



## Citizen-centered public services (P151972)

EUROPE AND CENTRAL ASIA | Albania | Governance Global Practice |  
IBRD/IDA | Investment Project Financing | FY 2016 | Seq No: 2 | ARCHIVED on 19-Jul-2016 | ISR23149 |

Implementing Agencies: Ministry of State for Innovation and Public Administration

### Key Dates

#### Key Project Dates

Bank Approval Date:25-Aug-2015

Effectiveness Date:22-Mar-2016

Planned Mid Term Review Date:15-Mar-2018

Actual Mid-Term Review Date:--

Original Closing Date:31-Dec-2020

Revised Closing Date:31-Dec-2020

### Project Development Objectives

Project Development Objective (from Project Appraisal Document)

The development objective of the project is to improve the efficiency of delivery and access to selected administrative services in Albania.

Has the Project Development Objective been changed since Board Approval of the Project Objective?

No

### Components

Name

Enhancing the back-end systems:(Cost \$15.59 M)

Enhancing citizen interface with service delivery:(Cost \$10.79 M)

Building capacity to deliver:(Cost \$5.62 M)

### Overall Ratings

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

### Implementation Status and Key Decisions



The World Bank Board of Directors approved the loan for the Citizen-Centric Service Delivery Project to the Republic of Albania in the amount of \$32,000,000 on August 25, 2015. The Project's development objective is to improve the efficiency of delivery and access to selected administrative services in Albania. The project has three components: enhancing the back-end systems, enhancing the citizen interface with service delivery, and building capacity to deliver. On January 28, 2016, the loan agreement was approved by the Parliament. It was subsequently ratified by the President and published in the Official Gazette no. 23/2016, dated February 17. It will enter into force on March 3rd, 2016. As of June 30, 2016 total project disbursements amounted to approximately \$6.5 million.



## Risks

### Systematic Operations Risk-rating Tool

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

## Results

### Project Development Objective Indicators

#### ► Reduction in days taken to obtain motor vehicle registration (Days, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	5.30	--	5.30	4.00
Date	31-May-2016	--	31-May-2016	30-Jul-2020



► Increased access to services of the vulnerable and the poor: Percentage of poor who stated that receiving services from institution contacted was easy or very easy (Percentage, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	45.00	--	45.00	34.00
Date	31-May-2016	--	31-May-2016	30-Jul-2020

▲ Percentage of Roma who stated that process of receiving services from institution contacted was easy (Percentage, Custom Supplement)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	47.00	--	47.00	35.00

► Reduction in days taken to process old age pension application (Days, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	53.00	--	53.00	40.00
Date	31-May-2016	--	31-May-2016	30-Jul-2020

► Reduction in days taken to obtain health insurance card (Hours, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	5.50	--	5.50	4.00
Date	31-May-2016	--	31-May-2016	30-Jul-2020

Overall Comments

**Intermediate Results Indicators**



► Services with information available on multiple platforms (Number, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	--	130.00
Date	29-Apr-2015	--	--	30-Jul-2020

► Services with business process reengineered (Number, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	0.00	335.00
Date	29-Apr-2015	--	30-Jun-2016	30-Jul-2020

► New services with level 3 automation (Number, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	--	75.00
Date	15-Jun-2015	--	--	30-Jul-2020

► Services offered with improved front office interface (Number, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	--	150.00
Date	29-Apr-2015	--	--	30-Jul-2020



► Institutional pre-requisites of Citizen Centric Service Delivery Program (Yes/No, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	N	N	Y	Y
Date	29-Apr-2015	15-Jan-2016	31-May-2016	16-Nov-2015

► Services with KPIs reported and quarterly performance reports circulated (Number, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	--	25.00
Date	29-Apr-2015	--	--	31-Jul-2020

► Agencies with new and enhanced IT systems (Number, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	--	8.00
Date	29-Apr-2015	--	--	30-Jul-2019

► Functional outreach points for assisted access with online service delivery (Number, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	--	90.00
Date	29-Apr-2015	--	--	31-Jul-2020



► Number of services with proactive citizen feedback mechanisms implemented (Number, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	1.00	--	--	25.00
Date	29-Apr-2015	--	--	31-Jul-2020

► Annual performance report of each key agency with KPIs and feedback on quality prepared and published (Number, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	--	8.00
Date	29-Apr-2015	--	--	31-Jul-2020

► Users accessing e-government services online (Number, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	50000.00	--	--	80525.00
Date	29-Apr-2015	--	--	31-Jul-2020

Overall Comments

## Data on Financial Performance

### Disbursements (by loan)

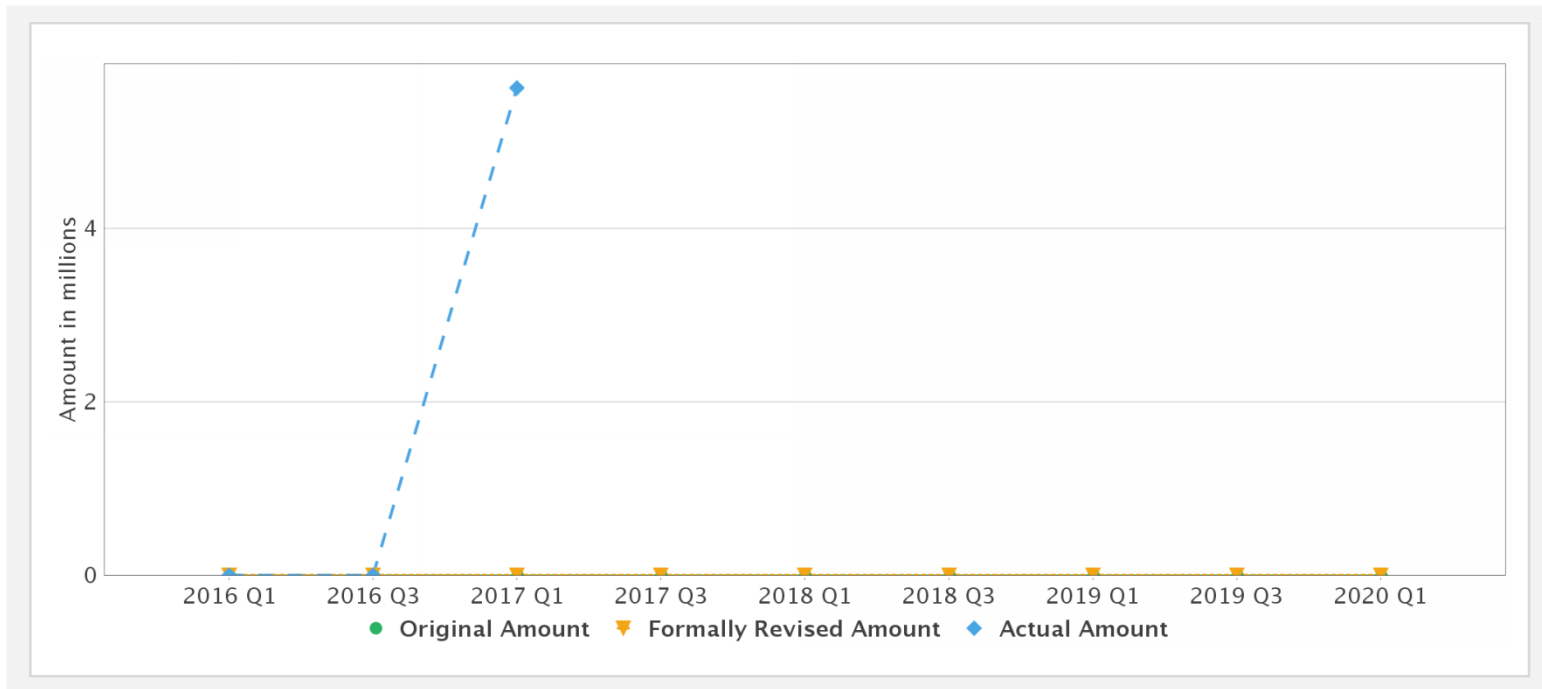
Project	Loan/Credit/TF	Status	Currency	Original	Revised	Cancelled	Disbursed	Undisbursed	Disbursed
P151972	IBRD-85210	Effective	USD	32.00	32.00	0.00	5.70	26.48	18%

### Key Dates (by loan)

Project	Loan/Credit/TF	Status	Approval Date	Signing Date	Effectiveness Date	Orig. Closing Date	Rev. Closing Date
P151972	IBRD-85210	Effective	25-Aug-2015	23-Sep-2015	22-Mar-2016	31-Dec-2020	31-Dec-2020



### Cumulative Disbursements



### Restructuring History

There has been no restructuring to date.

### Related Project(s)

There are no related projects.