

Implementation Status & Results

Moldova

Governance eTransformation Project (P121231)

Operation Name: Governance eTransformation Project (P121231)		Project Stage: Implementation	Seq.No: 3	Status: ARCHIVED	Archive Date: 29-Oct-2012
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	05-Feb-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	Substantial	

Implementation Status Overview

This ISR covers the main findings, results, and issues and actions of a supervision mission to Moldova from June 18-22, 2012.

-The GeT Project became effective on September 29, 2011 and is currently in its second year of implementation.

-e-Criminal Record service and G2C portal were launched; the remaining 3 e-Services are nearing completion;

-M-Cloud Phase 1 is in advanced phase scheduled for completion in December, 2012.

- Two enabling platforms are being developed using PPP approach: electronic mobile ID and electronic Payment Gateway; electronic mobile ID was launched in September; electronic payment gateway was successfully piloted

- Moldova E-Government Center is fully operational;
- CIO and CTO counsels and various thematic working groups were created and currently operate;
- A range of policy and strategy documents for various activities and components were implemented under the e-Transformation umbrella by the EGC and its partner entities elaborated (some of them already under implementation);
- Open Government Data Platform was created and datasets made public;
- Moldova's Open Government Action Plan was approved and Moldova adhered to Open Government Partnership;
- Program of Interoperability Framework was developed and now is under consultation process;

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	10.00	25.00
			Date	01-Nov-2010	27-Jun-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.		Estimated, more recent survey has not been done yet, but is planned to be done in Q2 FY2013.
User Perception of Quality of Public Services (%)	<input checked="" type="checkbox"/>	Percentage	Value	0.00	0.00	60.00
			Date	09-Jun-2011	27-Jun-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.		As of this ISR date, no survey was done on the quality of e-Gov portal. Survey foreseen for Q2 FY2013.

Total number of transactions of the main public service targeted by the project	<input checked="" type="checkbox"/>	Number Sub Type Supplemental	Value	0.00	0.00	400000.00
Direct project beneficiaries	<input checked="" type="checkbox"/>	Number	Value	0.00	0.00	300000.00
			Date	09-Jun-2011	27-Jun-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 this ISR date, no survey has yet been done. Survey foreseen for Q2 FY2013.
Female beneficiaries	<input checked="" type="checkbox"/>	Percentage Sub Type Supplemental	Value	0.00	0.00	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	53.00	70.00
			Date	01-Nov-2010	27-Jun-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.		New survey was not done yet, but is foreseen for Q2 FY2013.
People trained under the project	<input type="checkbox"/>	Number	Value	0.00	556.00	2000.00
			Date	09-Jun-2011	30-Jun-2012	31-Dec-2016
			Comments	At Board date		At the project completion date
Data sets available on the Open Government Data website	<input type="checkbox"/>	Number	Value	50.00	417.00	600.00
			Date	09-Jun-2011	01-Aug-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,		At project closing date

				eGC will ensure that all high value data sets in real demand by citizens and businesses are included. Baseline value as of Board date		
Uptake of shared e-Government infrastructure (M-Cloud)	<input type="checkbox"/>	Percentage	Value	0.00	0.00	25.00
			Date	09-Jun-2011	27-Jun-2012	31-Dec-2016
			Comments	At Board date	At third ISR. M-Cloud Phase 1 is still in the contract implementation phase. Phase 1 is estimated to be operational in November 2012.	At project closing date
Visits to Government Services Portal	<input type="checkbox"/>	Number	Value	0.00	2942.00	400000.00
			Date	09-Jun-2011	27-Jun-2012	31-Dec-2016
			Comments	At Board date	At third ISR. e-Services Portal is still in the contract implementation phase. It is expected to be launched in Q2 FY2013 and will be linked at that time to the Government Services Portal.	At project closing date

Data on Financial Performance (as of 27-Sep-2012)

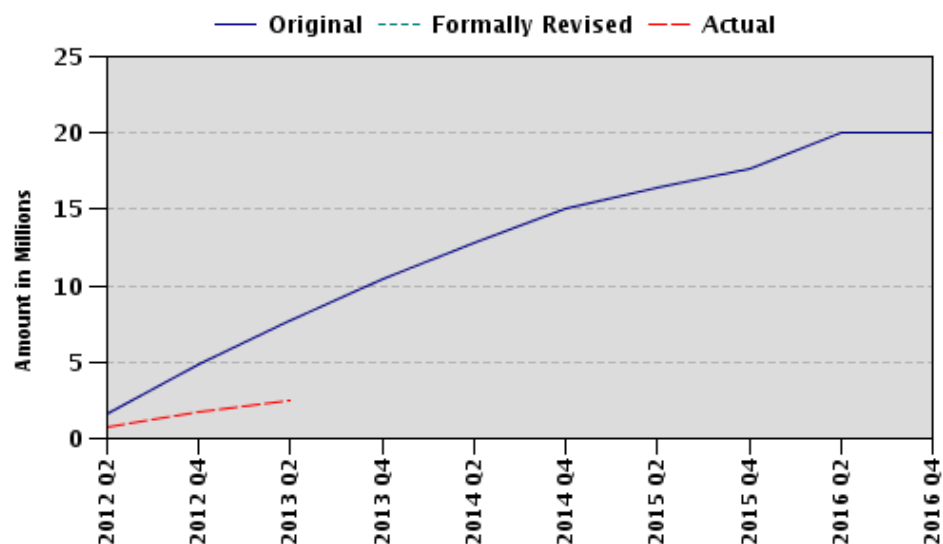
Financial Agreement(s) Key Dates

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	Effective	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	2.09	17.47	10.00
P121231	TF-11741	Effective	USD	1.49	1.49	0.00	0.44	1.04	30.00

Disbursement Graph



Key Decisions Regarding Implementation

The Government agreed to the following actions:

- Accelerate the process of hiring a new full-time procurement specialist to speed up procurement processes
- Prioritized during the next six months: Subcomponent 2.1: M-Cloud: Shared e-Government Infrastructure and Subcomponent 2.2: e-Services Development.
- Complete all activities under M-Cloud Phase 1 by end-December 2012.
- Appointment of a Deputy Director to the eGC and preparation of a business plan to ensure the sustainability of eGC operations after project completion.

The Bank agreed to the following actions:

- Initiate dialog with donors regarding possible contribution prior to closing of the Dutch TF

Restructuring History

There has been no restructuring to date.

Related Projects

There are no related projects.