is functioning, the customer will be changed to “passed customer list” and the incentive will be paid out with the next claim or in a separate payment if there is no additional claim. The subsidy for all unreached customers and customers with pending technical issues will not be paid unless the issue is amicably settled at project level GRC.

Once field verification is completed, EDCL will prepare the claim verification report (including Results Form of the particular claim), which will need to be signed by verifiers. The signed claim verification report is necessary to initiate disbursement and must be documented and archived.

9.4.6 Outcome of the verification results

Depending on the answers provided by the customer, the customer will be recorded as part of:

- “Passed Customer List”:
 - For milestone 1: The customer has bought a stove, which is in good condition, and still had it when the last report was submitted to CCMIS.
 - For milestone 2 and 3: The customer, or other source, plausibly indicates that 15% or 100% of customer contribution has been paid to the CCC. If it is verified that the customer payments have reached the payment thresholds, then this also confirms adequate customer service. There is no separate verification of adequate customer service other than the payment verification.

- “Failed Customer List”:
 - For milestone 1: a.) the Field Verification found that the customer has not bought the stove or the stove has been repossessed or the customer was unreachable or customer was found to have an existing subsidized CCS working properly or the stove was found defective and had not been fixed within 2 weeks; and b.) all the invalid contracts found during Contract Verification.
 - For milestone 2 and 3: The customer, or another source, does not plausibly indicate that 15% or 100% of the customer contribution has been paid to the CCC.

- “Customers with Technical Issues List”:
 - For all milestones: If the desk verification confirms that the data submitted by the CCC (through Claim Form) does not match with the ET and CCMIS database. EDCL will share with CCC the list of all these customers whose data are found inconsistent. CCC will have five (5) working days to resubmit the missing sales information to EDCL or through the ET. The CCC can resubmit the corrected information during the next claim if they are unable to correct the information within five (5) working days.
 - For all milestones: The phone/field verification confirms that the customer has bought the stove but claims that the stove and or its parts are no longer working due to technical issues. The CCC will be notified of these customers with technical issues and will be requested to investigate the reason for the stove not working. The CCC has to fix the issue within 2 weeks. The CCC is required to share the list of customers whose technical issues have been addressed together with the next Claim Form.
 - After 2 weeks, the EDCL will call “customers with technical issues” to verify whether repairs have been made and document the result of the call in the “PV Results, Technical Issues” tab under the Results Form. If the stove has been repaired and is functioning, the incentive will be paid out with the next claim and the customer’s status will be changed to passed in the Company File Master Database.

- “Exceptional customers list”:

The customers will be considered as exceptional customers and be included in the “Exceptional Customer List” if the following cases are observed during the verification.

- The household whose cookstove was stolen and the households (through the CCC) has submitted to project-level GRC at BRD the proof of such stolen cases. The proof shall include a complaint registered at nearby branch of Rwanda Investigation Bureau (RIB) with acknowledgement of such complaint received by RIB.
- The household that relocated (with the cookstove) from the original place to another place will receive full subsidy after the local leader from new or original location certifies/confirms such relocation and successful verification of the household in the new location. However, if the household is not found in the village where s/he relocated, the local leader from the previous location and a representative of the CCC must confirm in writing to the district-level GRC that the customer has relocated to another place with the stove and the CCC must provide

a copy of the Sales Contract. For this case, the household will receive the subsidy after successful verification from EDCL. CCC will have a chance to change the location in the ET claim the customer in the next claim.

- The household who has sold the cookstove will be marked as exceptional customer until the CCC and local authorities bring back the stove within 2 weeks. Once the stove is brought back to the customer, the CCC may claim for the subsidy in the next claim.
- The household whose cookstove has been destroyed by natural disaster may be eligible for another subsidized cookstove subject to the confirmation (written) from the concerned local government office that the household was affected by the natural disaster and their stove was destroyed. The district-level GRC will have further investigation to confirm such cases. The natural disasters that may destroy the house and thus damage the stove might be earthquake, flood, landslide, hurricane, etc.
- The respondent confirms that the person of the household registered in the ET died before the confirmation date of the cookstove sale. The subsidy will be disbursed subject to the confirmation that the person died but the cookstove is being used by the same household.
- The household whose stove has a serial number different from the one recorded in ET. The subsidy will be disbursed once the CCC has submitted a proof that the serial number was corrected accordingly.

The project-level GRC will have further investigation of those cases on a quarterly basis or once the minimum number of those exceptional customers reaches 200. The customers will be considered as pass or fail subject to the GRC investigation. BRD will disburse the subsidy for passed customers.

Next step:

- EDCL will communicate to the CCC the outcome of the verification with the percentage of the total sample size failed in the respective claim. The communication will be made through email with a copy to BRD. EDCL will share the summary of the claim with the following information (in Excel) with the CCC:
 - List of customers failed during Phone, Contract, and Field verification. This list will include customer name, national ID, and reason of the failure.
 - List of customers having technical issues found during Phone and Field verification with instruction to address the issues within 2 weeks. This list will include name of the customer, customer national ID, and type of technical issue.
 - List of customers having inconsistencies found during desk check not resubmitted by the CCC within a 5-day notice period. This list will include name of the customer, customer national ID, and the type of inconsistencies (such as price mismatch, location mismatch, etc.).
 - Summary table of the claim. The summary includes key information such as claim number, total amount claimed, percentage of customers with technical issues, amount withheld against customers having technical issues, percentage failure rate, amount deducted for failed customers through the extrapolation.

- EDCL will prepare the Verification Report outlining the findings of the verification conducted in desk check, phone verification, contract verification, and field verification. The Verification Report along with the final Results Form will be submitted to BRD for subsidy disbursement.
- If the technical issues are found >10% in EDCL verification, BRD will put the subsidy disbursement on hold for maximum 2 weeks from the date the verification report is received from EDCL. After 2 weeks, BRD will initiate the disbursement process. The disbursement can be initiated even within 2 weeks if EDCL confirms BRD that the technical issues have been fixed by the CCC. In the meantime, the following step-by-step process will be followed to address the technical issues:
 - EDCL will share with CCC the list of customers having technical issues found in the verification. The list will be shared with CCC through an email with a copy to BRD. The list includes the name of the customer, national ID, location, date of EDCL verification, and the reason for technical issue. The CCC will have 2 weeks to fix the technical issues from the date the EDCL email is received.
 - After 2 weeks, EDCL will conduct the phone verification of the customers with technical issues and record the outcome of the phone call. The outcome of the phone verification will be recorded as “technical issues fixed”, “technical issues not fixed” and “unreached”.
 - CCC will share with EDCL the list of technical issues fixed customers together with the next Claim Form. The list includes the date of technical issues fixed by the CCC.
 - EDCL at the time of preparing the next Results Form will “copy” the list of technical issues fixed customers received from CCC and “paste” on the Results Form. EDCL will compare this list with its own list of phone verification record to ensure that the CCC has fixed the technical issues within 2 weeks. Those customers whose technical issues have been fixed within 2 weeks will be considered as “pass” and the subsidy will be disbursed together with the next claim disbursement. Those customers whose technical issues are pending or fixed after 2 weeks will be considered as “fail”. The “unreached” customers will still be considered as technical issues until it is treated separately by the Project-level GRC.

NB: The customers failed because of not fixing their technical issues within 2 weeks will not be added to the percentage failure rate and will not be considered in the extrapolation of failed customers. However, the CCC is at high risk of being suspended if the technical issues are found >10% in two claims of same milestone.

Table 8: Summary of the Verification Outcome

Outcome	Condition	Next step
Passed	<p>Milestone 1 (PAYGO & Cash):</p> <ul style="list-style-type: none"> The desk verification of Claim Form matches the price of the stove, national/household ID, customer name, name of the stove, payment mode (PAYGO or Cash), location, and installation date with CMIS and ET database. All reached customers in phone and field verifications confirm that they have bought the stove and has no technical issues. <p>Milestone 2 and 3 (PAYGO):</p> <ul style="list-style-type: none"> The desk verification of Claim Form matches the 15% and 100% customers contribution respectively. The desk verification confirms that the stove was installed at least 3 months and 1 year before under Milestone 2 and Milestone 3 claim respectively. The customers reached in phone verification confirm that their stove is working properly. <p>Milestone 3 (Cash):</p> <ul style="list-style-type: none"> The desk verification confirms that the customer bought the stove 1 year before. The customers reached in phone verification confirm that their stove is working properly. 	<p>All milestones:</p> <ul style="list-style-type: none"> All the customers that have mismatching information in the desk verification will be returned to the CCC. EDCL will reject the entire claim if >10% of mismatch cases are found in desk check. CCCs can resubmit the claim after making correction of the errors. All passed customers will be recorded in the “Passed Customer List”. EDCL will submit the verification report to BRD for the disbursement of subsidy for passed customers. BRD will disburse the subsidy to CCC by deducting the claim amount of failed customers and the customers with technical issues. <p>Milestone 1:</p> <p>All the customers that pass in desk verification will go for the random or cluster sampling Milestone 2 and Milestone 3 (PAYGO):</p> <ul style="list-style-type: none"> A random sample of all the customers that pass the desk verification for payments will be considered for phone verification. A small number of customers unreached on the phone may need to be verified in the field. <p>Milestone 3 (Cash):</p> <ul style="list-style-type: none"> A random sample of all the customers appeared in the list of sample size will be considered for phone verification. A small number of customers unreached on the phone may need to be verified in the field.
Failed	<p>Milestone 1 (PAYGO & Cash):</p> <ul style="list-style-type: none"> Customers whose contract are found invalid during contract verification. Customers who were confirmed having no stove during field verification. Customers who were unreached during field verification. 	<p>All milestones:</p> <ul style="list-style-type: none"> EDCL will record all the failed customers in “Failed Customer List” and inform to CCC with the reason for fail. The list of failed customers will be recorded in the ET to prevent future claiming.

	<ul style="list-style-type: none"> • Customers whose stove is repossessed, deny having the stove. <p>Milestone 2 & 3:</p> <ul style="list-style-type: none"> • Customers who have not paid 15% and 100% contribution in Milestone 2 and Milestone 3 respectively (consider as “Inconsistent” in desk check) • Customers whose stoves have been repossessed by the CCC. • Customers who denied having stove in the phone verification. 	<ul style="list-style-type: none"> • BRD will deduct the claim amount of failed customers equivalent to the failure rate applied to the total claim from the overall claim amount. • EDCL and BRD will discuss with the CCC for improvement if >10% of the total sampled customers are failed. • BRD may consider suspending the CCC from participating in the program if >10% of the total sampled customers are failed and /or have technical issues in two claims.
Customers with technical issues	<p>All milestones (PAYGO & Cash):</p> <ul style="list-style-type: none"> • Customers during phone/field verification informed that they have bought the stove but no longer working due to technical issues. 	<p>All milestones:</p> <ul style="list-style-type: none"> • EDCL will record these customers in “Customers with Technical Issues List” and notify the CCC with the type of technical issues. • CCC will fix the technical issues within 2 weeks and resubmit customer with next claim (for issues <10% of sample size). This will be submitted in a separate tab in the Claim Form once the technical issues are addressed. • The payment of entire claim will put on hold for maximum 2 weeks if technical issues are found >10% of sample size. BRD will process the disbursement after 2 weeks or after the confirmation from EDCL that the technical issues have been addressed by the CCC. • EDCL will call the customer as part of the verification process (after 2 weeks) to confirm whether the stove has been fixed. The outcome of the EDCL phone call will be recorded in a separate tab in the Results Form. • EDCL will submit to BRD (together with the next claim submission) for the subsidy disbursement of those customers whose technical issues have been fixed. • The subsidy for customers with unresolved technical issues and unreached customers will be retained unless it is amicably settled by project level GRC.

9.4.7 *Communication about verification outcome and disbursement*

Once the desk check is completed, EDCL will inform the CCC about the outcome of desk verification. EDCL will share with CCC the list of customers whose information is inconsistent (do not match with ET and CMIS database or if there are other anomalies) with the ET and CMIS. In the case of inconsistencies with >10% of the data in the submitted claim, EDCL will reject the submitted claim.

The CCC will receive the list of inconsistent customers through an official email from EDCL. CCC will have five (5) working days to submit the missing sales information to EDCL or through the ET. The CCC can resubmit the corrected information during the next claim if they are unable to correct the information within five (5) working days.

If upon completion of the verification process, greater than 10% of the total sample size have failed in phone, contract and field verification, EDCL and BRD will sit together with the CCC to review the reasons for failure prior to disbursement. If there is suspicion of fraud, further investigation will be made prior to disbursement.

EDCL will communicate to the CCC the outcome of the verification with the percentage of the total sample size failed in the respective claim. The information will include the list of customers failed and having technical issues found during phone, contract and field verifications. CCC will have the right to appeal the outcome of the EDCL verification through project-level GRC established at BRD. The detailed process of addressing CCC's appeal is described in Section 13.

EDCL will report to BRD about the outcome of the verification. Specifically, EDCL will send the Results Form (in Excel) and Verification Report to BRD for approval and No Objection from the World Bank. Each step shall be recorded with the date of completion and the individual in charge in the Company file.

After each disbursement milestone is made, BRD will communicate (through an email) to the CCC a summary table showing claim number, total amount claimed by the company, total amount recommended by EDCL, amount disbursed to the CCC, amount withheld for customers with technical issues, and extrapolated amount deducted from the failed customers. BRD will copy EDCL in each email communication made with the CCC.

9.4.8 *Calculation of the percentage failure rate and technical issues*

The percentage failure rate will be calculated using the following hypothetical example:

- Claim size submitted by a CCC: **7,265 cookstove distribution**
- Desk check pass result: **7,200** (assuming 65 distributions were found inconsistent and CCC did not submit the corrected data within 5 working days)
- Total population size available for sampling: **7,200**
- Sample size: **720** (calculated as per the sampling technique described in Section 9.2)
- Phone verification outcome (total 360 verified): 250 reached and confirmed, 15 denied having CCS, **10 having technical issues, 5 failed**, and 80 unreached customers. 80 unreached customers will go for contract verification.

- Contract verification outcome (total 80 verified): 75 have valid contract and **5 have invalid contract (thus failed)**. 75 valid contracts will go for extended field verification. These 75 customers are from total 720 sample size.
- Field verification outcome (total 360 + 75 = 435 verified): 350 passed, **35 having technical issues, 50 failed** (25 customers were not found in the registered location, 15 customers have no stove at their house, 10 customers have cookstove from another company)
- Total customers failed: **60** (5 from phone verification, 5 from contract verification and 50 from field verification)

Percentage failure rate:

$$= (\text{total customers failed} / \text{total sample size}) * 100\% = (60/720) * 100\% = 8.33\%$$

- Total customers having technical issues: 45 (10 in phone verification, 35 in field verification)

Percentage technical issues:

$$= (\text{total customers with technical issues} / \text{total sample size}) * 100\% = (45/720) * 100\% = 6.25\%$$

EDCL will have the right to sanction an audit of the cookstove sold by the CCC if they feel that the percentage failure rate/ technical issues are consistently high.

9.4.9 *Extrapolation of the percentage failure rate*

The number of customers who failed in the claim verification (phone, contract, and field) will be extrapolated to the entire claim size and the equivalent subsidy amount will be deducted from the claim. The Results Form will auto calculate the exact subsidy amounts to be deducted from the extrapolation.

The extrapolated amount against failed customers will be calculated based on the following two hypothetical examples:

	Example one	Example two
A. Desk check passed customers, eligible for sampling	310 customers	7,450 customers
B. No. of customers considered for sampling	175 customers	745 customers
C. No. of customers failed during verification	20 customers	49 customers
D. Percentage failure rate (D = C/B)	11.43%	6.58%
E. Subsidy amount claimed	FRW 36,150,375	FRW 731,450,960
F. Amount deducted for customers found ineligible in desk check	FRW 1,125,000	FRW 4,937,000
G. Amount deducted for customers found having technical issues and exceptional customers during verification	FRW 575,000	FRW 7,432,945
H. Eligible payment before extrapolation (H = E-F-G)	FRW 34,450,375	FRW 719,081,015
I. Extrapolated amount deducted for the customers found failed during verification (I = D*H)	FRW 3,937,186	FRW 47,295,261
J. Subsidy amount eligible for disbursement (J = E-F-G-I)	FRW 30,513,189	FRW 671,785,754

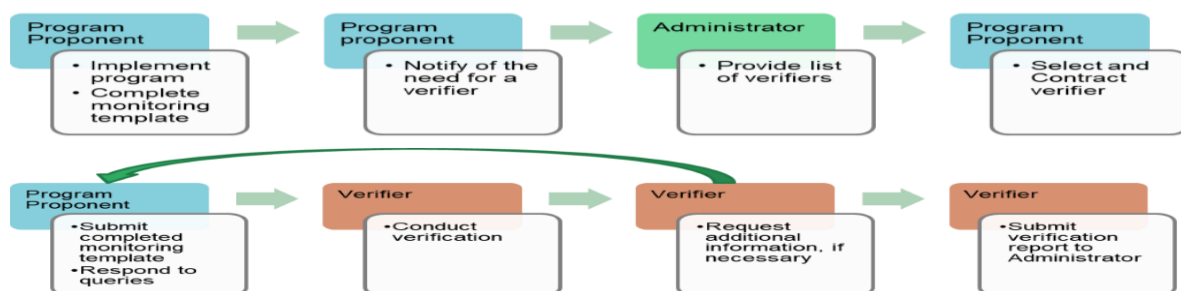
Note: the subsidy amount withheld for customers found ineligible in desk check and customers with technical issues will be released once data is corrected and technical issues are fixed by the CCC.

9.5 Carbon RBF verification via third party Emission Reduction Verifier (ERV)

EDCL is also responsible for carbon RBF verifications related to CC-RBF activities. Specifically, it is responsible for:

- listing the carbon program under post-2020 Standardized Crediting Framework (SCF) framework
- collecting data and preparing the emission reduction monitoring package to submit to ERV for verification.
- submitting verification package to Rwanda Environment Management Authority (REMA) for carbon credits issuances under SCF.

Figure 8: 8 steps in carbon RBF verification process



Program Proponent: EDCL

Administrator: Rwanda Environment Management Authority (REMA)

Verifier: Independent Verification Agents (IVA) accredited by REMA or United Nations Framework Convention on Climate Change (UNFCCC). EDCL will have to consult WB and REMA in the selection of the emission reduction verifier.

Means of verification

The assessment involves a review of relevant documentation as well as an on-site visit (at least for the first verification).

Verification activities

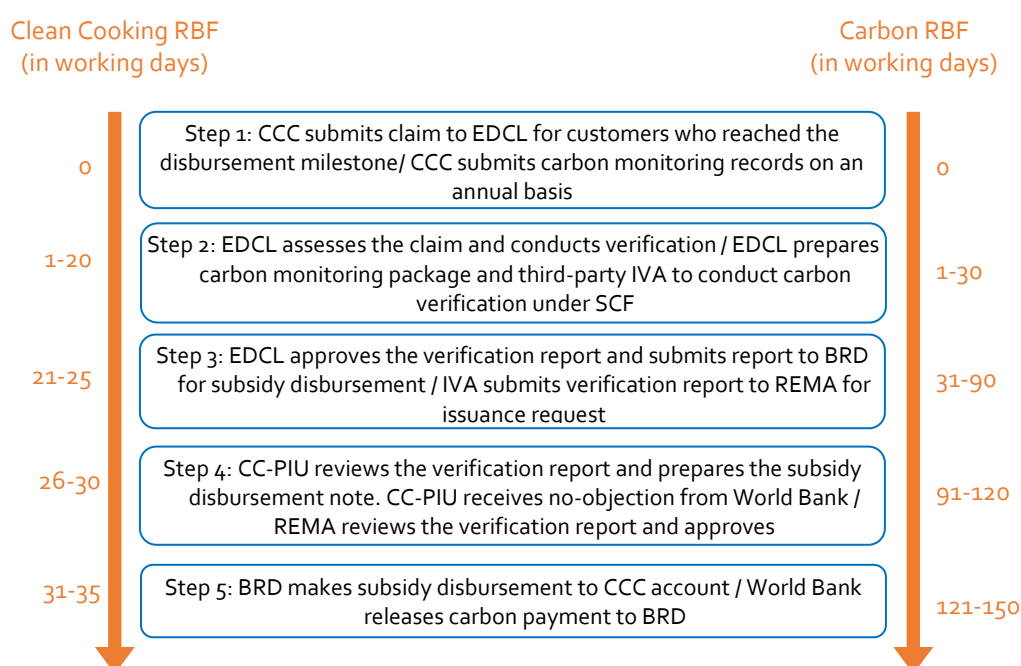
- a. Desk review of documentation:** The verifier will review, among other things, the Listing Document and its associated documentation; Monitoring Report and associated documentation; and the Monitoring Calculation Tool
- b. Site visit (at least for first verification):** A site visit will be conducted and may include visiting specific locations or facilities included in the sample groups for determining key parameters.
- c. Data checks and sampling plan:** As part of verification, the verifier will undertake a variety of checks and cross-checks on measured and estimated parameters. Supporting evidence for measurements and reporting could be in the form of:
 - Cookstove invoices, purchases and sales orders;
 - Maintenance records;
 - Field check reports, sampling exercises and analysis reports;
 - Calculation spreadsheets and other electronic files; and
 - Other types of records deemed valid according to the verifier's professional judgment.

- d. Verifier internal review:** Following the desk review, site visit and data checks, a senior internal staff member within the verifier reviews all assessments of eligibility and performance conducted so far during verification, based on their professional judgement.
- e. Findings:** Findings are the list of all identified material and immaterial errors and misstatements – they do not include solutions or potential remedies for resolution. Findings are delivered to the Program Proponent during verification so that the Program Proponent may make corrections or clarify information.
- f. Clarifications and revisions of Monitoring Report:** Program proponents will reply to the clarification requests and make any necessary changes to the Monitoring Report to address all material findings.
- g. Draft Verification report:** The draft verification report shall document all findings and the corrections or corrective actions taken by Program Proponents to address the findings, as well as the process followed in verification.
- h. Final verification report and opinion:** The final verification report shall confirm whether the program meets all eligibility requirements, monitoring requirements, and has no material non-conformance or misstatement. The verification statement and opinion shall be explicit, conclusive and unequivocal.

9.6 BRD: subsidy disbursement

If the claim is verified by EDCL, the PIU at BRD will calculate the amount to be disbursed based on the submitted verification results and prepare a disbursement note and send to the WB for the no-objection and then proceed with the disbursement process by involving relevant internal departments for the approvals. BRD will release the disbursement and inform the CCC. In summary, the claiming, verification, approval, and disbursement will follow following timeline as presented in Figure 9.

Figure 9: Subsidy disbursement flow



NB: The timeline does not include the time spent by CCCs such as resubmitting the revised Claim Form.

BRD releases the subsidy equivalent to the amount approved in the claim. The disbursement follows a bank transfer on the bank account of the CCC. BRD will release the payment within 10 (ten) business days after the verification report received from EDCL and WB no objection.

10 Tools and templates

In summary, the following tools and templates will be used throughout the program:

Tool	Description	Use
Clean cooking technologies application Form (i.e. Annex 1)	To be downloaded by interested companies from the REG website	Data collection and appraisal of clean cooking technologies by EDC and RSB
Application Form (i.e. Annex 2)	To be downloaded by interested companies from the BRD website	Data collection and company appraisal by BRD
CC-RBF announcement and FAQ	Informs the sector about the new program, participation criteria and application procedures	External communication
Claim Form (i.e. Annex 4)	Contains basic information required for initiating the claiming and disbursement process. The Excel template to be downloaded from BRD website.	Data collection
Claim checklist	Embedded in Verification Report	Internal processing
Company File	Contains information on the participating company, communication with the company and claiming activities	Internal processing, coordination & documentation
Field Verification Customer List	Contains subsample for field verification	Internal processing, coordination & documentation
Field Verification Questionnaire	Guides the field verification interview and used to document respondents' answers	Data collection
Field Verification Report	Summarises consolidated results of the field verification	Internal processing, coordination & documentation
CMIS Monthly Report Template	Contains information on CCS sales and is submitted by companies to EDCL monthly	Data collection
Phone Verification Customer List	Contains subsample for phone verification	Internal processing, coordination & documentation
Phone Verification Questionnaire	Guides the phone verification interview and used to document respondents' answers	Data collection
Phone Verification Report	Summarises consolidated results of the phone verification	Internal processing, coordination & documentation
Results Form	Contains information on eligible customers and repossessed customers required for claiming as well as verification results	Internal processing, coordination & documentation

Subsidy Financing Agreement (i.e., Annex 3)	Signed by BRD and CCC to formalize participation in the program	Contract
Completeness Check Template for CCS	To be filled by EDCL	Carbon program registration under REMA SCF
Methodology for CCS	Guides the calculation and monitoring of carbon emission reductions	Carbon RBF verification
Monitoring Calculation Tool	Excel sheets that provide instructions on calculation and monitoring of carbon emission reductions	Carbon RBF verification
Monitoring Report Template for CCS	Report on carbon emission reductions generated from the CCS, to be verified by ERV	Carbon RBF verification

11 Environmental and Social Framework (ESF)

The participating clean cooking companies (CCCs) must follow the ASCENT environmental and social safeguard instruments prepared in accordance with the World Bank's new environmental and social framework (ESF) including the Environmental and Social Management Framework (ESMF), Environmental and Social Commitment Plan (ESCP), Stakeholder Engagement Plan (SEP), Labour Management Procedure (LMP) as well as any other national and international regulations focusing on environmental and social aspects of clean cooking standards.

Clean Cooking Companies shall also implement, operate and monitor the project in compliance with the World Bank's new Environmental and Social Framework (ESF). Relevant Environmental and Social Standards (ESS) such as ESS 1, ESS2, ESS3, ESS4, and ESS10 among others will be applicable to ensure smooth operationalisation of the project..

In particular, CCCs shall not use any forced labor in connection with the project. More specifically and as provided under the Grant Subsidiary Agreement (see Annex 3), a CCC shall represent and warrant that it has not engaged or employed forced labor in the past and that it is committed to not engaging or employing forced labor for the duration of the Grant Subsidiary Agreement. For stoves that have batteries, REF Environmental Code of Practice (ECOP) manual related to the management of the end-of-the life batteries should be followed. The ECOP will be updated to ensure related risks in the new project are well captured and disclosed on the BRD website.

CCCs will promote sound worker management relation by treating their workers fairly and providing safe and healthy working conditions. They should also avoid child labour and comply to other conditions as stipulated in the project's LMP.

CCCs are required to have an operational customer service system, including a toll-free number, capable of logging complaints and service requests. The CCCs should provide appropriate customer service/ after- sale- service within two weeks of a complaint being registered. CCCs are required to submit an Excel file containing a log of all complaints received and resolved to BRD on a quarterly basis. All complaints recorded in the logbook must be addressed by the CCC.

D. RBF PROGRAM REVIEW

12 Monitoring & Evaluation

To ensure that the objective of the program is being met, there will be periodic program reviews. A Technical Review Committee, which is a sub-committee under the Clean Cooking Steering Committee, is composed of the following members who conduct field visits and monitor impact of the subsidy:

Purpose: This committee has been established for the monitoring and evaluation of CC-RBF performance, mainly after-sale service.

Composition: The committee is constituted as below with representation from the BRD, MININFRA, LODA, RSB, EDCL/REG, and EPD. Any other institutions can be invited on a need basis.

- Representative from Ministry of Infrastructure – Chairperson
- Representative from Local Administrative Entities Development Agency (LODA) - Member
- Representative from EDCL (ASCENT Focal person under Clean Cooking) – Member
- Representative of RSB - Member
- Representative from BRD internal audit department – Member
- Representative from Energy Private Developers – Member
- Representative from RICA- Member
- CC-RBF PIU project manager/coordinator – Member Secretary

Frequency of meetings: The committee shall meet at least once each semester (2 times a year) or as needed, during project implementation.

Quorum Requirements: A minimum of at least two thirds of members will constitute a quorum to convene a valid meeting. The Chairperson will co-opt specialized agencies and stakeholders to discuss specific sectorial issues on ad-hoc basis.

The mandate of the committee:

- Identify and address challenges related to CC-RBF implementation, mainly after-sale service issues;
- Conduct field monitoring⁶ of the sold CCS to assess the adequacy of after-sales service being provided by CCCs. This survey will be conducted on an annual basis (or at any other time if required) using a. statistically significant sampling at 95% confidence and 5% margin of error or b. 100% through youth volunteers with the assist of EDCL. The field monitoring either on sampling or 100% will be decided upon agreement with the World Bank based on the availability of the budget and the magnitude of the issues.

⁶ The Committee can conduct field monitoring themselves and or delegate other representatives such as youth volunteers through Rwanda Youth Volunteers in Community Policing (RYVCP).

- The committee members (or their delegates) will visit beneficiary households to assess the overall impact of the program, adequacy of after-sale service being provided by CCCs, challenges identified on the ground, etc.;
- Recommend CC-RBF Steering Committee any policy level changes needed for the smooth implementation of the RBF;
- Oversee the implementation of CC-RBF activities that contribute to the agreed standard indicators of outputs, outcomes and impacts;
- Facilitate coordination between key government agencies and resolve issues specific to after-sale service, not the general program issues;

Secretariat: The CC-RBF PIU will take the following role of the Secretariat.

- In consultation with the Chairperson, draft agenda of the meeting and call for meeting;
- Circulate relevant CC-RBF documents such as progress report to members;
- Circulate agenda with supporting meeting documents to at least 5 days prior to the scheduled meeting;
- Prepare minutes and record the decisions made during the meetings;
- Work as a coordinator for the field visit related activities to monitor the sold CCS;
- Conduct preparatory works for the field monitoring such as development of a monitoring tool, selection of the beneficiaries for the survey, logistic management, etc.;
- Data analysis and prepare the report of such field monitoring. Present the findings and recommendation to the committee;
- Keep all the records of the meeting, field visits, and decisions made.

The outcome of the field monitoring will be recorded, analysed, and corrective actions will be taken. The corrective action will include informing the CCCs and give them an opportunity to correct any issues identified in the field monitoring. The CCC may be suspended if the issues are identified at >10% of the beneficiary households monitored and not corrected by the CCC within one month from the date such opportunity is given to the CCC.

The main issues that may trigger suspension include CCS not working, quality compromising confirmed by EDCL, unreported repossession, Tier level of the CCS and location (except migration confirmed by the village leader) are found different than the one reported to EDCL, etc.

EDCL through ASCENT TA provides required budget for the monitoring and evaluation activity. Such a review will reflect the feedback from the PIU, the participating CCCs, market intelligence, and performance and lessons from the prior operation of the funds. One of the areas requiring careful review is the subsidy levels.

The World Bank and AIIB reserve the right to conduct project monitoring at any time during the subsidy implementation period in agreement with BRD and EDCL

13 Grievance Redress Mechanism

The CCCs can register complaints about the issues they may face during the implementation of the program. The complaints might be related to the delays in the subsidy disbursement, outcome of the claim verification, prohibited activities from the customers, delays in the approval of the Sales Contract by the local authorities, and any other issues.

All complaints will be received through an email at BRD (cleancooking@brd.rw) and the complaints will be presented and discussed every month at the project level Grievance Redress Committee (GRC) established at BRD as appointed by the PIU to ensure timely resolutions. The GRC will review and address the complaints and then communicate through email to the CCC on how the complaint has been resolved. CC-RBF PIU will implement the decision of the GRC. EDCL will be invited to the GRC meeting on an ad-hoc basis. CC-RBF PIU will inform the World Bank the outcome of the GRC meeting.

Regarding beneficiary complaints, they will be received by GRCs established at the district level. The GRC will be composed of the district officer in charge of energy and electricity, deal origination agents' representative, a beneficiary representative and CCC representative. Various channels will be used through which complaints will be received including in-person, during meetings (communal gatherings, those arranged by GRCs), phone calls and emails always to ensure timely resolutions. Beneficiaries will receive feedback through the same channels used to file their complaints.

The GRC will gather every month to resolve issues raised. Since the aggrieved party provides convenient contact information, the GRC will contact them to ensure they are aware of the resolution taken and hence close the complaint. This should be done within 5 days following receipt of the complaint. Should the complaint not be resolved at the district level GRC, it will be escalated to the project level GRC at BRD for further action.

To ensure that public awareness on the existing GRM, stakeholder engagements with project beneficiaries will be conducted in target districts, this information will also be shared with the public through communal gatherings (Umuganda), inteko z'abatwariye and umugoroba w'ababeyi to ensure awareness is properly done.

The beneficiary households, local government, CCC agents, and any other district-level stakeholder can register complaints at district-level GRCs established by BRD. CC-RBF TA will provide the required technical support for the establishment of district-level GRCs, including providing toll-free number and trainings on grievance handling to the GRC members,

The other project stakeholders such as CCCs can register the grievance at Project-level GRC. The CCC, in the case of not agreeing with EDCL's verification results, can submit a grievance to the project-level GRC/BRD requesting an appeal where tangible reasons should be provided for further analysis. The tangible reasons should include CCC's reasonable effort to first handle the issues amicably with EDCL.

For the appeal process, the following steps will be applied to address the CCC's grievance related to the verification outcome:

- The CCC, after receiving the verification outcome from EDCL and having reasonable efforts made with EDCL, have the right to appeal such outcome to the Project-level GRC/BRD in case of disagreement. The CCC can send such an appeal at cleancooking@brd.rw;
- The project-level GRC/BRD, within one week after receiving the appeal from the CCC, should call for a meeting between BRD and the CCC to discuss on the issue and agree on a fair and right settlement of the appeal;
- If the appeal is not addressed in the meeting, BRD will conduct a counter verification of the failed customers and customers having technical issues. The modality of the counter verification will be decided in the meeting;
- If the outcome of the counter verification is different from the outcome of EDCL verification, the outcome of the BRD counter verification will be considered as a final outcome of the verification;
- The counter verification will be independently carried out by the project-level GRC member selected and agreed upon during the meeting and the counter verification exercise's results should be shared in three weeks of time from the date of counter verification;
- A focal point from the concerned CCC could be part of the counter verification to facilitate the whole authentication process (e.g., location identification of end beneficiaries).

If BRD receives the CCC appeal before the subsidy disbursement of the concerned claim, CCC will have right to request BRD to put the disbursement on hold. In this case, the disbursement amount calculated in Results Form shared by EDCL may be adjusted subject to the outcome of BRD counter verification. Those adjustments will be made in the BRD disbursement note.

If BRD receives the CCC appeal after the subsidy of the concerned claim is disbursed or if the CCC prefers not to put the claim on hold, BRD can still conduct the counter verification. In this case, the outcome of the counter verification will be reflected in the next BRD disbursement note, including necessary reconciliation of the subsidy amount of the previous claim under appeal.

14 Evolvement over time

Based on the conclusions of the Review Committee, and subject to a 'no-objection' from the World Bank and AIIB, some details in the design of the grant offering are likely to change. Such changes will be reflected in the most recent version of this OM, which will be published on the BRD website, and will be communicated to participating CCCs. However, changes that will affect the customers will be kept to a minimum as much as possible.

15 Capacity development

Subject to the availability of the budget, the CC-RBF supports number of capacity development activities such as mass-user awareness, local technician training for system repair and after sales service, project orientation, training on online-based subsidy documentation, etc.

16 Audit

The BRD and the World Bank reserve the right to conduct independent audits of the CCCs accounts related to the systems installed that have been subsidized through the ASCENT CC-RBF Program.

E. ANNEXES

Annex 1: Call for Clean Cooking Technologies for Rwanda Clean Cooking Program

https://www.reg.rw/fileadmin/user_upload/Call_for_Clean_Cooking_Technologies.pdf

To support implementation of Rwanda’s Biomass Energy Strategy, the Government of Rwanda is collaborating with the World Bank and the Asian Infrastructure Investment Bank (AIIB) for a clean cooking program under Rwanda - Accelerating Sustainable and Clean Energy Access Transformation in AFE MPA (ASCENT - Rwanda)). The objective of the clean cooking program is to provide new or improved access to clean cooking solutions to 80,000 households by 2029. The program will set up a results-based financing (RBF) window to provide cash incentives to the private sector players to deliver qualified clean cooking solutions to eligible households. It will also provide technical assistance and capacity building to support an enabling environment for clean cooking sector development. For more information about the clean cooking program, please refer to [Rwanda - Accelerating Sustainable and Clean Energy Access Transformation in AFE MPA \(ASCENT - Rwanda\)\)Project Technical document](#).

The objective of this call for clean cooking technologies is to encourage manufacturers and vendors of clean cooking technologies to submit their products as candidate technologies for evaluation. If accepted, these products will be qualified for inclusion in the Rwanda Clean Cooking Program for support and promotion such as RBF incentives, technical assistance, and public campaign.

Key Evaluation Criteria

The evaluation process will involve a set of test methods based on the methods and guidance in ISO 19867-1 and performance criteria informed by Technical Report ISO/TR 19867-3. The general testing/evaluation requirements are listed below. Additional evaluation criteria may be added according to the requirements of the Rwanda Standards Board.

Stoves and accessories using biomass fuels that may require additional processing (for example, charcoal, wood, briquettes/pellets) and/or ventilation (for example, chimney)	Meeting thermal efficiency and PM _{2.5} and CO emissions Tier 4 requirements, according to ISO VPTs; vented stoves will be assessed for fugitive emissions and efficiency.	Evaluation for safety and durability will be based on the manufacturer's safety manual and confirmation on the expected lifetime of at least 3 years and warranty of at least 1 year.
Stoves and accessories using modern fuels/energy, which may include LPG, biogas, ethanol, electricity (including electric rice cooker and electric pressure cooker), solar energy, pellets, or other biomass fuels	Meeting thermal efficiency and PM _{2.5} and CO emissions Tier 4 or Tier 5 requirements, according to ISO VPTs.	

The testing and evaluation results will be communicated in private to the submitting organisation, however if the product is accepted by the project for promotion, the key performance information will be made available to the public.

The document submitted with the cooking technology must specify the source of energy to be used which should be readily available in Rwanda during project implementation and may include the following:

- Pellets/briquettes or other types of processed biomass
- Liquid fuels
- Gas fuels
- Electricity

Domestic cooking technologies may have one or multiple burners and are expected to have adjustable (controllable) cooking power to regulate the delivery of cooking energy, and further, be able to adequately perform typical cooking tasks for rural and urban families in Rwanda. For cooking technologies that are specialized for certain cooking functions (e.g. water heating, slow cooking), the applicants must specify such functions and the relevance to Rwandan cooking practices.

The key performance indicators which will be evaluated include: cooking power, controllability (high-to-low power turn-down ratio), fuel type(s), fuel consumption (system efficiency), emissions of particulate matter (PM_{2.5}) and carbon monoxide (CO), and separate safety and durability scores. Cooking stoves fitted with a chimney to carry emissions outside the building will be assessed for fugitive PM_{2.5} and CO emissions (leakage into the home) during typical patterns of use, instead of total emissions.

Application Process

- Fill in the application form in Attachment 1.
- The application form should contain a short background statement about the applicant (individual, organization, institutions, company, etc.), relevant experience (especially ones relevant to clean cooking solution development and dissemination), interest in the clean stove market in Rwanda, and a description of the product(s) including characteristics and how they may serve the needs of the Rwandan market/consumers.
- Interested applicants should then send their application form to ECDL by email to eukarangwa@edcl.reg.rw and copy to oniyonsaba@edcl.reg.rw and urutagarama@edcl.reg.rw. The application form is attached to this invitation and may also be downloaded from **www.reg.rw**.
- Applicants whose application has passed the initial screening will be contacted for information on how to proceed, including the logistics for sending their product(s) to the testing centre and signing of a non-disclosure agreement (NDA). Technical drawing will be required for the product(s) tested to be eligible for the program.
- For every cooking technology invited, applicants should send 3 (three) units for evaluation, with the required fuel if the fuel is specialised.
- Applicants shall cover all costs incurred to transport the stoves to the Rwanda Standards Board's Headquarters:
PO Box: 7099 Kigali-Kicukiro,
KK 15 Rd, 49, Tel: +250 0788303492, Email: info@rsb.gov.rw
- The deadline for submitting an application is

Arriving applications will be reviewed on a rolling basis

CLEAN COOKING SOLUTIONS APPLICATION FORM

Section I APPLICANT

1. Name:

Address:

Post code (If any):

Country:

Phone:

Email:

Website (If any):

Mobile:

Profile: provide a summary of your background and activities related to clean stoves (This may be done on a separate paper not exceeding one page)

2. For this application, do you represent a company/organization/ institution/etc.?

If Yes, please fill in the following:

Company/Organization/Institution/etc.

Name of company/organization/institution/etc:

Address:

Post code:

Country:

Phone:

Fax:

Email:

Website:

Contact person:

Email:

Mobile/Cell:

Profile: provide a short description of the company/organization/institution/etc. especially those related to clean stoves (This may be done on a separate paper not exceeding one page)

3. Photo of producer/manufacturer: please provide a photo in JPG format, minimum 1 MB.

Section II PRODUCT DETAILS

Name of product:

4. Product materials: please list and describe

5. Types of product:

household stove small industry stove water boiler

6. Photo of product: please provide photos of the product from different angles (sides, top and bottom) in JPG format, minimum 1 MB for each photo.

7. Testing report: If the product has been tested by a testing lab, please feel free to share a copy of the testing results. However, it will not be guaranteed that the testing results will be used for the evaluation.

8. Energy: What types of energy sources can be used with the stove?
 - Pellets: (dimension, types, moisture content)
 - Briquettes: (dimension, types, moisture content),
 - Ethanol/Methanol (% content)
 - LPG
 - Biogas
 - Electricity (AC, DC, voltage)
 - Other _____

9. Product Technology Class
 - Uncontrolled draught
 - Controlled natural draught
 - Forced draught (e.g. through use of a fan, etc.)
 - Other _____

10. Product Function
 - General cooking
 - Water heating
 - Slow cooking
 - Automatic cooker (e.g. for rice, for bread)
 - Other _____

Section III FUEL AVAILABILITY

11. Is the type of fuel used in the stove available and easily accessible, and can it be easily purchased? If YES, please explain.

If NO, explain how you envision consumer access to fuel needed for the stove at an affordable price and in a sustainable manner.

12. Will you establish a fuel supply chain/distribution system? If so, describe its mechanisms.

Section IV PRODUCT AVAILABILITY

13. Is the stove in production now?

Yes No

14. How many of this exact model have been produced? _____

15. Is the stove produced on regular basis or only when you receive an order?

Regular production When requested

16. What is your production capacity?

Units per month _____ Lead time _____

17. If the stove has yet not been produced, what is your business plan if the sample stove passes the test?

18. Marketing of the stove

Has the stove ever been **sold** on the market? Yes No

If "YES" where in the market _____
and how many? _____

If "NO", has the stove been **used** or **tested** in a community/household? Yes No

If "YES" where in the market? _____
And how many? _____

19. Country of Origin – Appliance

- Rwanda
- Outside Rwanda. Please specify location: _____

20. Country of Origin – Fuel

- Rwanda
- Outside Rwanda. Please specify location: _____

Annex 2: CC-RBF Application Form

The interested CCCs are required to complete a form and upload required document online through BRD website. The following information will be obtained from the CCCs.

Date of application: _____

1. Name of the clean cooking company: _____

2. Physical address: _____

3. Contact person:

Name: _____; Position: _____

Phone: _____; Email: _____

4. Bank details (provide local currency account maintained in Rwanda):

Account Name: _____; Account No.: _____

Bank Name: _____;

5. Number of staff, sales outlet and districts covered:

No. of full-time staff	
No. of part-time staff	
No. of female staff (in total) ⁷	
No. of sales outlets	
No. of districts covered	
Name of districts covered	

6. Product and price information:

6a. Product information

SN	Product name	Tier	Expiry date of the test	Product features/ specification

Note:

- The Tier level of the cookstove as mentioned in the RSB test certificates. Manufacturer's declaration if the Tier level is not mentioned on the certificate.
- Mention the expiry date of the test of the product as mentioned in the test certificate, if available.
- Product features/specifications may include the information of the product such as efficiency, durability, quantity of fuel saving/consumed, etc.

⁷ CCCs should have at least 10% of the workforce employed, represented by women and apply the principle of 'equal pay for equal work'.

6b. Price information:

S N	Product name	Tier of the product	Cash price (including subsidy)	PAYGO price (including subsidy)	Down-payment amount (for PAYGO sales)	Instalment amount (for PAYGO sales)	Maturity period (for PAYGO sales)

Note:

- The PAYGO price refers to the total end-user price under PAYGO business model
- The Cash price refers to the total end-user price if the company realizes sales in cash

7. Details of the board and management team

SN	Name	Position	Academic qualification	Years of experience	Contact email	Nationality

8. Monthly sales targeted under CC-RBF

8a. By Tier level of the cookstove:

Tier	M1	M2	M3	M4	M5	M6	M7	M8	M9	M10	M11	M12	Y2	Total
3														
4														
5														
Total														

8b. By business model (cash or PAYGO):

	M1	M2	M3	M4	M5	M6	M7	M8	M9	M10	M11	M12	Y2	Total
Cash														
PAYGO														
Total														

9. Monthly sales turnover (in FRW) targeted under CC-RBF

9a. By Tier level of the cookstove:

Tier	M1	M2	M3	M4	M5	M6	M7	M8	M9	M10	M11	M12	Y2	Total
3														
4														
5														
Total														

10. Monthly subsidy amount (in FRW) targeted under CC-RBF

10a. By Tier level of the cookstove

Tier	M1	M2	M3	M4	M5	M6	M7	M8	M9	M10	M11	M12	Y2	Total
3														
4														
5														
Total														

10b. by business model (cash or PAYGO)

	M1	M2	M3	M4	M5	M6	M7	M8	M9	M10	M11	M12	Y2	Total
Cash														
PAYGO														
Total														

11. Upload the following documents:

- A formal letter requesting for subsidy financing under CC-RBF
- Certificate of company registration from Rwanda Development Board
- Audit report of past three financial years, Start-up companies who are not able to provide audited reports should at minimum provide management accounts;
- Tax clearance certificate from RSSB and or RRA
- CV of board members and management team
- Business plan, if available
- Copy of a valid partnership agreement signed with Energy Development Corporation Limited
- Product quality certificate from RSB or any other national quality certifying agencies
- Detailed plan demonstrating (planned) participation in CC-RBF, with targets in terms of amount of loans issued and number of connections facilitated by your company

12. Overview of the business model

Please describe your business model and how you plan to target eligible households with the support of the CC-RBF. Ensure that you describe step-by-step how the product moves from you to the end user and who is doing what during the process (incl. payment process). Please take into account that 1) end user eligibility needs to be verified through the eligibility assessment. Later the eligibility check will be conducted using the Eligibility Tool, and 2) subsidised sales need to be (pre-) registered using the Eligibility Tool at the time of contract signing (see FAQs for details). You may consider the following additional guiding questions when filling out this section:

- *Which Tier level of the cookstove will you be targeting?*
- *How are you reaching rural customers,*
- *How is the relationship between your company and individuals (or other) selling your products set up? Are they your employees? Do they receive a commission per cooking technology sold? Are they employees of another organisation? Are they independent entrepreneurs?*
- *How are customers informed about using and maintaining the cooking technology? Do you follow-up with customers after the sale to sensitise them? Ensure that you need to have a functioning toll-free number to address after-sale service requests from the customer.*
- *Will customers eventually own the system, or will they only benefit from the service? If they eventually own the system, when will they own the cooking technology if payments are made in instalments? What happens when a customer stops paying the instalments? After what*

period do you decide to take back the system if a customer is not paying?

13. Brief overview of IT platform currently in use (e.g. proprietary CRM platform or third-party software provider) if applicable :

14. Description of payment collection process

- 1. Are you planning on selling in both PAYGO and in cash?*
- 2. If you are using mobile money, which mobile money platforms? MTN Mobile Money or Airtel Mobile Money?*
- 3. How do you connect to the mobile money provider? Do you use a technological integration? If so, is it a direct connection with the telco platform or an indirect connection through the IPN Hub or other aggregator? If it is a hosted connection, who provides the hosted connection? If no integration, how does the manual processing of mobile money payments work?*
- 3. Where do you track your products? Through your proprietary platform or through a third-party software provider? Do you have a system to connect the products to the payments? Is it a hosted solution? ? If it is a hosted connection, and not the same as for payment collections, who provides the hosted connection?*
- 4. What type of lockout technology, if any, does your company use (e.g. keypad, GSM etc)?*
- 5. What type of accounting system do you use?*

15. Brief overview of how you manage after-sales-service and warranty

16. Past performance

Fiscal Year	No. of stoves sold			Sales Turnover (FRW)	Remarks
	PAYGO	Cash	Tender		
2020/21					
2021/22					
2022/23					

Annex 3: Template for Grant Subsidiary Agreement between BRD and CCC

TERMS AND CONDITIONS OF THE AGREEMENT

THIS AGREEMENT is made by and between the undersigned parties:

THE DEVELOPMENT BANK OF RWANDA PLC “BRD”, a Public Company Limited by Shares, with an authorized share capital of 150,000,000,000 FRW, incorporated on August 5, 1967, company code n° 100003547, whose head office is in Kigali, Postal Office Box 1341 Kigali, hereby officially represented by [insert name of the Company Secretary] and [insert name of the CEO] Company Secretary & General Counsel and the Chief Executive Officer respectively, in accordance with the powers conferred to them by the Board of Directors, hereunder referred to as on the one part, “**Bank**” or “**BRD**”.

and;

[**INSERT COMPANY NAME**], a private company limited by shares, incorporated on ...day of [insert month] [insert year], company code n° [insert code], whose head office is at [insert official address], RWANDA, Phone number :[insert phone number], email: [insert email], hereby officially represented by [**insert name of the authorized person**], [insert position], bearer of a national identity card No [insert card number], hereinafter referred to as the “**Clean Cooking Company**” or “**CCC**”, on other hand;

WHEREAS: (a) under a grant agreement and its amendments (“Grant Agreement”) and a loan agreement and its amendments (“Loan Agreement”) (together, “Financing Agreements”), dated, between the Republic of Rwanda (“GoR”) and the International Development Association (“World Bank”) and Asian Infrastructure Investment Bank (AIIB), acting as implementing entity to the Rwanda - Accelerating Sustainable and Clean Energy Access Transformation in AFE MPA (ASCENT - Rwanda)), The Sub-component 3.2, "Increasing Access to Clean Cooking Solutions," is financed with US\$ 3.75 million from IDA and US\$ 1.25 million from AIIB. (“CC-RBF”), which is described in Schedule 1 to the Financing Agreements.

WHEREAS, the World Bank and AIIB have agreed, on the basis, inter alia, of the foregoing to extend the CC-RBF Financing provided under the Financing Agreements to the GoR upon the terms and conditions set forth in the Financing Agreement.

WHEREAS, the AIIB has entered into a Project Agreement with BRD, dated, in connection with the Financing Agreements for the ASCENT Project.

WHEREAS, BRD has agreed to implement Results-based Financing (RBF) subsidy of the ASCENT Project, in accordance to the Operations Manual.

WHEREAS, BRD having satisfied itself as to the eligibility of CCC to participate in the implementation of Sub-component 3.2 of the ASCENT Project, in accordance with the Operations Manual, has offered CCC to assist in the implementation of the Sub-component 3.2 of the ASCENT Project;

WHEREAS, the CCC has agreed in the implementation of Sub-component 3.2 of the ASCENT Project under the terms and conditions set forth in this Agreement and in accordance with the Operations Manual. BRD and the CCC hereby agree as follows:

ARTICLE 1: DEFINITIONS

- 1.1 **Cash Sales:** If the CCC collects one hundred percent of the customer contribution upon Cookstove installation. The partial collection will be considered as PAYGO/credit sales.
- 1.2 **Eligibility criteria:** As defined in the Article 7 of this Agreement;
- 1.3 **Clean Cooking Monitoring Information System (CMIS):** A platform managed by Energy Development Corporation Limited to track the progress in clean cooking;
- 1.4 **Clean Cooking Product:** A cooking stove or technology that complies with the CC-RBF technical performance criteria as confirmed by Rwanda Standard Board (RSB)'s stove testing laboratory and has been included in the CC-RBF eligible clean cooking technologies list managed by EDCL;
- 1.5 **Eligibility Tool:** A web-based platform to be used by CCCs to assess the eligibility of Targeted Households and to (pre-) register sales.;
- 1.6 **Eligible CCCs:** Locally registered Clean Cooking Companies who fulfil the Eligibility Criteria as defined in the Sub-component 3.2 Operations Manual for participation in RBF Subsidy;
- 1.7 **Emission reductions:** Shall include all existing and future legal and beneficial rights arising from greenhouse gas reductions, avoidance or sequestration as created and measured in accordance with a methodology acceptable to the World Bank;
- 1.8 **Encumbrance:** includes: (i) any claim, mortgage, charge, pledge, lien, encumbrance, assignment, security interest, title retention, preferential right, trust arrangement, contractual right of set-off or any other security agreement or arrangement in favor of any person by way of securing for the payment of a debt or any other monetary obligation; and (ii) any restriction of any kind under any regulatory or voluntary regime that may affect the ability of BRD to use any Emission Reduction, and cognate expressions;
- 1.9 **End-user Price:** After subsidized price of a clean cooking technology offered by the CCC to Targeted Households as shown in the Eligibility Tool;
- 1.10 **(New) Environmental and Social Standards:** means collectively: (i) "Environmental and Social Standard 1: Assessment and Management of Environmental and Social Risks and Impacts"; (ii) "Environmental and Social Standard 2: Labor and Working Conditions"; (iii) "Environmental and Social Standard 3: Resource Efficiency and Pollution Prevention and Management"; (iv) "Environmental and Social Standard 4: Community Health and Safety"; (v) "Environmental and Social Standard 5: Land Acquisition, Restrictions on Land Use and Involuntary Resettlement"; (vi) "Environmental and Social Standard 6: Biodiversity Conservation and Sustainable Management of Living Natural Resources"; (vii) "Environmental and Social Standard 7: Indigenous Peoples/Sub-Saharan Historically Underserved Traditional Local Communities"; (viii) "Environmental and Social Standard 8: Cultural Heritage"; (ix) "Environmental and Social Standard 9: Financial Intermediaries"; (x) "Environmental and Social Standard 10: Stakeholder Engagement and Information Disclosure"; effective on October 1, 2018, as published by the World Bank at <https://www.worldbank.org/en/projects-operations/environmental-and-social-framework/brief/environmental-and-social-standards>;
- 1.11 **Forced Labor:** any work or service not voluntarily performed that is exacted from an individual under threat of force or penalty, including, but not limited to any kind of involuntary or compulsory labor, such as indentured labor, bonded labor, or similar labor-contracting arrangements;

- 1.12 **International Rules:** includes the UNFCCC, the Kyoto Protocol, the Paris Agreement, any relevant decisions, guidance, guidelines, rules, modalities and procedures made pursuant to them and or successor international agreements and which include those rules specifically required to be met for the issuance or transfer of Emission Reductions;
- 1.13 **Operations Manual:** This refers to Clean Cooking Results-Based Financing (CC-RBF) Operations Manual including its revised versions. The latest version can be found on BRD's website.
- 1.14 **PAYGO Software:** A platform hosted by CCC for the management of their clean cooking business;
- 1.15 **Repossessed System:** A stove or cooking solution repossessed by CCC or Participating Financial Institutions from the Targeted Household;
- 1.16 **Results-based Financing Subsidy:** Amount to be received from the BRD by [insert CCC name], in accordance to disbursement conditions set forth in Sub-component 3b Operations Manual. The [insert CCC name] will receive the subsidy amount on behalf of final beneficiary households and micro-entrepreneurs;
- 1.17 **Standardized Crediting Framework:** means the standardized crediting framework developed under the Carbon Fund of the Carbon Initiative for Development's (for which the World Bank acts as Trustee) for scaling up energy access programs and the related protocols in the respective host countries of Ci-Dev programs;
- 1.18 **Targeted Households:** Households eligible for subsidy and resides in rural and urban areas;
- 1.19 **Tier level:** means the tier categorization of the cookstove as assigned by RSB or any other testing agencies in their test certificate;
- 1.20 **World Bank Operational Policies:** means the social and environmental safeguard policies of the World Bank.

ARTICLE 2: PURPOSE OF THE AGREEMENT

The Agreement is meant to layout the roles and responsibilities of the parties in regard to the eligibility, implementation and claim process of the subsidy under Clean Cooking Results-based Financing (CC-RBF) project. The subsidy is designed to help achieve the GoR's target to provide affordable clean cooking solutions for all Rwandans. The CC-RBF subsidy targets to address the affordability challenge of Targeted Households, to ensure the subsidy is passed on from the CCCs to the Targeted Households.

ARTICLE 3: SUBSIDY FACILITY AMOUNT

The Results-based Financing subsidy facility amount in the Agreement is a sum of [insert amount, in words] (FRW.....in figures) to be disbursed in accordance with the subsidy disbursement schedule as set out in this Agreement. BRD and CCC agreed on the agreement amount as per the proposal submitted by the CCC and evaluation conducted by BRD. Based on the progress over time and based on the utilization of the agreement amount, BRD shall have the right to reduce the agreement amount or accept additional request. This review shall take place every 6 months.

ARTICLE 4: TERM

The Agreement shall be valid until 31st December 2029 from the date of signature by both Parties. The Agreement shall be renewed on satisfactory performance and fulfilment of the CC-RBF eligibility criteria at all times in form and substance to the satisfaction of the Bank.

ARTICLE 5: CCC RIGHTS AND OBLIGATIONS

During the course of this agreement, and for a specified period after where applicable, the CCC shall;

- 5.1. carry out its project with due diligence and efficiency and in accordance with sound technical, economic, financial, managerial, environmental and social standards and practices satisfactory to BRD, including in accordance with the provisions of:
 1. Applicable International Rules and any requirements under the Standardized Crediting Framework;
 2. the World Bank Anti-Corruption Guidelines applicable to recipients of loan proceeds as well as the AIIB Policy on Prohibited Practices, to the extent that such Prohibited Practices are not already covered in the World Bank Anti-Corruption Guidelines; and
 3. the World Bank's Operational Policies and related safeguards documents and, where applicable, the (New) Environmental and Social Standards (ESSs) and related Environmental and Social Instruments (E&S Instruments), including the Environmental and Social Commitment Plan (ESCP), required for the project as set out in the Operations Manual. The Operations Manual is an integral part of this agreement.
- 5.2. not use any Forced Labor in connection with the project. The CCC (a) represents and warrants that it has not engaged or employed Forced Labor in the past; and (b) the CCC is committed to not engaging or employing Forced Labor for the duration of the Grant Subsidiary Agreement;
- 5.3. obtain and maintain any and all licenses, permits, consents, authorizations, approvals, required under applicable laws at international, national, regional, local levels to implement, operate and monitor the project; and satisfy and comply with any and all obligations and requirements provided under such licenses, permits, consents, authorizations and approvals;
- 5.4. Provide, promptly as needed, all the relevant information and documentation.
- 5.5. Maintain policies and procedures adequate to enable it to monitor and evaluate in accordance with indicators acceptable to BRD and the World Bank and the AIIB, the process of the project and the achievement of its objectives:
 1. maintain a financial management system and prepare financial statements, both in a manner adequate to reflect the operations, resources and expenditures related to the project; and
 2. at the request of the World Bank or BRD, as the case may be, have such financial statements audited by independent auditors acceptable to the World Bank
- 5.6. Enable the World Bank, AIIB or BRD, as case may be, to inspect the project, its operation and any relevant records and documents; and
- 5.7. Prepare and furnish to the World Bank, AIIB or BRD, as the case may be, all such information as the World Bank, AIIB or BRD, shall reasonably request relating to the foregoing.
- 5.8. Fulfil eligibility criteria at all times. Failure in fulfilment of eligibility criteria may result in immediate termination of the Agreement.
- 5.9. Agree not to claim any legal rights to any Emission Reductions resulting from such rights to be generated through the stoves installed/distributed under the ASCENT. In consideration of the subsidy provided under this Agreement, [name of CCC] agrees to transfer all legal rights to any Emission Reductions generated by the project subject to this Agreement, or generated as a result of or in connection with this Agreement. The transfer will be made to BRD, free of any fee, charge, interest, Encumbrance, claim and without additional payments and on terms and conditions approved in advance by the World Bank;
- 5.10. Pay all taxes, duties, and levies relating to this project.
- 5.11. not charge the prices of Clean Cooking agreed herein without prior consent of BRD

- 5.12. present a non-subsidized PAYGO and also a non-subsidized cash sales price. The subsidy amount should be deducted from the subsidized PAYGO or cash price, depending on the business model and the timing for subsidy disbursement. The Subsidy should thus be used to reduce end-user pricing. The CCC can request BRD to revise the price (increase or decrease) in the Eligibility Tool subject to different factors (inflation, foreign currency movement, risk bearing capacity of the CCC, etc.). The CCC should adhere with the price stated in the Eligibility Tool.
- 5.13. Minimize the risk of causing damages to third parties and incurring third party claims;
- 5.14. Not engage in, or authorize or permit any affiliate or any other person acting on its behalf to engage in, any coercive, corrupt, collusive, obstructive, or fraudulent practice, as defined in the World Bank Carbon Finance Anti-Corruption Guidelines, in relation to the program;
- 5.15. Cooperate in order to obtain registration and all other approvals of the project required by the Standardized Crediting Framework;
- 5.16. Cooperate with the verifier to ensure proper verification and certification of the Emissions Reductions, and the issuance of Standardized Crediting Framework Emission Reductions by the respective authorized entity required by the Standardized Crediting Framework.
- 5.17. provide “after sale services” and perform such services in a period of twelve (12) months counted from the date of successful installation and connection of CC duly approved by EDCL. CCC shall provide repair and maintenance services of CC and to deliver spare parts quickly during the Warranty period at no cost to the Beneficiaries.

ARTICLE 6: BRD RIGHTS AND OBLIGATIONS

- 6.1. BRD shall charge CCC a service fee of 4% of the total subsidy amount plus 18% VAT. The fee shall be charged based on the disbursed subsidy amount to the CCC.
- 6.2. The BRD shall have right to audit financials of the CCC that are related to subsidy transactions.
- 6.3. The BRD shall disburse the subsidy in accordance with the disbursement conditions set forth in Article on subsidy disbursement or CC-RBF Operations Manual. Each disbursement shall be done against the approved verification reports submitted to BRD by the Energy Development Corporation Limited (EDCL).
- 6.4. The BRD shall Suspend or terminate the right of the CCC to participate in CC-RBF, upon the CCC’s failure to perform any of its obligations under the Operations Manual and this Agreement.
- 6.5. The BRD shall cancel or revise the Subsidy Facility Amount allocated to the CCC (as per Article 3) if the CCC does not show any progress within 6 months after signing this Agreement.

ARTICLE 7: SUBSIDY LEVELS

The CCC should fully pass on the subsidy to final beneficiary households. The subsidy levels are progressive, depending on the tier level of the technology/cookstove. Kindly refer to **Annex ...** for subsidy level per tier level.

ARTICLE 8: SUBSIDY DISBURSEMENT

- 8.1. The subsidy shall be paid in 3 Instalments, irrespective of business models (cash or PAYGO sales). 50% of the subsidy amount shall be disbursed upon successful verification of CCC’s sales report with user contact information. 40% of the subsidy amount shall be disbursed

- after independent verification of stove usages, 3 months after the installation. The remaining 10% shall be disbursed upon verified adequate customer service for 1 year and 100% customer contribution. Kindly refer to **Annex ...** for subsidy disbursement schedule.
- 8.2. The BRD shall disburse the subsidy amount on the basis of the written reports from EDCL and in accordance to the CC-RBF Operations Manual.
 - 8.3. The verification for each subsidy instalment shall be done as per the procedure established in the CC-RBF Operations Manual.
 - 8.4. The CCC, at the time of subsidy claim, will report to EDCL the amount of subsidy claimed under a. cash sales and b. PAYGO sales.

ARTICLE 9: CLAIM SUBMISSION

- 9.1. The CCC shall sell the CCS at Targeted Households and submit a claim to EDCL for the subsidy. The CCC can submit a maximum of three claims per quarter per milestone in the event the company has more than 500 customers reaching the disbursement milestone, with exception for all outstanding claims submitted after the effective date of termination of this Agreement. All outstanding instalment claims submitted after the effective termination date maybe submitted without meeting the 500 customers disbursement milestone.
- 9.2. The CCC should submit a claim in accordance with the Claim Form (**Annex ..**). Moreover, the CCC should use the Claim Form to collect and report payment data on each customer.
- 9.3. The CCC shall submit the following information of Targeted Household along with Claim Form:
 - Name and of the customer
 - National identification number of the customer
 - Confirmation date (as registered in the ET)
 - Type of the customer (PAYGO or cash)
 - Phone number of the customer
 - Milestone achieved: 1, 2 or 3
 - Product type and serial number. The serial number should be a unique identifier. To avoid duplication of serial numbers between different product or different CCC's, it is highly advised that a serial number be a combination of CCC name, product name, and number.
 - Unique customer ID number (for PAYGO customer)
 - Total sales price
 - Tier of the cookstove
 - Subsidy amount per customer
 - Total customer contribution to date. The customers should pay their contribution only through a trackable payment system such as Mobile Money, cheque or bank transfer. In cases where the CCC is dealing with clients that do not own a telephone set, payments can be made on cash basis but the CCC should issue a receipt showing all the details of the sale for the stove including subsidy amounts among others to the client and keep a copy.
 - Raw payments data (including date and time of each transaction, amount per transaction, type of payment account and account number)

- List of repossessed customers. The list must contain name of the customer, national ID, customer's phone number, date of the cookstove sold, date of the cookstove repossessed, cookstove name, serial number, and the reason for repossession.
 - List of customers whose technical issues were identified during the previous claim verification and resolved by the CCC. The technical issues of these customers must have been addressed within 2 weeks after such list is received from EDCL. The list must contain name of the customer, national ID, customer's phone number, name of the cookstove, serial number, nature of the technical issue, date of the technical issues addressed, and how it was resolved.
- 9.4. The CCC shall submit the following information to EDCL through CCC Monthly Report:
- Sales date
 - Name and gender of the customer
 - Household size
 - National identification number of the customer
 - Phone number of the customer or another contact
 - The product name and model number
 - Date of installation
 - Sales/service contracts that includes agreed end-user price of CC, number of agreed Instalments and Instalment amount.
 - Location of the household (i.e. village, cell, sector, district) with GIS coordinates
 - Customer status (active, paid off)
 - Repossession date (with customer ID, if applicable)
- 9.5. If applicable, the CCC shall provide access to its PAYGO software to EDCL to validate the information provided above. The CCC shall eventually be required to integrate its PAYGO software with the CMIS platform for real-time information on CC sales and performance. This condition will be applied to those companies who maintain PAYGO software or IT platform related to delayed payment.
- 9.6. Once the Claim is submitted, EDCL shall conduct the verification and submit a report to BRD for subsidy disbursement. The verification and disbursement shall be in accordance with the procedures set on the Operations Manual.
- 9.7. The last claim (milestone 3) should be submitted before 30th September 2029.

ARTICLE 10: CAPPING OF SUBSIDY

- 10.1. BRD shall cap the subsidy fund (Agreement Amount) approved under this Agreement for the CCC. Based on progress of the CCC over time, BRD shall reduce the capped amount or accept additional fund requests (noting that any review of additional funding requests will take into account the CCC's progress on already capped funds). This review shall take place at least every 6 months.
- 10.2. Once the CCC has received the first instalment subsidy payment for a given customer, the remaining subsidy for this particular customer shall also be earmarked by the CCC for the applicable customer, unless it is confirmed that the customer is not going to continue paying its contribution. The CCC should pool back the remaining subsidy amount already earmarked for a particular customer into the main basket after a CCC formally reports such

default case to EDCL; b. CCC formally writes off customer's remaining payment as bad debt; and or c. EDCL verification confirms that the particular customer is not eligible for subsidy disbursement. Both parties agree that the repossessed Cook Stoves, that are refurbished and redeployed shall not be eligible for any further subsidies under this Agreement or Rwanda - Accelerating Sustainable and Clean Energy Access Transformation in AFE MPA (ASCENT - Rwanda)).

- 10.3. This earmarking shall ensure the availability of funds that will be needed to complete the full subsidy payment for each customer over a 1-year period.

ARTICLE 11: CCC ELIGIBILITY CRITERIA

- 11.1. All CCC business models are eligible. The subsidy levels per tier level shall be the same as per the subsidy levels provision of this Agreement regardless of the CCC business model. The CCC shall always comply with the following eligibility criteria at all times:

- **Licensed with adequate ownership structure.** CCC should be registered in Rwanda and duly licensed (with identification number assigned by tax authorities) and in full compliance with relevant national regulations pertaining to tax, legal, and accounting norms. The owners and managers of the enterprise must be fit and proper.
- **Agreement with EDCL:** CCC must have a valid Cooperation agreement with EDCL. The CCC and EDCL sign cooperation agreement in order to fulfill their common goals and mutual responsibilities towards increasing access to clean cooking technologies in Rwanda.
- **Adequate funding.** CCC should have a defined funding strategy with no obvious gaps or constraints on additional funding.
- **Satisfactory end-user pricing scheme:** CCC must demonstrate how and to what extent the end-user will directly benefit from the subsidy.
- **Quality of operations.** CCC should have a sound business plan with proven resources to efficiently carry out operations at the functional level, including organization, management, staff, financial and others.
- **Quality products.** CCC should be selling clean cooking product that is in the CC-RBF eligible clean cooking technologies list managed by EDCL.
- **Warranty and after-sales service.** CCC must offer a warranty for at least one year and have an established and active aftersales service capability, and operations. Companies should provide the list of agents/staff working in different districts to ensure an adequate staff/agent-base for the timely after-sales-service. CCC should have at least one staff/agent at district level to facilitate quick after-sale service.

CCC must have preventive maintenance plan clearly showing the plan for regular maintenance and after-sales-service of the sold CCS. CCC should maintain sufficient stock of spare parts to address the technical faults in a timely fashion. CCC should have spare parts available locally preferably at agent level. BRD will assess the capacity of the company to avail spare parts in the service centre that is near to the villages the company is selling its products and the capability of its technicians to timely fix the faulty parts.

BRD will assess the size of the field team and efforts dedicated in checking in on existing customers, considering the customer base and geographical footprint of the CCC. BRD will check whether the CCC has provided a User Manual that describes the proper handling of the CCS. BRD will assess whether the CCC agent/technician has provided any instructions to the customer on the best way of handling installed CCS.

NB: Sufficient stock represents a minimum 10% of the sales made in the last 12 months. For example, a CCC should maintain at least 150 products if the CCC has sold 1,500 stoves in the last 12 months.

- **Call centers services:** The CCC should have an established call centre with an active toll-free number to receive the complaints from customers. The CCC should maintain a logbook of the complaints and addressed them. BRD will assess the adequacy of logbook being maintained and the capacity of call centers to handle general queries, technical issues, and overall ability to provide solutions at the customer call level. BRD will assess the ability to escalate complaints to the right department, handle the complaints against contractual standards, tracking system for complaint resolution, logbook of previous complaints received and resolved.
- **Adequate accounting systems and management information and well-organized IT support.** CCC should have good accounting, bookkeeping, management and adequate system software support. This criterion is not mandatory for the companies who are involved in cash sales.
- **Gender quotas:** CCC should have at least 10% of the workforce employed, represented by women, and be able to demonstrate that they apply the principle of 'equal pay for equal work' for the same level job position. The CCC should submit a declaration letter declaring that there is no pay gap between male and female workers for the same level job position.
- **No forced labor:** Companies should not have engaged or employed Forced Labor in the past and are committed to not engaging or employing Forced Labor for the project.

11.2. Whenever the CCC deviates from the eligibility criteria and the stipulated roles and responsibilities, a credible commitment in the form of a time-bound action plan needs to be prepared by the CCC and submitted to EDCL and BRD. EDCL, BRD and the World Bank team shall closely monitor the performance. The CCC cannot submit subsidy claim until the eligibility criteria have been met again.

ARTICLE 12: BENEFICIARY COMPLAINT

12.1. The CCC is required to set up a beneficiary complain hotline with a functioning toll-free number. The hotline will serve as recourse for customers who are experiencing system problems and after-sales service. CCC technicians are required to fix the problem within 2 weeks after the complaint is registered.

12.2. If the beneficiary household does not receive service within 2 weeks, they can contact district-level GRC and register the complaint. The district-level GRC will record the complaints and share with project-level GRC established at BRD on a monthly basis.

ARTICLE 13: BASIC CUSTOMER AWARENESS

13.1. The CCC shall provide a basic awareness to beneficiary households on a) proper handling of the system; b) conditions for warranty/guarantee; c) basic features of the system; d) benefits; e) regular cleaning of the stove or device; f) contact information for after-sales-service; g) amount of customer contribution and payments terms etc. The CCC should provide a User Manual or information leaflet in Kinyarwanda containing the basic information related to and proper handling of the sold CCS.

ARTICLE 14: IMPLEMENTATION TOOLS AND PLATFORMS

- 14.1. *Eligibility Tool*: The CCC shall use Eligibility Tool, a web-based tool managed by EDCL, for customer eligibility check, pre-registration and sales confirmation. Once the ET is fully functional, it shall allow:
- CCC to check the eligibility of potential customers based on the predefined customer eligibility criteria (eligibility check);
 - To pre-register a sale once the eligibility of a customer is confirmed and both the customer and CCC agent agree to move forward with the sale (pre-registration);
 - CCC to register a sale once the CC is installed to ensure that households benefit from only one subsidized system (sales registration/confirmation).
- 14.2. The ET will be linked to the Clean Cookstove Management Information System (CCMIS) and the CCMIS will be linked to *Monitoring & Evaluation Information System* (MEIS), managed by the Local Administrative Entities Development Agency (LODA). The ET will provide information on eligibility status, national IDs, and household IDs. Linking CCMIS, the LODA MEIS and the ET ensures that the demographic data required shall be as up-to-date as possible, sales are being tracked accurately and monitoring is streamlined.
- 14.3. *CCC PAYGO platform*: The CCC shall record payment transactions on its PAYGO platform, if applicable, and share these payment records with EDCL and BRD (either manually or through API linking platforms). These payment records shall be used for the verification and subsidy disbursement process.
- 14.4. *Mobile Money platform*: The CCC shall accept payments from customers using mobile money platforms offered by mobile network operators. These platforms give CCC a digital record of all payments by customers, including the time, the amount, and the phone number of the payment sender. If applicable, CCC shall sign an information-sharing agreement with the mobile network operator and EDCL to share payment data. The data may also be supplied by a 3rd party platform.
- 14.5. The payment data supplied by mobile money platforms shall be used by EDCL for customer's payment verification. It is required for 2nd and 3rd Instalment subsidy disbursement.
- 14.6. *Sales Contract*: The CCC should sign a Sales Contract with its customer. The Sales Contract should include a self-declaration statement from the customer declaring that the information provided is true and accurate. The customer should also declare that his/her family has never purchased clean Cook Stove in the past. The template of Sales Contract is provided on **Annex**

ARTICLE 15: SUSPENSION

- 15.1. Whenever an CCC deviates from the eligibility criteria and the stipulated roles and responsibilities, a credible commitment in the form of a time-bound action plan needs to be prepared by the CCC and approved by EDCL and BRD. EDCL, BRD and the World Bank team shall closely monitor the performance against the time-bound action plan. BRD reserves the right to suspend an CCC's participation in the program if the eligibility criteria remain unfilled, malpractices/fraud found, and poor performance against the action plan (subject to World Bank non-objection), which would lead to blocking the CCC's access to

the Eligibility Tool. Defaulting to comply with the obligations in MoU signed between EDCL and CCC.

- 15.2. The CCC may be penalized and its right to participate in CC-RBF may be suspended in the following instances:
- The eligibility criteria mentioned in Section 6.13 of the Operations Manual remain unfulfilled;
 - Malpractices/fraud found. This shall include but not limited to subsidy claimed without selling the clean cooking product, the cookstove is found to be sold in another place other than the prescribed location in the ET, Tier level of the cookstove is different than the one registered in ET, the documents provided are found to be different from the ones initially submitted in the claim, the disseminated cookstove is not compliant with the RSB testing report, the submitted payment proof is invalid, etc.;
 - Undeclared repossessions found;
 - Poor performance against the agreed time-bound action plan;
 - EDCL verification finds a higher failure rate and/ or technical issues quantified as >10% of the total sample size in two claims of the same milestone.
- 15.3. BRD shall follow the procedure established in Section 7.5.6 of the Operations Manual for suspending the CCC and revoking them from the suspension.

ARTICLE 16: EVENTS OF DEFAULT

- 16.1. Misrepresentation;
- 16.2. Any breach of any of the conditions and obligations relating to this agreement, including but not limited to the ones provided under Article 5 of this agreement;
- 16.3. Material adverse change in the, management, business, control of the business or financial position of the CCC;
- 16.4. Qualified report by the auditor of the CCC's financial statements
- 16.5. Nationalization of the project or the CCC
- 16.6. Seizure of CCC's assets by third parties due to unfilled or unsettled by obligations by CCC
- 16.7. Expropriation of the project
- 16.8. Suspension or abandonment of the project by CCC for maximum period of 30 days.
- 16.9. Dissolution of the CCC
- 16.10. Commencement of judicial bankruptcy or insolvency proceedings.
- 16.11. Repudiation or challenge of administrative documents of the project
- 16.12. Cancellation or removal of authorizations necessary for the CCC to implement the project.
- 16.13. Failure to transfer all legal rights to any Emission Reductions to BRD, as provided under Article 5 of this agreement.
- 16.14. Defaulting to comply with the obligations in MoU signed between EDCL and CCC.

ARTICLE 17: REMEDIES TO EVENTS OF DEFAULT

If the CCC fails or is unable to remedy such default within thirty (30) days of receipt of written notice thereof from the BRD, the latter shall reserve the right to terminate the Agreement and initiate legal proceedings against CCC.

ARTICLE 18: FOLLOW-UP

During the entire period of the Agreement, the CCC shall, at any moment, allow BRD to have access to the location of the CC product installed for any information on how the subsidy is being utilized.

ARTICLE 19: REPORTING

- 19.1. The CCC shall submit on a quarterly basis reports on the performance of the subsidy to BRD;
- 19.2. The CCC shall provide any information on his business and/or operation requested for by BRD in support of its project;
- 19.3. Submission of financial reports is an integral part of the conditions for funding and failure to produce the required reports on due date will constitute a breach of this Agreement.

ARTICLE 20: LIABILITY AND PENALTIES FOR DELAY TO CORRECT MISTAKES

- 20.1. Each party shall be liable to fully indemnify, defend and hold harmless the other party for and against all and any losses or damages suffered or incurred (whether directly or indirectly) caused by or as a result of other party's negligence or any form of breach of this Agreement or as a result of damages caused by either party's employees.
- 20.2. If it is found out that contract activities were poorly executed such that some of them are defective or are not in conformity with the requirements of this contract, the CCC corrects such mistakes or replaces the supplies delivered that did not conform to what was required within a period not exceeding fifteen (15) days starting from the date of reception of the request, or otherwise incurs delay penalties for each day of delay. For the first seven (7) days of delay, the CCC incurs a penalty of one thousandth (1/1000) of the value of the item that has been reported to be defective or does not conform to the requirement of this contract. If that period expires, the CCC in addition incurs one thousandth (1/1000) of the value of the item for each day of delay up to the time when he/she corrects or replaces the defective item in accordance with the requirements of this contract.
- 20.3. Money deducted as penalties for delaying in executing activities or for poorly executed activities is deducted from the amount of the approved invoices or claims for subsidy due for payment. If value of the penalties for delaying executing activities or for poorly executed activities or both, exceeds the value of approved claims for subsidy, the contract will be automatically cancelled and CCC will be held responsible for any loss incurred by BRD.

ARTICLE 21: OFFICIAL ADDRESS

- 21.1. **The BRD:** at its head office in Nyarugenge district, P.O. Box 1341, Kigali city- Rwanda.
- 21.2. **The CCC:** Village, Cell, Sector, District,

ARTICLE 22: TERMINATION

22.1. BY BRD

BRD may terminate this Agreement, by not less than thirty (30) days' written notice of termination to the CCC, to be given after the occurrence of any of the events specified in paragraphs (a) through (d) of this Clause and sixty (60) days' in the case of the event referred to in (e):

- (a) if the CCC does not remedy a failure in the performance of their obligations under the Contract, within thirty (30) days after being notified or within any further period as BRD may have subsequently approved in writing.
- (b) if the CCC become insolvent or bankrupt.

- (c) if, as the result of Force Majeure, the CCC are unable to perform a material portion of the Services for a period of not less than sixty (60) days; or
- (d) if the CCC, in the judgment of BRD has engaged in corrupt or fraudulent practices in competing for or in executing the Contract. For the purpose of this clause:
“corrupt practice” means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the selection process or in contract execution.
“fraudulent practice” means a misrepresentation of facts in order to influence a selection process or the execution of a contract to the detriment of BRD, and includes collusive practice among CCC (prior to or after submission of proposals) designed to establish prices at artificial non-competitive levels and to deprive BRD of the benefits of free and open competition.
- (e) if BRD, in its sole discretion, decides to terminate this Contract.

22.2. BY THE CCC

The CCC may terminate this Agreement, by not less than thirty (30) days’ written notice to BRD, such notice to be given after the occurrence of any of the events specified in paragraphs (a) and (b) of this clause:

- (a) if BRD fails to pay any monies due to the CCC pursuant to this Contract and not subject to dispute in sixty (60) days after receiving written notice from the CCC that such payment is overdue; or
- (b) if, as the result of Force Majeure, the CCC are unable to perform a material portion of the Services for a period of not less than sixty (60) days.

22.3. PAYMENT UPON TERMINATION

Upon termination of this Agreement pursuant to term clause in this Agreement, BRD shall make payments to the CCC for Clean Cook Stove satisfactorily supplied and installed prior to the effective date of termination. Payments will continue to be made after the one (1) year term of the Agreement, provided they are not a 1st instalment claim, with exception of 1st instalment claims in relation to Clean Cook Stoves supplied and installed before the effective date of termination. The effective date of termination will be exactly 12 months from the date of signature of this Agreement.

22.4 SURVIVAL

The parties' rights and obligations under this Agreement will survive the termination of this Agreement, if applicable, to the extent that no new claims will be honored if such claims are in regard to installations or sales made after the effective date of termination.

ARTICLE 23: LANGUAGE

All notices, correspondence, documentation or communications of whatsoever nature, reports submitted or prepared under or in connection with this Agreement shall be in English language.

ARTICLE 24: CONFIDENTIALITY

CCC and BRD shall not reveal to a person or unauthorized entity any confidential information obtained during the execution neither of the services nor to make public any conclusion or recommendation relating to the services without prior written consent from the other Party to this agreement.

ARTICLE 25: FORCE MAJEURE

25.1. Neither Party will be responsible for failure of performance due to causes beyond its control, including: pandemics, epidemics, acts of God or nature; labor disputes; sovereign acts of any federal, state or foreign governments; network and/or computer failure or shortage of supplied materials (“Force Majeure Event”); provided that the affected Party makes a reasonable attempt to remove the impact of the Force Majeure Event as soon as reasonably possible. Either Party will have the right to terminate this Agreement upon written notice if a force majeure occurrence continues to impact performance of the other Party for more than sixty (60) consecutive days.

ARTICLE 26: CONTRACT DOCUMENTS AND ORDER OF PRECEDENCE

26.1. The following documents shall constitute the Contract Documents between BRD and the CCC, and each shall be read and construed as an integral part of the Contract:

- (i) The CC-RBF Operations Manual and its amendments/revisions
- (ii) This Agreement, including the Annexes and notifications hereunder.
- (iii) The CCC’s submitted technical and financial proposals as accepted by BRD.

26.2. In the event of any ambiguity or conflict between the Contract Documents listed above, the order of precedence shall be the order in which the Contract Documents are listed above.

ARTICLE 27: ENTIRE AGREEMENT

This Agreement contains the entire agreement and understanding between the parties, superseding all prior contemporaneous communications, representations, agreements, and understandings, oral or written, between the parties with respect to the subject matter hereof. This Agreement may not be modified in any manner except by written amendment executed by each party hereto.

ARTICLE 28: APPLICABLE LAW, SEVERABILITY, RESOLUTION OF DISPUTES AND JURISDICTION

28.1. The present contract is governed by the laws of the Republic of Rwanda. If a provision of this agreement is or becomes illegal, invalid or unenforceable in any jurisdiction, that shall not affect the validity or enforceability in that jurisdiction of any other provision of this Agreement, or the validity or enforceability in other jurisdictions of that provision or any other provision of this Agreement.

28.2. All disputes related to the performance of this agreement shall be settled amicably. In case of failure of amicable settlement, they will be referred to Rwandan competent courts.

ARTICLE 29: TAKING EFFECT

This agreement takes effect from the date of its signature.

Done in three original copies, Kigali, on

For the BRD

.....

Company Secretary & General Counsel

.....

Chief Executive Officer

For the CCC

.....

Managing Director

ANNEX TO GRANT SUBSIDIARY AGREEMENT

ANNEX A: SUBSIDY LEVELS, PER TIER LEVEL

Table 1: Subsidy levels per tier

Tier Rating	Maximum Percentage Coverage of Cost (%)	Maximum Eligible RBF Amount RWF
Tier 5	60%	66,000
Tier 4	60%	54,000

For example, a CCC sold a customer for a Tier 4 stove that has an end-user price of RWF 100,000. The maximum percentage coverage of cost in this case is 60%. The relative maximum eligible RBF amount is $100,000 \times 60\% = \text{RWF } 60,000$, which is higher than the absolute maximum eligible RBF RWF 54,000. The lower amount will be selected, and the customer will be eligible for the maximum RWF 54,000 RBF subsidy.

Subsidy levels will be regularly reviewed to reflect market changes and to ensure sustainability of the program. The value of the subsidy paid per system may thus reduce over the life of the program, to a nominal level during the final period of the program. For customers already included in the CC-RBF program, subsidy levels at the time of sales registration will be honoured until the completion of the subsidy payment even if the subsidy levels for new customers changes over time.

The per tier subsidy level shall be disbursed based on the household eligibility criteria:

- The CC-RBF subsidy will be provided to all eligible households living in Rwanda. Households that already use clean cooking stoves classified as Tier 3+ or have previously received subsidies through other programs will not be eligible for the CC-RBF program.
- The CC-RBF subsidy will only be provided to a household once.
- Each household is eligible for a double-burner, or two single burner cooking set up (given by the same CCCs at the sales dates)
- Households currently benefitting from other Tier 3 and above stove subsidy (i.e. grants that lowers end-user pricing) programs are not eligible for CC-RBF subsidy.

ANNEX B: SUBSIDY DISBURSEMENT SCHEDULE

Table 2: Subsidy disbursement schedule for PAYGO/credit sales

Disbursement	Condition	% of subsidy
1 st Instalment	Upon successful verification of CCC's claim/sales report with user contact information	50%
2 nd Instalment	Upon independent verification of stove usages, 3 months after the sale of the stove	40%
3 rd Instalment	Upon independent verification of stove usages, 1 year after the sale of the stove	10%
Total subsidy		100%

Table 3: Subsidy disbursement schedule for cash sales

Disbursement	Condition	% of subsidy
1 st Instalment	Upon successful verification of CCC's claim/sales report with user contact information	80%
2 nd Instalment	Upon verified adequate customer service, after 1 year	20%
Total subsidy		100%

ANNEX C: TEMPLATE OF SALES CONTRACT

(Provided in Annex 5 of this Operations Manual)

Annex 4: Claim Form

Clean Cooking Results-Based Financing Program

Claim Form

To be completed and submitted by participating CCC to EDCL with a copy to BRD. The Claim Form needs to be prepared in Excel as per the template available on BRD website.

1. RBF claim details

Company name:	
Claim number:	Claim date [DD/MM/YYYY]
Claim amount:	[RWF]
Remaining subsidy amount (as per Agreement with BRD):	RWF

2. Claim by Tier of the cookstove

Tier 4 cookstove

Milestone claimed	# of customers		Subsidy amount claimed		
	PAYGO	Cash	PAYGO	Cash	Total
M1	-	-	RWF -	RWF -	RWF -
M2	-	NA	RWF -	NA	RWF -
M3	-	-	RWF -	RWF -	RWF -

Tier 5 cookstove

Milestone claimed	# of customers		Subsidy amount claimed		
	PAYGO	Cash	PAYGO	Cash	Total
M1	-	-	RWF -	RWF -	RWF -
M2	-	NA	RWF -	NA	RWF -
M3	-	-	RWF -	RWF -	RWF -

3. Certification

I, [names], [Title] of [name of the company], by signing this Claim Form and the attached list of customers on behalf of [name of the company] certify that all information contained herein is accurate and truthful. I confirm that none of the cookstove sold under this claim is from refurbished cookstoves.

I declare that I have submitted together with this Claim Form the complete list of customers whose cookstove has been repossessed as per the company policy. I confirm that the technical issues of the customers identified in the previous claim verification have been fixed within the timeline given on the Operations Manual.

I understand that any wilful misstatement described herein will lead to the disqualification from the CC-RBF Program and will result in a claim by BRD for the return of any subsidy provided based on result claims affected by the fraud, and may be prosecuted by judicial means.

[Signature]

[Seal]

[Name and Title]

Annex 4.1: Step-by-step procedure for submitting Claim Form

A template of the Excel-based tool of Claim Form is available on BRD website. The CCCs are required to download from the website, complete it and submit to EDCL and BRD for the subsidy payment. The Claim Form has the following key components:

Tab	Title	Access	Instructions
1	Table of Contents	Locked	Information purpose only. This tab is locked.
2	Explanations	Locked	This tab provides the detailed instructions to the key information the CCC should submit to EDCL.
3	Customer raw data submission	Company to fill in	CCCs must submit required data on each customer for which subsidy is claimed, regardless of milestone or type of sale.
4	Payments raw data submission	Company to fill in	CCCs must submit the complete payments data for each PAYGO and Cash customer for which a milestone subsidy is being claimed.
5	Technical issues	Company to fill in	CCCs must submit the list of customers identified by EDCL as having technical issues in the previous claim verification and fixed by the CCC within a period of 2 weeks. These customers will be eligible for subsidy payment subject to the confirmation by EDCL that the technical issues have been fixed as per the program OM.
6	Repossession	Company to fill in	Companies must submit the list of customers who were connected under CC-RBF but the cookstove was repossessed at a later stage. These customers will not be considered for subsidy payment and be treated as “permanent fail” from the program.
7	Summary Table	Locked	Once all raw data is submitted in tab 3 and 4, CCC can submit the Claim Form to EDCL together with this summary table printed and signed by the CCC. The summary table also contains disclaimer confirming that a. none of the cookstove installed under this claim is from refurbished cookstoves, b. the CCC has submitted the complete list of customers repossessed, and c. the CCC has submitted the list of customers whose technical issues have been fixed by the CCC. This Summary Table is available above in Annex 4.

The CC-RBF will have only one Claim Form irrespective of business model (Cash versus PAYGO) and milestone (Milestone 1, 2, 3) claimed for. The CCCs are required to complete the Claim Form as per the instructions provided on the Explanation tab. The CCCs should provide accurate information with no data cleaning issues in order to minimize the inconsistencies in the desk check. The EDCL provides hands-on coaching to the CCC when needed.

The step-by-step procedure for CCC for completing the Claim Form:

1. Download the Claim Form Raw Data template from BRD website. The template maybe adjusted over the period following the lessons learnt from the program.
2. Read carefully the instructions given on the template.

3. Complete the “customer raw data submission” tab with the basic information such as customer name, customer national ID, phone number, PAYGO or cash sales, , tier of the cookstove, date of confirmed sales, total sales price, subsidy amount, and milestone claimed for. The other information such as customer payment to date, milestone 1 subsidy, milestone 2 subsidy, milestone 3 subsidy, percentage of total payment made by the customer, and eligibility for milestone 2 and milestone 3 subsidy are auto calculated.
4. The information to be provided on the “customer raw data submission” tab are mainly “copy” and “paste” from the Eligibility Tool and the CCC’s own databank such as PAYGO platform.
5. Complete the “payment raw data submission” tab with the basic information such as date of payment transaction, time of transaction, company ID, payment account number (MM: Phone #, bank, cash), payment amount, customer name, and national ID.
6. The Claim Form (“total customer payment to date” column under “customer raw data submission” tab) will auto sum the total payments through a script.
7. The information to be provided on the “payment raw data submission” are mainly “copy” and “paste” from the CCC’s PAYGO platform.
8. Complete the “technical issues” tab with the information such as customer name, national ID, phone number, type of technical issues identified by EDCL, and the date of technical issues fixed by the CCC. The technical issues must be fixed within 2 weeks after the feedback received from EDCL.
9. Complete the “repossession” tabs with information such as customer name, national ID, phone number, payment mode, date of cookstove installed, date of cookstove repossessed, and the reason for repossession.
10. The “summary” tab is auto calculated.
11. The CCC in-charge of completing the Claim Form should provide attention while completing the relevant tabs. For example, the customer national ID must have apostrophe ' followed by the 16 digits: 'XXXXXXXXXXXXXXXXXX, no dashes.
12. The CCC can submit the Claim Form to EDCL (through email with CC to BRD) once it is completed as per the instructions given in the program Operations Manual.

Before submitting the Claim Form, the CCC have to check the percentage of end-user amount paid and the duration of the cookstove installed to ensure that claim is eligible for submission, mainly for Milestone 2 and Milestone 3 submission.

Annex 5: Template of Sales Contract (in Kinyarwanda)

Ifishi y'uhawe inkunga ku mashyiga																																																		
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Uhawe amashyiga		<p>Yemeye kuyafata neza no kuyakoresha, kutayagurisha cg ngo ayatangemo impano, kwishyura uruhare rwe ku buryo bwumvikanweho hejuru, kutagira andi mashyiga afata yahawe inkunga.</p> <p>Yemeye gutanga uburenganzira bwose bujyanye no kugabanya imyuka yangiza ibidukikije hashingiwe ku amabwiriza agenga umushinga w'icyiciro cya 3.2 ASCENT RBF wo gutanga nkunganire ku mashyiga atangiza ibidukikije kuri BRD, nta kiguzi gisabwe, kandi nta yandi mafaranga, inyungu, itambamira cyanga ubusabe bisabwe BRD.</p>																																																
Utanze amashyiga		Gusobanurira uhawe amashyiga neza ibigendanya n'amabwiriza ya Programu																																																

Ndemeza ko amakuru ntanze yuzuye kandi ari ukuri. Ndemeza kandi ko yaba jye ndetse n'urugo rwanjye tutigeze tugura andi mashyiga ku nkunga iyo ari yo yose. Ndemera kandi ko igihe naba ntanze amakuru Atari yo nabihanirwa.

Amazina n'umukono by'uhawe amashyiga:

Annex 5.1: Template of sales list to be approved (stamped) from the local authority.

LIST Y'INGO ZAHawe AMASHYIGA				
Izina ry'ikigo gitanze amashyiga:				
Akarere:		Umurenge:		Akagali:
SN	Amazina	Numer' y'Indangamuntu	Umudugudu	Ubwoko (izina'ry'amashyira)
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				

Itariki bikoreweho:		
Umukono, amazina na Telefone by'umuyobozi w'umudugudu	Umukono, amazina , kashye na Telefone'by'umuyoboz' w'Akagali	Umukono, amazina na Kashye'by'ikigo gitanze ishyiga

Annex 6: Warranty Form



RAPORO Y'IKURIKIRANABIKORWA RYA RWIYEMEZAMIRIMO WATANZE ISHYIGA MU GIHE CY'AMEZI 12

IBIRANGA URUGO RWAHAWA ISHYIGA RIVUGURUYE

Amazina ya nyir'urugo: _____

No. y'irangamuntu : _____

Umudugudu: _____ Akagali: _____

Umurenge: _____ Akarere: _____

Itariki	Amazinana y'uwakurikiranye ishyiga	Uko yasanze ishyiga rimeze	Icyemeza ko ikirikiranabikorwa ryakozwe
			Numero ya telefone
			Numero ya telefone
			Umukono wa nyir'urugo

Serial Number y'ishyiga: _____

Umukono wa nyir'urugo _____

Izina rya nyir'urugo _____

Itariki yasuriweho _____

Umukono w'uwakurikiranye ishyiga _____

Amazina y'uwakurikiranye ishyiga _____

Ikigo Cyatanze ishyiga _____

Itariki: _____ - _____ - _____

Ugusaba kwishyurwa :

Bitewe n'uko ishyiga natanze rikoreshwa kandi rimeze neza, nkuko biteganywa n'ingingo ya 6.8.2ya operations manual, ndishyuza amafaranga angana na FRW, ahwanyane na% y'inkunga igenewe umuturage

N.B 2: Iri kurikiranabikorwa rikorwa nyuma y'amezi 2 (kuri telefone), nyuma y'amezi 6 (Kuri Telefone) na nyuma y'amezi 12 (Mu rugo rw'umuturage akanasinya iyi fishi) ishyiga ritanzwe

AHAGENEWE IBINDI BISOBANURO BY'UWAKURIRANYE ISHYIGA RIVUGURUYE

Annex 7: Template of formal letter requesting for Subsidy Financing under CC-RBF

[DD/MM/YYYY]

Chief Executive Officer
Development Bank of Rwanda
P.O. Box 1341, KN 3 Ave, Kigali

Subject: Application for ASCENT Sub-component 3.2 RBF Program participation

Dear CEO,

In reference to the Rwanda - Accelerating Sustainable and Clean Energy Access Transformation in AFE MPA (ASCENT - Rwanda))Sub-component 3.2 Operations Manual published on your website, we hereby kindly express our interest in the Clean Cooking Results-based Financing scheme.

[provide one paragraph summary of your operations in Rwanda]

Based on our past performance and leveraging benefit from this RBF scheme, we plan to connect [provide number of potential customers] new households in the next one year. We anticipate to realize [insert sales revenue projected for one year, in FRW] in sales and FRW (insert expected subsidy amount] in subsidy in the coming year.

We look forward for a continuous partnership with BRD's CC-RBF project. We are waiting to welcome BRD for the appraisal and discussions on our request.

Sincerely yours,

[insert the name of the authorized person of your company]
[insert title]

Enclosure:

- Dully signed Clean Cooking RBF Application Form
- Company registration certificate, issued by Rwanda Development Board (RDB);
- Audit report. The start-up companies who are not able to provide audited reports should at minimum provide management accounts;
- Tax Clearance certificate from Rwanda Revenue Authority and Rwanda Social Security Board.
- CV of the board members and the management team;
- Business plan of the company, if available;
- Copy of MoU signed with EDCL;
- A confirmation from EDCL that the proposed clean cooking products is in the CC-RBF eligible clean cooking technologies list.

Annex 8: Frequently Asked Questions

CLEAN COOKING RESULTS-BASED FINANCING SCHEME

Frequently asked questions (FAQs)

Q1: What is results-based financing?

Results-based financing (RBF) scheme is different from traditional grants because incentives are disbursed upon delivery and independent verification of results. This means that participating companies will have to pre-finance their projects, either through loans or other sources of funds. This RBF provides direct financial support to beneficiary households and micro-enterprises to buy down the cost of a clean cooking product.

Q2: What are the eligibility criteria for a company to participate CC-RBF?

Any participating company should go through the eligibility criteria provided in the ASCENT Sub-component 3.2 Operations Manual, **Section 6.13**. Failure to comply with the eligibility criteria will lead to suspension of the company from participating in ASCENT Sub-component 3.2CC-RBF. The company should comply with these criteria at all times. Whenever the company deviates from the eligibility criteria and the stipulated roles and responsibilities, a credible commitment in the form of a time-bound action plan needs to be prepared by the company and submitted to EDCL and BRD. EDCL, BRD, and the World Bank team will closely review the action plan and decide accordingly.

Q3: Can two individuals from the same household apply for the CC-RBF subsidy?

No. Once an individual from an eligible household buys a clean cooking product all household members will be marked as ineligible. In other words – one subsidized system (with two single burners or one double burner) per household.

Q4: Can household already having clean cooking product (subsidized or not) apply for the CC-RBF?

If a household is already fully using a clean Cook Stove without stacking (i.e. using a traditional stove) at the time of registration, the household is not eligible for the CC-RBF subsidy. If a household has a clean cooking product, but still uses a traditional stove regularly, the household is still eligible for the CC-RBF subsidy.

Q5: Are companies able to claim incentives for clean cooking products sold before the CC-RBF started?

No. Companies are only able to claim clean cooking product sold after the date of signature on the Grant Subsidiary Agreement (GSA) between the company and BRD. The GSA specifies the contract period and timelines for claim submission, verification, and disbursement.

Q6: Can companies claim a subsidy for a refurbished cookstove, in case one customer defaulted and the cookstove is repossessed and provided to a new customer?

No. Companies can repossess the cookstove from defaulted customers and redeploy the cookstove to a new customer but not claim subsidy on the refurbished cookstove.

The company should report to EDCL the list of repossessed customers together with Claim Form. EDCL will check and deduct the subsidy from the claim if the repossessed customers have received

the previous subsidy milestone. The company will not get the remaining subsidy amounts of those repossessed customers.

The company is not allowed to claim subsidy for another customer using the same repossessed cookstove.

Q7: What is the incentive level for an eligible household?

The subsidy level is different for different tier levels . See the CC-RBF Operations Manual (**Section 6.6 and Section 6.8**) about the subsidy amount and the disbursement schedule.

Q8: What is the Eligibility Tool and when is it used?

The Eligibility Tool is a web-based tool, managed by EDCL, which supports the implementation of CC-RBF. The Eligibility Tool is linked to the CMIS, which is used to check customer eligibility and serves as a data repository for registered sales.

Basic functionalities of the Eligibility Tool allow participating companies to check the eligibility of potential customers and corresponding incentive levels. This function will be available to each participating company immediately after they sign the GSA with BRD.

The complete functions of Eligibility Tool allow companies a. To pre-register sales and reserve funds for an interested customer for 15 calendar days, and b. To register a sale once the contract is signed with the customer. The company may have to manually submit the pre-registration and sales record to EDCL until this complete function is available.

Each participating company receives user logins to access an individualized Eligibility Tool site. Apart from being able to perform the activities mentioned above, the site allows each company to review and adjust potential sales for which funds were reserved and get an update on the remaining budget allocated to the company.

The CC-RBF will develop a dedicated Eligibility Tool for clean cooking program in Rwanda. The CCC will use the Eligibility Tool once it is developed.

Q9: When should sales be pre-registered through the Eligibility Tool? What is the purpose of the fund reservation?

Following the eligibility check, companies should then pre-register interested customer to ensure that sufficient budget is available for the incentive at the time the contract is signed between the participating company and customers. At the time of pre-registration, funds required to subsidize the sale are reserved for 15 calendar days. During this period, other companies are not able to reserve funds for this customer. If a sale is not registered within 15 days, the reservation is automatically lifted and the household is free and eligible to purchase a subsidized cookstove from other CCCs. CCCs are able to pre-register and reserve funds for each household only once.

Q10: When does a sale need to be registered through the Eligibility Tool?

Sales should be registered through the Eligibility Tool immediately after the contract between the company and the customer is signed, and cookstove is sold. This ensures that there is sufficient budget to cover the corresponding incentive. If a company decides to register sales outside of the 15 days reservation period, there is a risk that 1) the entire incentive budget has been allocated to other households, or 2) another company has reserved funds for the household, which will take precedence. Hence, the company would need to cover the remaining gap itself.

Q11: How frequently can participating companies claim for the subsidy payment?

Participating clean cookstove companies can submit one claim quarterly in case the number of customers served is lower than 500. If the claims are for more than 500 costumers, CCC can submit three claims per quarter per milestone. In this event, companies can effectively claim one subsidy claim per milestone every month.

Q12: How much is the maximum threshold of subsidy amount per participating company?

There is no threshold of subsidy amount for participating company. However, the company can sign GSA at a level of maximum FRW 1 billion subsidy (contract) amount. Once the company utilizes the committed amount, BRD can renew the GSA for another round of the contract amount. BRD reviews the GSA every six months and may adjust the initially agreed amount.

The companies are encouraged to apply for next tranche of subsidy amount immediately after the 70% of the approved subsidy funds are committed, as evidenced by the Eligibility Tool or at least two (2) months before the expected utilization of the approved tranche. This will avoid the financing gap and ensure smooth continuity of the installation of cookstove by the company.

Q13. What type of business models are allowed under CC-RBF?

Companies are free to apply any type of business models, i.e. PAYGO, cash, SACCO, etc. However, at the time of application, the company should provide the different price of different sales models.

Q14: Is there any cost the CC-RBF charges to participating companies?

Yes. BRD charges 4% plus 18% VAT of the subsidy amount as a management fee. The company has two options: this fee will either be paid upfront, at the time of signing GSA or it will be deducted from the confirmed subsidy amount, at the time of disbursement. This fee will slightly reduce the actual subsidy amount for final beneficiary households.

Q15: Will my company be suspended from the program?

Yes. The company may be suspended from the program if the failure rate is and or technical issues is >10% in two claims under same milestone. The detail provision about suspension is provided in the Operations Manual (Section 7.6.5).

Q16: Will the claim be processed for payment if >10% of sampled customers are found having technical issues during claim verification?

No. BRD will put the entire claim on hold for maximum 2 weeks from the date the verification report is received from EDCL. BRD will initiate the disbursement after 2 weeks. The disbursement can be

initiated within 2 weeks if BRD receives the confirmation from EDCL that the technical issues have been addressed by the CCC.

Q17: What is extrapolation of percentage failure rate? How does it affect to the subsidy payment of the claim?

Extrapolation is a way of generalizing the outcome of the percentage failure rate to the entire claim under the understanding that the similar failure rate will be observed in the unverified part of the claim. Since the claim verification is conducted on a sampling, extrapolation is the best way of generalizing the outcome of the verification to the entire claim size. The extrapolation will affect the subsidy payment since it is multiplied to the entire claim. Higher the failure rate will lead to the deduction of a higher amount of subsidy. This encourages companies to minimize the failure rate. Refer Section 9.4.9 of the Operations Manual for more details on the extrapolation of CC-RBF subsidy claims.

Q18: Will the subsidy claim of my company be paid if >10% failure rate is observed during EDCL verification?

Yes. The subsidy will be paid irrespective of the percentage failure rate observed during verification. However, a bigger percentage failure rate will lead to the deduction of a big amount of subsidy since the failure rate will be extrapolated to the entire claim. The company will also be at the high risk of being suspended from the program if more than 10% failure rate and or technical issues are observed in two claims of same milestone payment.

Q19: What will be the sample size of a claim? How will it be determined?

The sample size of a claim will be determined following the sampling technique established in Section 9.2 of the Operations Manual. The ideal sample size will be calculated using statistically significant sampling technique at 95% confidence and 5% margin of error. The sample size of each claim will be minimum 10% of the total customer passed in desk check.

Date: 13/12/2024

To the clean cooking companies,

This is to certify that the Operations Manual (OM), Ver 01/13.12.2024 for ASCENT CC-RBF is effective from December 13, 2024.

Starting on August 23, 2024, the new Operations Manual, Ver 01/23.08.2024, will come into effect in the Eligibility Tool.

Effective from the date, all subsidy claims and verification methodology, procedures, and actions pertaining to the project/program shall adhere to the guidelines laid out in the Ver 01 of the Operations Manual.

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Project Coordinator's signature