The World Bank

Report No: ISR5703

Implementation Status & Results
Moldova
Governance eTransformation Project (P121231)

Operation Name: Governance eTransformation Project (P121231)		Project Stage: Implementation	Seq.No: 2	Status: ARCHIVED	Archive Date: 21-Sep-2011
	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 21-Sep-2011
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

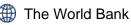## Overall Ratings

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

Implementation Status Overview

This ISR covers the main findings, results, and issues and actions of a supervision mission to Moldova from October 24-November 4, 2011.
- The GeT Project became effective on September 29, 2011.The Client undertook all necessary steps for meeting the 3 effectiveness conditions before the deadline
- Several major tenders are completed (e.g. G2C Portal and first 4 e-Services) or in advanced phase (M-Cloud Phase 1). The delivery of the outputs of these activities is expected in the first half of 2012.
- Two enabling platforms are being developed using PPP approach: electronic mobile ID and electronic Payment Gateway.
- Strengthened commitment to Open Government: Open Data initiative continues to evolve dynamically, having led to the publication online of 155 data sets from 20 agencies

(http://data.gov.md), as of December 2011. The Open Data portal has had about 16,000 visitors and almost 23,000 downloads in less than a year since its launch on April 15, 2011.
-    Based on official request from Mr. Bodiu, a PPIAF Grant proposal for M-Cloud PPP Feasibility Study was submitted and approved.
-    E-Leadership knowledge exchange was completed with the Dec. 14 Global Dialogue on Opening up Development between Moldova, Macedonia, Kenya and 7 other countries funded by the Bank's South-South Knowledge Exchange Facility. A new knowledge exchange on Open Government also funded by the South-South Knowledge Exchange Facility is currently being prepared by the Bank team to be launched in January 2012 with Macedonia, Brazil and other countries, and Moldova will be a knowledge-providing country for this exchange.

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	10.00	25.00
			Date	01-Nov-2010	11-Jan-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.	At project closing date
User Perception of Quality of Public Services (%)	☒	Percentage	Value	0.00	0.00	60.00
			Date	09-Jun-2011	11-Jan-2012	31-Dec-2016
			Comments	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.	At project closing date
Total number of transactions of the main public service targeted by the project	☒	Number Sub Type Supplemental	Value	0.00	0.00	400000.00
Direct project beneficiaries	☒	Number	Value	0.00	0.00	300000.00
			Date	09-Jun-2011	11-Jan-2012	31-Dec-2016

			Comments	At Board date	As of this ISR date, no survey has yet been done. Survey foreseen for Q2 FY2013.	At project closing date
Female beneficiaries	☒	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	☐	Percentage	Value	53.00	53.00	70.00
			Date	01-Nov-2010	11-Jan-2012	31-Dec-2016
			Comments	This indicator measures percentage of population who accessed a government website at least once over the previous 12 months. 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.	At the project completion date
People trained under the project	☐	Number	Value	0.00	352.00	2000.00
			Date	09-Jun-2011	11-Jan-2012	31-Dec-2016
			Comments	At Board date	Estimated at second ISR date	At the project completion date
Data sets available on the Open Government Data website	☐	Number	Value	50.00	150.00	600.00
			Date	09-Jun-2011	11-Jan-2012	31-Dec-2016
			Comments	At Board date	At second ISR, the number has been reduced from September value due to consolidation and quality improvement of a number of datasets.	At project closing date
Uptake of shared e-Government infrastructure (M-Cloud)	☐	Percentage	Value	0.00	0.00	25.00
			Date	09-Jun-2011	11-Jan-2012	31-Dec-2016
			Comments	At Board date	At second ISR. M-Cloud Phase 1 is still in the procurement phase.	At project closing date
Visits to Government Services Portal	☐	Number	Value	0.00	0.00	400000.00
			Date	09-Jun-2011	11-Jan-2012	31-Dec-2016

		Comments	At Board date	At second ISR. e-Services Portal is is still in the development phase.	At project closing date

Data on Financial Performance (as of 22-Dec-2011)

Financial Agreement(s) Key Dates

Project	Loan No.	Status	Approval Date	Signing Date	Effectiveness Date	Closing Date
P121231	IDA-50000	Effective	09-Jun-2011	01-Jul-2011	28-Sep-2011	31-Dec-2016

Disbursements (in Millions)

Project	Loan No.	Status	Currency	Original	Revised	Cancelled	Disbursed	Undisbursed	% Disbursed
P121231	IDA-50000	Effective	XDR	12.70	12.70	0.00	0.50	12.20	4.00

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, and immediately hire a procurement adviser to temporarily fill in the gap.
-       Draft TOR and launch the selection of the ICT Competitiveness Coordinator, a consultant who will be working closely with the Ministry of ICT.
-       Accelerate procurement of PPA Audit contract so that GC can finalize the audit of the PPA funds and submit the audit report to the Bank by March 31, 2012.

The Bank agreed to the following actions:
- Deliver a training course on Bank procurement policies and procedures with particular focus on evaluation procedures in order to strengthen the capacities of the Evaluation Committee members.
- Allocate resources for piloting a "killer app" related to Open Data/BOOST and preparing apps development events as part of broader open data "ecosystem".
- Secure co-financing M-Cloud PPP feasibility study and open government data innovations ecosystem.

Restructuring History

There has been no restructuring to date.

Related Projects

There are no related projects.