The World Bank

Report No: ISR11690

Implementation Status & Results
Moldova
Governance eTransformation Project (P121231)

Operation Name:	Governance eTransformation Project (P121231)		Project Stage:	Implementation	Seq.No: 5	Status: ARCHIVED	Archive Date: 02-Sep-2013

	Country: Moldova	Approval FY:	2011
Product Line: IBRD/IDA	Region: EUROPE AND CENTRAL ASIA	Lending Instrument:	Specific Investment Loan

Implementing Agency(ies):

Key Dates

Board Approval Date	09-Jun-2011	Original Closing Date	31-Dec-2016	Planned Mid Term Review Date	10-Mar-2014	Last Archived ISR Date 03-Feb-2013
Effectiveness Date	28-Sep-2011	Revised Closing Date	31-Dec-2016	Actual Mid Term Review Date		

Project Development Objectives

Project Development Objective (from Project Appraisal Document)

The project development objective is to transform delivery of selected public services using ICTs. This objective will be achievedby: (i) improving leadership capacity, enabling environment and management of ICTs in the public sector; (ii) using a modern service delivery platform, and (iii) increasing transparency in the public sector.

Has the Project Development Objective been changed since Board Approval of the Project?

○ Yes   ◉ No

Component(s)

Component Name	Component Cost
Component 1: e-Leadership Capacity and Enabling Environment	8.00
Component 2: Shared Infrastructure and e-Services Development	15.00

Overall Ratings

	Previous Rating	Current Rating
Progress towards achievement of PDO	Satisfactory	Satisfactory
Overall Implementation Progress (IP)	Moderately Satisfactory	Moderately Satisfactory
Overall Risk Rating	Moderate	

Implementation Status Overview

This ISR covers the main findings, results, and issues and actions of a supervision mission to Moldova from May 6-10, 2013.

The project is at the end of its second year of implementation. Current disbursement is US$4.2 million from IDA funds and US$1.8 million from the Dutch TF, for a total of US$6.0 million. All activities funded by the Dutch TF were fully completed and TF has been fully disbursed and closed.

The most important milestones achieved by the project to date are completion of M-Cloud Phase 1 and the launch of the first four e-Services. There was a very good uptake of e-

Services in Moldova, the most notable is Criminal Records showing that 90% of beneficiaries chose to obtain this service from the government electronically. This translates into 82,371 citizens of Moldova who did not have to spend 4-8 hours in line in addition to commuting to Chisinau and regional centers. Another area of success is the uptake of open government, the government has published to date 627 datasets. These datasets were used by NGOs and Private Sector to develop 15 free standing applications for citizens; among them applications for monitoring government budget, mapping planned road rehabilitation, statistics on 1529 schools, mapping of polluted regions, population statistics. Moldova joined OGP partnership and also developed an open government data catalog.

The team would like to note significant improvement in project management of the eGC. The alignment of procurement, financial, project management, and results data agreed upon during the last visit has been completed and currently serves as a platform for more effective project monitoring. It was observed that implementation of M-Cloud Phase 2 is behind schedule due to delays in preparation of the Cloud Demand Assessment and the M-Cloud PPP Feasibility Study. There have also been constraints in internal capacity at eGC as well as in the capacity of line ministries to undertake business process re-engineering, thus delaying planning of the next set of e-Services to be launched in 2014.

Key priorities for the next six month are (i) implementation of the second round of e-Services (e-Visa, electronic fiscal invoices, integrated hospital management system, integrated primary healthcare system, e-administration, document management system, e-Appointment, e-Certificates and e-Reporting); (ii) interoperability framework; and (iii) digitization of archives.

Locations

Country	First Administrative Division	Location	Planned	Actual
Moldova	Municipiul Chisinau	Chisinau		✓

Results

Project Development Objective Indicators

Indicator Name	Core	Unit of Measure		Baseline	Current	End Target
Citizen uptake of e-government services	☐	Percentage	Value	7.00	16.00	25.00
			Date	01-Nov-2010	13-Aug-2013	31-Dec-2016
			Comments	This indicator measures percentage of population who accessed a government website at least once over the previous 12 months. The baseline value was obtained through a survey done by the Institute for Public Policy and Magenta in 2010.	PDO level indicator data is collected annually. The next survey is scheduled for Oct-Nov, 2013. Provided data is based on survey done by Institute for Public Policy and Magenta Consulting in October-November 2012.	At project closing date
User Perception of Quality of Public Services (%)	☒	Percentage	Value	0.00	49.00	60.00
			Date	09-Jun-2011	13-Aug-2013	31-Dec-2016
			Comments	This indicator measures the degree of users' satisfaction with the overall quality of transaction processing for the main public service (citizens	PDO level indicator data is collected annually. The next survey is scheduled for Oct-Nov, 2013 Provided data is based on	At project closing date

Public Disclosure Copy

	Core	Unit of Measure		Baseline	Current	End Target
				portal) targeted by the project. As of Board date, no survey was done on the quality of e-Gov portal.	survey done by Institute for Public Policy and Magenta Consulting in October-November 2012.	
Total number of transactions of the main public service targeted by the project	☒	Number Sub Type Supplemental	Value	0.00	57141.00	400000.00
Direct project beneficiaries	☒	Number	Value	0.00	111678.00	300000.00
			Date	09-Jun-2011	31-Dec-2012	31-Dec-2016
			Comments	Direct project beneficiaries are people who directly derive benefits from an intervention. In this project it is citizens that access public services via the government portal and mobile phones. Baseline value as of Board date.	As of August 1, 2013	At project closing date
Female beneficiaries	☒	Percentage Sub Type Supplemental	Value	0.00	51.87	50.00

Intermediate Results Indicators

Indicator Name	Core	Unit of Measure		Baseline	Current	End Target
Public support for e-Government	☐	Percentage	Value	53.00	57.00	70.00
			Date	01-Nov-2010	13-Aug-2013	31-Dec-2016
			Comments	This indicator measures percentage of population who would like to access public services through the Internet or mobile phone. An initial survey was done by the Institute for Public Policy and Magenta in 2010.	Based on survey done by Institute for Public Policy and Magenta Consulting in October-November 2012.	At the project completion date
People trained under the project	☐	Number	Value	0.00	715.00	2000.00
			Date	09-Jun-2011	13-Aug-2013	31-Dec-2016
			Comments	At Board date	public servants, other employees in public entities, mass media, academia.	At the project completion date

Public Disclosure Copy

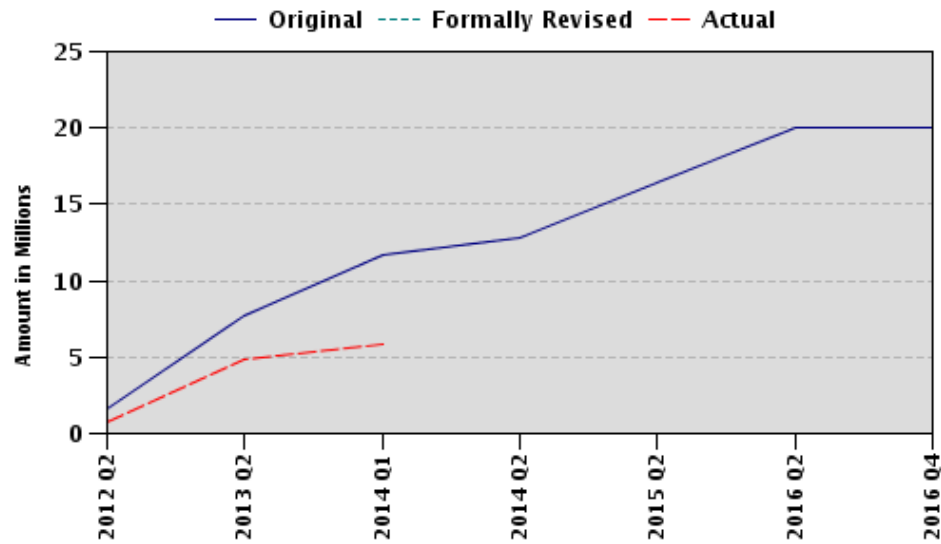| Data sets available on the Open Government Data website	☐	Number	Value	50.00	669.00	600.00
			Date	09-Jun-2011	13-Aug-2013	31-Dec-2016
			Comments	This indicator measures how many machine readable data sets will be available on the OGD website. In addition to measuring the total number, eGC will ensure that all high value data sets in real demand by citizens and businesses are included. Baseline value as of Board date	Data as of August 1, 2013. Open data sets are published by 39 public agencies	At project closing date
Uptake of shared e-Government infrastructure (M-Cloud)	☐	Percentage	Value	0.00	10.44	25.00
			Date	09-Jun-2011	13-Aug-2013	31-Dec-2016
			Comments	At Board date	out of 67 CPA agencies	At project closing date
Visits to Government Services Portal	☐	Number	Value	0.00	155359.00	400000.00
			Date	09-Jun-2011	13-Aug-2013	31-Dec-2016
			Comments	At Board date	of which 102,357 are unique visitors during period of May 2012 and August 2013	At project closing date

Data on Financial Performance (as of 06-Aug-2013)

Financial Agreement(s) Key Dates

Project	Ln/Cr/Tf	Status	Approval Date	Signing Date	Effectiveness Date	Original Closing Date	Revised Closing Date
P121231	IDA-50000	Effective	09-Jun-2011	01-Jul-2011	28-Sep-2011	31-Dec-2016	31-Dec-2016
P121231	TF-11741	Closed	17-Feb-2012	17-Feb-2012	17-Feb-2012	31-Dec-2012	31-Dec-2012

Disbursements (in Millions)

Project	Ln/Cr/Tf	Status	Currency	Original	Revised	Cancelled	Disbursed	Undisbursed	% Disbursed
P121231	IDA-50000	Effective	USD	20.00	20.00	0.00	4.33	14.96	22.00
P121231	TF-11741	Closed	USD	1.49	1.48	0.00	1.48	0.00	100.00

Disbursement Graph

Key Decisions Regarding Implementation

The Government and the World Bank team agreed to the following actions:

1. Agreement was reached to add e-Procurement system as a service under Component 2: Shared infrastructure and e-Services.

2. The implementation of activities (m-Cloud Phase I) funded by the Dutch TF has been completed. The WB Team informed the government of the closure of the TF. Significant progress has been achieved under the PPIAF funded study for M-Cloud Phase II. Study completion is anticipated for November-December, 2013 which will allow the team to move forward with the implementation of M-Cloud Phase II.

3. In order to allow efficient utilization of funds within the framework of the Project Development Objective the teams discussed the potential need for re-structuring to be undertaken during the Mid-Term review. The three subcomponents under consideration for r-structuring are 1.1.2 (e-Leaders, Civil Servants and IT Specialists Training Program), 1.2.2 (Develop the Legal, Regulatory, and Technical Frameworks), and 2.2.2 (Enabling Services).

Restructuring History

There has been no restructuring to date.

Related Projects

There are no related projects.