

**Implementation Status & Results**  
**Moldova**  
**Governance eTransformation Project (P121231)**

|                                                              |                                 |                                              |                  |                           |
|--------------------------------------------------------------|---------------------------------|----------------------------------------------|------------------|---------------------------|
| Operation Name: Governance eTransformation Project (P121231) | Project Stage: Implementation   | Seq.No: 6                                    | Status: ARCHIVED | Archive Date: 22-Nov-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 | 12-May-2014 | Last Archived ISR Date | 02-Sep-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 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            | Moderately Satisfactory   |
| Overall Implementation Progress (IP) | Moderately Satisfactory | Moderately Unsatisfactory |
| Overall Risk Rating                  |                         |                           |

**Implementation Status Overview**

This ISR covers the main findings, results, and issues and actions of a supervision mission to Moldova from September 23-28, 2013.

The project is at the end of its second year of implementation. Current disbursement is US\$4.9 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 the completion of M-Cloud Phase 1 and the launch of four initial e-Services. The eGC also successfully launched

work under the 2012-2013 e-Services portfolio including e-Visa, e-Fiscal Invoice and front end automation for the real estate registry. The eGC also launched the development and digitization of a Civil Status Service Archive and development of an enterprise content management platform for the entire government. A decision was taken to commence implementation of bridging activities that span M-Cloud Phases 1 and 2.

The Bank and eGC teams reviewed the response to the recommendations resulting from the Court of Accounts review of the project. Most of the issues raised by the Court of Accounts have been sufficiently addressed. Some of the most pertinent pending items resulting from the review by the Court of Accounts are strengthening the management capacity of the eGC and increasing the disbursement rate. The actions proposed by the eGC in their response letter coincide with the actions agreed upon between the Bank and the eGC.

Key priority for the next six month is to expedite project implementation and disbursement particularly under Component 2: e-Services and MCloud.

**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                                                                                                                                                                                                                                              | 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 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 (%) | <input checked="" type="checkbox"/> | 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 portal) targeted by the project. As of Board date, no survey was done on the quality of e-Gov portal. | PDO level indicator data is collected annually. The next survey is scheduled for 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 |

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|                                                                                 |                                     |                                        |          |                                                                                                                                                                                                                                     |                                                                                                                |                         |
|---------------------------------------------------------------------------------|-------------------------------------|----------------------------------------|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|-------------------------|
| Total number of transactions of the main public service targeted by the project | <input checked="" type="checkbox"/> | Number<br>Sub Type<br>Supplemental     | Value    | 0.00                                                                                                                                                                                                                                | 57141.00                                                                                                       | 400000.00               |
| Direct project beneficiaries                                                    | <input checked="" type="checkbox"/> | Number                                 | Value    | 0.00                                                                                                                                                                                                                                | 125460.00                                                                                                      | 300000.00               |
|                                                                                 |                                     |                                        | Date     | 09-Jun-2011                                                                                                                                                                                                                         | 24-Sep-2013                                                                                                    | 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. | e-Criminal Record was application with the highest demand from users - 93% of all users use online application | At project closing date |
| Female beneficiaries                                                            | <input checked="" type="checkbox"/> | Percentage<br>Sub Type<br>Supplemental | Value    | 0.00                                                                                                                                                                                                                                | 51.87                                                                                                          | 50.00                   |

**Intermediate Results Indicators**

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| 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                                                                                                                                                                                                        | 24-Sep-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                        | <input type="checkbox"/> | Number          | Value    | 0.00                                                                                                                                                                                                               | 736.00                                                                                               | 2000.00                        |
|                                                         |                          |                 | Date     | 09-Jun-2011                                                                                                                                                                                                        | 24-Sep-2013                                                                                          | 31-Dec-2016                    |
|                                                         |                          |                 | Comments | At Board date                                                                                                                                                                                                      | public servants, other employees in public entities, mass media, academia. Virtual university        | At the project completion date |
| Data sets available on the Open Government Data website | <input type="checkbox"/> | Number          | Value    | 50.00                                                                                                                                                                                                              | 672.00                                                                                               | 600.00                         |
|                                                         |                          |                 | Date     | 09-Jun-2011                                                                                                                                                                                                        | 24-Sep-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 | Open data sets are published by 39 public agencies                                                         | At project closing date |
| Uptake of shared e-Government infrastructure (M-Cloud) | <input type="checkbox"/> | Percentage | Value    | 0.00                                                                                                                                                                                                                                                                               | 10.44                                                                                                      | 25.00                   |
|                                                        |                          |            | Date     | 09-Jun-2011                                                                                                                                                                                                                                                                        | 24-Sep-2013                                                                                                | 31-Dec-2016             |
|                                                        |                          |            | Comments | At Board date                                                                                                                                                                                                                                                                      | Total 7 agencies out of 67 migrated data                                                                   | At project closing date |
| Visits to Government Services Portal                   | <input type="checkbox"/> | Number     | Value    | 0.00                                                                                                                                                                                                                                                                               | 167724.00                                                                                                  | 400000.00               |
|                                                        |                          |            | Date     | 09-Jun-2011                                                                                                                                                                                                                                                                        | 24-Sep-2013                                                                                                | 31-Dec-2016             |
|                                                        |                          |            | Comments | At Board date                                                                                                                                                                                                                                                                      | of which 110,226 are unique visitors. 371 public informational services of which 79 transactional services | At project closing date |

**Data on Financial Performance (as of 01-Oct-2013)**

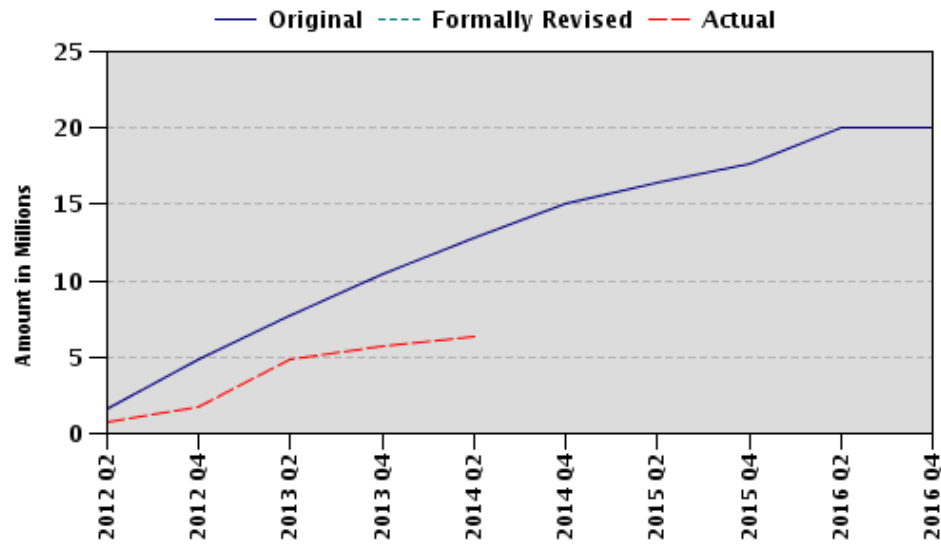
**Financial Agreement(s) Key Dates**

| 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      | 4.89      | 14.62       | 24.00       |
| 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. The team estimated and agreed on the target disbursement rate to be achieved by the mid-term review scheduled for May 2014. The agreed upon target is US\$7 million in disbursements and an additional US\$7 million in commitments. This will represent 70% of total IDA loan. The majority of disbursements will be achieved through implementation of ICB#5 (Enterprise Content Management Platform), ICB#6 (2012-13 e-Services), ICB#7 (interoperability platform), and ICB#8 (storage capacity).
2. A decision was taken to advance certain activities under the M-Cloud Phase 2, specifically implementation of Disaster Recovery Site given the risk and exposure of data recently migrated to the M-Cloud.
3. Discussions were held with the Ministry of ITC about the launch of the ICT industry competitiveness study. The study is aimed at preparing implementation plans, costing, and a cost-benefit analysis for the ICT Competitiveness Strategy. Consensus was reached to proceed with the study and add to its scope planning for the Government's newly-approved strategy, Digital Moldova 2020.
4. Agreement was reached to commence feasibility study of the e-Procurement system to be considered for inclusion under the project as an additional service under Component 2: Shared infrastructure and e-Services.

### Restructuring History

There has been no restructuring to date.

### Related Projects

There are no related projects.