

# INTEGRATED SAFEGUARDS DATA SHEET

## APPRAISAL STAGE

**Report No.:** ISDSA13263

**Date ISDS Prepared/Updated:** 18-May-2015

**Date ISDS Approved/Disclosed:** 24-Jun-2015

### I. BASIC INFORMATION

#### 1. Basic Project Data

<b>Country:</b>	Albania	<b>Project ID:</b>	P151972
<b>Project Name:</b>	Citizen-centered public services (P151972)		
<b>Task Team Leader(s):</b>	Jana Kunicova		
<b>Estimated Appraisal Date:</b>	27-May-2015	<b>Estimated Board Date:</b>	18-Aug-2015
<b>Managing Unit:</b>	GGODR	<b>Lending Instrument:</b>	Investment Project Financing
<b>Sector(s):</b>	Public administration- Other social services (50%), General public administration sector (50%)		
<b>Theme(s):</b>	Administrative and civil service reform (30%), e-Government (30%), Managing for development results (40%)		
<b>Is this project processed under OP 8.50 (Emergency Recovery) or OP 8.00 (Rapid Response to Crises and Emergencies)?</b>			No
<b>Financing (In USD Million)</b>			
Total Project Cost:	74.10	Total Bank Financing:	32.00
Financing Gap:	0.00		
<b>Financing Source</b>			<b>Amount</b>
Borrower			42.10
International Bank for Reconstruction and Development			32.00
Total			74.10
<b>Environmental Category:</b>	B - Partial Assessment		
<b>Is this a Repeater project?</b>	No		

#### 2. Project Development Objective(s)

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

#### 3. Project Description

The proposed operation will be financed by an Investment Project Financing (IPF) loan of US\$32 million to the Government of Albania and will use a results-based financing modality with disbursement-linked indicators (DLIs) to provide incentives for results. GoA's focus on results and political commitment to the goals of this reform program justifies a results-based modality as opposed to traditional IPF. However, a pure results-based lending instrument (such as P4R) is not advisable at this stage due to the need for technical assistance to address capacity constraints. A DLI-based SIL is ideally suited in this context as a hybrid instrument. The time horizon for this operation is five years.

**Project Components.** The project will have three components:

1. Enhancing the back-end systems (business process reengineering of services, building new IT systems, automation of services);
2. Enhancing citizen interface with service delivery (reforming front offices in existing agencies, improving citizen convenience with one stop shops, improving online delivery of services, implementing beneficiary feedback, providing information on services);
3. Building capacity to deliver (improving strategic planning, performance management, capacity building of the Prime Ministers Delivery Unit and the Ministry of Innovation and other implementing agencies, communications strategy and campaign).

The three components each will be supported by three parts of the loan. These are: (i) Project Preparation Facility (PPF; US\$2 million); (ii) a Results Based Financing part (RBF, US\$ 25 million); and (iii) Technical Assistance part (US\$5 million) to build capacity of GoA in the areas that are critical for implementing the program. The PPF and TA parts will follow the World Bank procurement guidelines and disburse against eligible expenditures upon submission of IFRs. The RBF will disburse against Eligible Expenditure Programs (EEPs) upon achievement of Disbursement Linked Indicators (DLIs). Project Preparation Facility (US\$2 million). This will finance consultants, goods, training, and other inputs required to implement preparatory activities, such as analysis of public services to initiate business process re-engineering, competition for the CSC building design, establishing the citizen feedback mechanism, gathering baseline data for the PDO indicators, as well as building implementation capacity of ADISA by establishing the PMU.

**Results Based Financing: Disbursement Linked Indicators (US\$25 million).** The objective of the RBF is to provide incentives for undertaking critical reforms and achieving results along the two result areas: quality and access. Activities supporting the achievement these results include: (i) Component 1: re-engineering of administrative processes to reduce the time and cost to citizens of obtaining approvals; development of online services with level 3 automation; (ii) Component 2: improved provision of information on government services; monitoring of citizen feedback and performance; and (iii) Component 3: institutional prerequisites of the reform process. Table 1 explains how these DLIs contribute to each of the three components of the project. Rather than financing inputs and activities, this component disburses against agreed-to Eligible Expenditures Programs (EEPs) upon achievement of key results as measured by the DLIs. Five DLIs have been selected for providing incentives for and recording progress toward creating higher quality and accessibility in delivering administrative services to Albanian citizens. The majority of the loan (US \$25 million) will disburse upon achievement of agreed targets of the DLIs.

Technical assistance (US\$ 5 million). This part of the loan will support capacity building and institutional strengthening activities related to the achievement of key results. This is crucial because the authorities do not have staff with the technical skills and experience needed to implement the reform process. The modality for this component is traditional IPF where the government procures consultants, goods and other agreed inputs according to the World Bank's procurement rules. Areas for support by component include business process re-engineering, ICT infrastructure, communication mechanisms and campaign, as well as building capacity for performance management at the center of government.

#### **4. Project location and salient physical characteristics relevant to the safeguard analysis (if known)**

The government is planning to construct a new building in the center of the capital, Tirana, that will house the central one stop shop (Citizen Service Center). CSC will provide over 300 administrative services. The project will not directly finance the building, but will disburse upon fulfilling DLIs linked to the provision of services in the one-stop shop.

#### **5. Environmental and Social Safeguards Specialists**

Bekim Imeri (GSURR)

Esma Kreso (GENDR)

<b>6. Safeguard Policies</b>	<b>Triggered?</b>	<b>Explanation (Optional)</b>
Environmental Assessment OP/BP 4.01	Yes	The new construction of the one-stop shop Citizen Service Center will involve standard construction environmental impacts, including material supply, dust and noise, machinery, possibly traffic safety on access roads, waste management, etc. All of these have been identified in a site-specific Environmental Management Plan, that was prepared and disclosed with public consultations held on April 27, 2015 - therefore prior to Project Appraisal.
Natural Habitats OP/BP 4.04	No	The construction of the center is envisaged to be carried out in an urban part of Tirana with very little potential impacts on any natural habitats.
Forests OP/BP 4.36	No	There are no potential impacts on forests identified.
Pest Management OP 4.09	No	There are no practices within the project's activities that would involve pest management.
Physical Cultural Resources OP/BP 4.11	No	There are no identified physical cultural resources on site or in the proximity of the site. A precautionary chance finds measure has been included in the EMP.
Indigenous Peoples OP/BP 4.10	No	There are no issues related to indigenous peoples.
Involuntary Resettlement OP/BP 4.12	No	The Center will be constructed on public land with no legal or illegal users of this land plot.
Safety of Dams OP/BP 4.37	No	There are no safety of dams issues or concerns.

Projects on International Waterways OP/BP 7.50	No	There are no issues related to international waterways.
Projects in Disputed Areas OP/BP 7.60	No	The project is not implemented in an area that would be considered a disputed area.

## II. Key Safeguard Policy Issues and Their Management

### A. Summary of Key Safeguard Issues

<b>1. Describe any safeguard issues and impacts associated with the proposed project. Identify and describe any potential large scale, significant and/or irreversible impacts:</b>
Although the project will not directly finance construction of the Citizen Service Center, due to the close linkages of the Center's development with the Project, an Environmental Management Plan has been prepared to address construction-related environmental impacts. These include land use, dust and noise generation, use of machinery, construction waste management and other impacts that can be readily mitigated through the use of sound construction practices and the implementation of the prepared EMP. There are no large scale, significant or irreversible environmental impacts associated with this activity.
<b>2. Describe any potential indirect and/or long term impacts due to anticipated future activities in the project area:</b>
No long term impacts are anticipated.
<b>3. Describe any project alternatives (if relevant) considered to help avoid or minimize adverse impacts.</b>
<b>4. Describe measures taken by the borrower to address safeguard policy issues. Provide an assessment of borrower capacity to plan and implement the measures described.</b>
The Implementation Unit has prepared the Environmental Management Plan following guidance provided by the World Bank team, complete with disclosure and public consultations. The EMP will be integrated into the bidding and contractual documents for the works and also supervision of works on site. The PIU will designate one of their staff to supervise, or if this option is not feasible, they can hire a part-time external consultant to ensure compliance with the EMP once the works are ongoing.
<b>5. Identify the key stakeholders and describe the mechanisms for consultation and disclosure on safeguard policies, with an emphasis on potentially affected people.</b>
The key stakeholders include citizens and representatives of local businesses around the proposed future Center, as well as representatives of the local authorities dealing with environment and/or physical planning and representatives of non-governmental organizations. Apart from the targeted invitations sent for the public consultations the client has also ensured public announcement of the consultations to ensure all potentially affected stakeholders are present. The public consultations were held in Tirana on April 27, 2015 - in the proximity of the future Center's site.

### B. Disclosure Requirements

Environmental Assessment/Audit/Management Plan/Other	
Date of receipt by the Bank	13-May-2015
Date of submission to InfoShop	18-May-2015

For category A projects, date of distributing the Executive Summary of the EA to the Executive Directors	00000000
"In country" Disclosure	
Albania	13-May-2015
<i>Comments:</i> <a href="http://www.inovacioni.gov.al/files/news_files/ISDA-PSM_EMP,_April_2015.pdf">http://www.inovacioni.gov.al/files/news_files/ISDA-PSM_EMP,_April_2015.pdf</a>	
<b>If the project triggers the Pest Management and/or Physical Cultural Resources policies, the respective issues are to be addressed and disclosed as part of the Environmental Assessment/Audit/or EMP.</b>	
<b>If in-country disclosure of any of the above documents is not expected, please explain why:</b>	
N/A.	

### ***C. Compliance Monitoring Indicators at the Corporate Level***

<b>OP/BP/GP 4.01 - Environment Assessment</b>			
Does the project require a stand-alone EA (including EMP) report?	Yes [ <input checked="" type="checkbox"/> ]	No [ <input type="checkbox"/> ]	NA [ <input type="checkbox"/> ]
If yes, then did the Regional Environment Unit or Practice Manager (PM) review and approve the EA report?	Yes [ <input checked="" type="checkbox"/> ]	No [ <input type="checkbox"/> ]	NA [ <input type="checkbox"/> ]
Are the cost and the accountabilities for the EMP incorporated in the credit/loan?	Yes [ <input checked="" type="checkbox"/> ]	No [ <input type="checkbox"/> ]	NA [ <input type="checkbox"/> ]
<b>The World Bank Policy on Disclosure of Information</b>			
Have relevant safeguard policies documents been sent to the World Bank's Infoshop?	Yes [ <input checked="" type="checkbox"/> ]	No [ <input type="checkbox"/> ]	NA [ <input type="checkbox"/> ]
Have relevant documents been disclosed in-country in a public place in a form and language that are understandable and accessible to project-affected groups and local NGOs?	Yes [ <input checked="" type="checkbox"/> ]	No [ <input type="checkbox"/> ]	NA [ <input type="checkbox"/> ]
<b>All Safeguard Policies</b>			
Have satisfactory calendar, budget and clear institutional responsibilities been prepared for the implementation of measures related to safeguard policies?	Yes [ <input checked="" type="checkbox"/> ]	No [ <input type="checkbox"/> ]	NA [ <input type="checkbox"/> ]
Have costs related to safeguard policy measures been included in the project cost?	Yes [ <input checked="" type="checkbox"/> ]	No [ <input type="checkbox"/> ]	NA [ <input type="checkbox"/> ]
Does the Monitoring and Evaluation system of the project include the monitoring of safeguard impacts and measures related to safeguard policies?	Yes [ <input checked="" type="checkbox"/> ]	No [ <input type="checkbox"/> ]	NA [ <input type="checkbox"/> ]
Have satisfactory implementation arrangements been agreed with the borrower and the same been adequately reflected in the project legal documents?	Yes [ <input checked="" type="checkbox"/> ]	No [ <input type="checkbox"/> ]	NA [ <input type="checkbox"/> ]

### **III. APPROVALS**

Task Team Leader(s):	Name: Jana Kunicova	
<b><i>Approved By</i></b>		
Practice Manager/ Manager:	Name: Adrian Fozzard (PMGR)	Date: 24-Jun-2015