

Implementation Status & Results
Moldova
Governance eTransformation Project (P121231)

Operation Name: Governance eTransformation Project (P121231)	Project Stage: Implementation	Seq.No: 4	Status: ARCHIVED	Archive Date: 03-Feb-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	29-Oct-2012
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 achieved by: (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 October 15-19, 2012.

The project is in its second year of implementation. Current disbursement is US\$3.3 million from IDA funds and US\$1.8 million from the Dutch TF, for a total of US\$5.1 million. Disbursement during the last 6 months doubled from US\$1.5 to US\$3.1 million. The Dutch Trust Fund was fully disbursed and all activities funded by it have been completed (implementation of M-Cloud).

Some of the key milestones are: (1) launch of Public Services Portal (www.servicii.gov.md) making available 299 services online with 57,000 users since launch; (2) Mobile signature allowing secure electronic transactions; (3) completion of M-Cloud; (4) completion of the first set of e-Services such as e-Criminal Records, e-Licensing. The key targets for the next six months are: (1) 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); (2) launch of electronic payment platform; (3) interoperability framework; and (4) digitization of archives. It is estimated that the project will reach disbursement target of US\$6 million within the next six months according to the number and value of contracts signed.

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	<input type="checkbox"/>	Percentage	Value	7.00	16.00	25.00
			Date	01-Nov-2010	31-Dec-2012	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.	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 (%)	<input checked="" type="checkbox"/>	Percentage	Value	0.00	49.00	60.00
			Date	09-Jun-2011	31-Dec-2012	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 portal) targeted by the project. As of Board date, no survey was done on the quality of e-Gov portal.	Based on survey done by Institute for Public Policy and Magenta Consulting in October-November 2012. Note: This figure is tentative and is still being confirmed with eGC. It could be changed in the next ISR.	At project closing date
Total number of transactions of the main public service targeted by the project	<input checked="" type="checkbox"/>	Number Sub Type Supplemental	Value	0.00	57141.00	400000.00

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Direct project beneficiaries	<input checked="" type="checkbox"/>	Number	Value	0.00	4266000.00	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.	Based on survey done by Institute for Public Policy in October-November 2012.	At project closing date
Female beneficiaries	<input checked="" type="checkbox"/>	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	<input type="checkbox"/>	Percentage	Value	53.00	57.00	70.00
			Date	01-Nov-2010	31-Dec-2012	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	<input type="checkbox"/>	Number	Value	0.00	241.00	2000.00
			Date	09-Jun-2011	31-Dec-2012	31-Dec-2016
			Comments	At Board date	This figure has been revised downward to reflect just civil servants trained by e-Government Center. Previous figure also included number of e-Government Center staff who participated in various seminars, workshops, and study tours that we have now decided to include in the partnership/communications subcomponent.	At the project completion date

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Data sets available on the Open Government Data website	<input type="checkbox"/>	Number	Value	50.00	539.00	600.00
			Date	09-Jun-2011	31-Dec-2012	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		At project closing date
Uptake of shared e-Government infrastructure (M-Cloud)	<input type="checkbox"/>	Percentage	Value	0.00	0.00	25.00
			Date	09-Jun-2011	31-Dec-2012	31-Dec-2016
			Comments	At Board date	At fourth ISR. M-Cloud Phase 1 is still in the contract implementation phase. Phase 1 started operation in December 2012.	At project closing date
Visits to Government Services Portal	<input type="checkbox"/>	Number	Value	0.00	57141.00	400000.00
			Date	09-Jun-2011	31-Dec-2012	31-Dec-2016
			Comments	At Board date	The large increase is due to the recent launch of the Government Services Portal and of the first two e-Services, e-Criminal Record and e-Licensing. The remaining e-Services of the 2011-2012 round are expected to be launched by end-January 2013 and will be linked to the Government Services Portal.	At project closing date

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Data on Financial Performance (as of 02-Jan-2013)

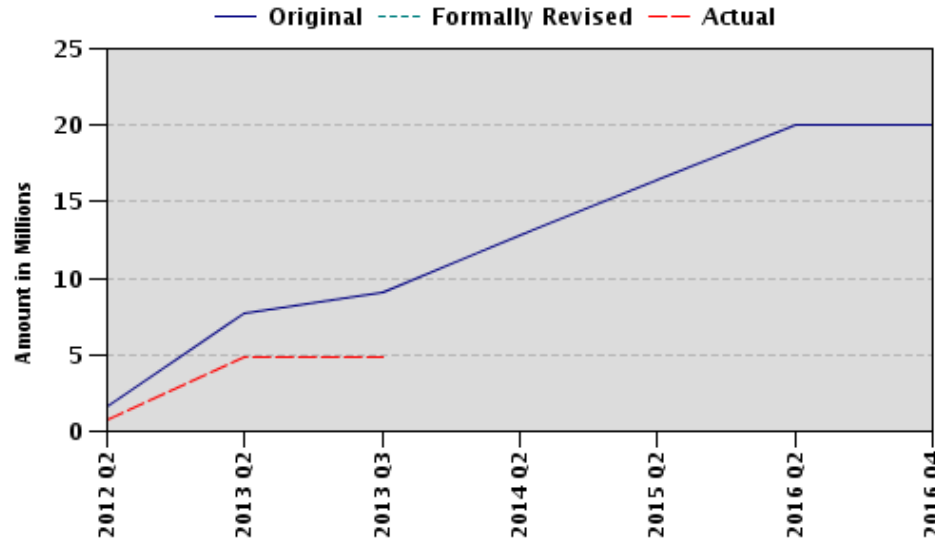
Financial Agreement(s) Key Dates

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	3.41	16.12	17.00
P121231	TF-11741	Closed	USD	1.49	1.49	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:

Strengthen project management to align project implementation with financial management, procurement, and achievement of results. To support this, a Project Implementation Dashboard has been created. To ensure correlation between the Project Appraisal Document (PAD), Interim Financial Reports (IFR), and the Procurement Plan it was agreed to revise the Procurement Plan and FMR categories to align with Annex 2 of the PAD.

Undertake demand assessment for M-Cloud Phase II to allow completion of PPIAF-funded business model for M-Cloud management.

During the mission, the teams agreed on the importance to expedite and prioritize implementation of e-Services. It was agreed to prepare a detailed summary of commitments and structure new contracts to meet the disbursement target for FY2013 of US\$6 million and results targets as stated in Annex 4 of the Aide Memoire.

The teams discussed the need to manage carefully the budget allocated for the e-Government Center set-up and operations. Agreement was reached that eGC will adjust staffing and training needs to meet project implementation demands while remaining within the total cap of US\$5.4 million. The training plan will be updated and shared with the World Bank on a biannual basis. New positions will be introduced when there is a business need and availability of financial resources.

eGC is currently preparing its Development Strategy for 2013 to address eGC sustainability. This transition strategy is meant to ensure eGC gradually begin moving towards

sustainability by 2014, build the foundation for its medium-term sustainability, and facilitate the changeover from IDA funding to Government financing and revenue-generating activities.

Restructuring History

There has been no restructuring to date.

Related Projects

There are no related projects.