



Governance eTransformation Project (P121231)

EUROPE AND CENTRAL ASIA | Moldova | Transport & ICT Global Practice |
IBRD/IDA | Specific Investment Loan | FY 2011 | Seq No: 11 | ARCHIVED on 24-Jun-2016 | ISR24301 |

Implementing Agencies:

Key Dates

Key Project Dates

Bank Approval Date:09-Jun-2011

Effectiveness Date:28-Sep-2011

Planned Mid Term Review Date:12-May-2014

Actual Mid-Term Review Date:04-Mar-2014

Original Closing Date:31-Dec-2016

Revised Closing Date:31-Dec-2016

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 Objective?

No

Components

Name

Component 1: e-Leadership Capacity and Enabling Environment:(Cost \$5.20 M)

Component 2: Shared Infrastructure and e-Services Development:(Cost \$14.80 M)

Overall Ratings

Name	Previous Rating	Current Rating
Progress towards achievement of PDO	● Satisfactory	● Satisfactory
Overall Implementation Progress (IP)	● Satisfactory	● Satisfactory
Overall Risk Rating	● Low	● Low

Implementation Status and Key Decisions



1. We would like to note **excellent results** achieved by the project to date; some of the highlights are as follows: (i) project reached over 400,000 direct beneficiaries, (ii) 35% of citizens use e-services (10% higher than the estimated target); (iii) 66% of citizens are satisfied with the quality of the e-services (target for the final year of the project was 60%); (iv) the uptake of e-services and digital platforms by the government reached 71% and uptake of Cloud infrastructure 46% (against 15% initial target); (v) government portal has been visited by 748, 816 people (against 400.000 the target for final the year, overpassing it by almost 80%). The results of the recent independent Government e-Transformation survey reveals a substantial growth of buy-in and support for the governance e-transformation agenda and recognition of advantages of online service delivery among the citizens over the past 3 years
2. World Bank team also noted the high quality of eGC management and expressed satisfaction with the performance of eGC in implementation of the GeT project and the overall e-governance agenda in Moldova; as well as acknowledging the importance of continuity in carrying out the above functions by the eGC.
3. The following operational risks have been noted by the World Bank team: (a) inadequate government financing of the MCloud infrastructure operating costs (below agreed upon budget) puts at risk meeting the service level standards agreed upon with the government agencies; (b) the same concern applies to the operational status of MPay.

1.





Risks

Systematic Operations Risk-rating Tool

Risk Category	Rating at Approval	Previous Rating	Current Rating
Political and Governance	--	● Substantial	● Substantial
Macroeconomic	--	● Substantial	● Substantial
Sector Strategies and Policies	--	● Low	● Low
Technical Design of Project or Program	--	● Low	● Low
Institutional Capacity for Implementation and Sustainability	--	● Moderate	● Moderate
Fiduciary	--	● Low	● Low
Environment and Social	--	● Low	● Low
Stakeholders	--	● Moderate	● Moderate
Other	--	--	--
Overall	--	● Low	● Low

Results

Project Development Objective Indicators

► Citizen uptake of e-government services (Percentage, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	7.00	30.30	35.50	25.00



Date	01-Nov-2010	31-Aug-2015	20-Jun-2016	31-Dec-2016
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► User Perception of Quality of Public Services (%) (Percentage, Core)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	66.30	65.50	60.00
Date	09-Jun-2011	31-Aug-2015	20-Jun-2016	31-Dec-2016

► Direct project beneficiaries (Number, Core)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	353929.00	421465.00	300000.00
Date	09-Jun-2011	31-Aug-2015	20-Jun-2016	31-Dec-2016

▲ Female beneficiaries (Percentage, Core Supplement)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	52.58	52.00	50.00

Overall Comments

Intermediate Results Indicators



► Public support for e-Government (Percentage, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	53.00	69.00	71.30	70.00
Date	01-Nov-2010	31-Aug-2015	20-Jun-2016	31-Dec-2016

► People trained under the project (Number, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	2084.00	2259.00	2000.00
Date	09-Jun-2011	31-Aug-2015	20-Jun-2016	31-Dec-2016

► Data sets available on the Open Government Data website (Number, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	50.00	865.00	881.00	600.00
Date	09-Jun-2011	31-Aug-2015	20-Jun-2016	31-Dec-2016

► Uptake of shared e-Government infrastructure (M-Cloud) (Percentage, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	46.26	46.25	25.00
Date	09-Jun-2011	31-Aug-2015	20-Jun-2016	31-Dec-2016





► Visits to Government Services Portal (Number, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	600755.00	748816.00	400000.00
Date	09-Jun-2011	31-Aug-2015	20-Jun-2016	31-Dec-2016

Overall Comments

Data on Financial Performance

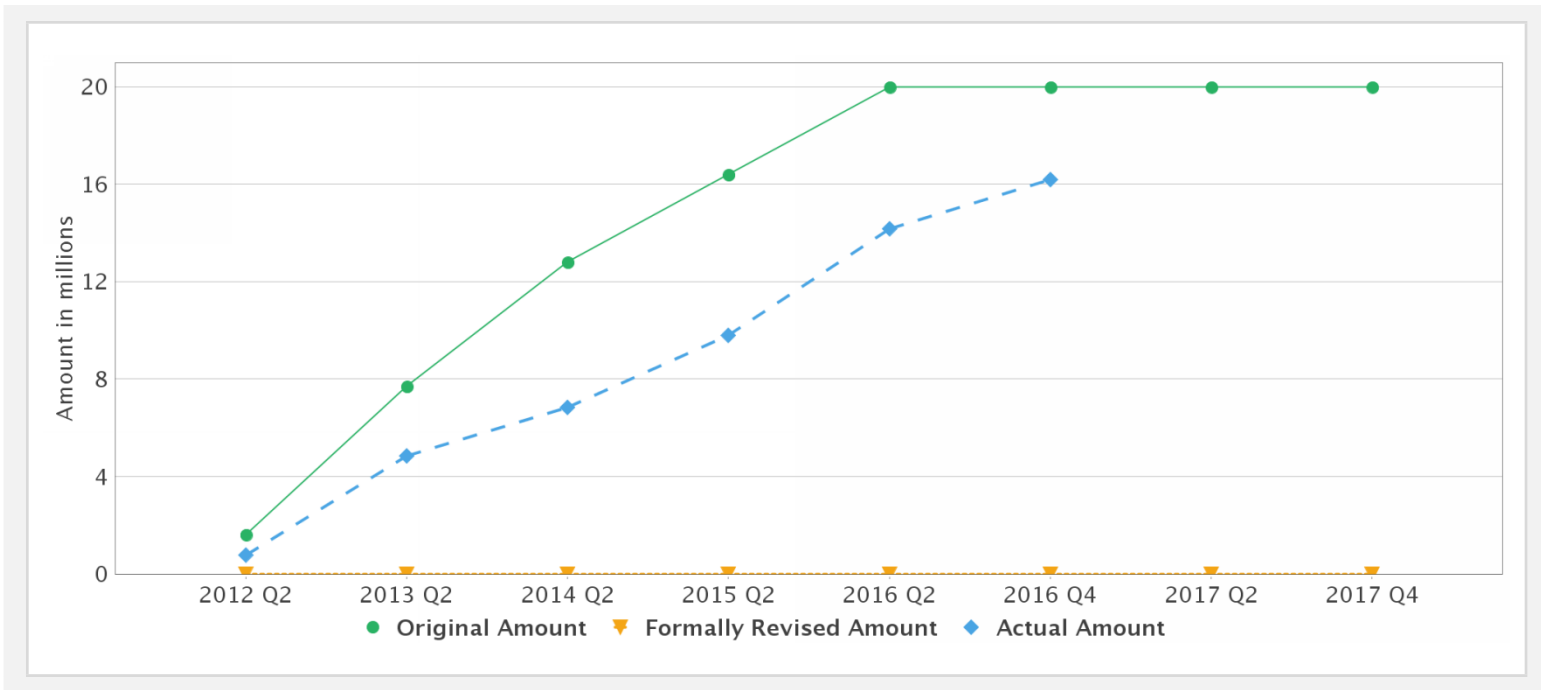
Disbursements (by loan)

Project	Loan/Credit/TF	Status	Currency	Original	Revised	Cancelled	Disbursed	Undisbursed	Disbursed
P121231	IDA-50000	Effective	USD	20.00	20.00	0.00	14.71	3.82	 74%
P121231	TF-11741	Closed	USD	1.49	1.48	0.00	1.48	0.00	 100%

Key Dates (by loan)

Project	Loan/Credit/TF	Status	Approval Date	Signing Date	Effectiveness Date	Orig. Closing Date	Rev. 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

Cumulative Disbursements



Restructuring History

Level 2 Approved on 22-Sep-2015

Related Project(s)

There are no related projects.