



Citizen-centered public services (P151972)

EUROPE AND CENTRAL ASIA | Albania | Governance Global Practice |
 IBRD/IDA | Investment Project Financing | FY 2016 | Seq No: 1 | ARCHIVED on 08-Mar-2016 | ISR22109 |

Implementing Agencies: Ministry of State for Innovation and Public Administration

Key Dates

Key Project Dates

Bank Approval Date:25-Aug-2015

Effectiveness Date:--

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 \$15591460.00 M)

Enhancing citizen interface with service delivery:(Cost \$10792476.00 M)

Building capacity to deliver:(Cost \$5616064.00 M)

Overall Ratings

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

The Project Preparation Facility (PPF) of \$2,000,000 became effective on August 24, 2015. Since then, the Government of Albania has made consistent effort to progress toward the project's PDO, including piloting the separation of front office from the back office in the IPRO-Tirana and automating additional services. The PPF refinancing date was extended in December 2015 until March 31, 2016.

On January 28, 2016, the loan agreement was approved by the Parliament. It was subsequently ratified by the President has been published in the Official Gazette no. 23/2016, dated February 17. It will enter into force on March 3rd, 2016.

Risks

Systematic Operations Risk-rating Tool

Risk Category	Rating at Approval	Previous Rating	Current Rating
Political and Governance	● Moderate	--	● Moderate
Macroeconomic	● Moderate	--	● Moderate
Sector Strategies and Policies	● Moderate	--	● Moderate
Technical Design of Project or Program	● Substantial	--	● Moderate



Institutional Capacity for Implementation and Sustainability	● High	--	● High
Fiduciary	● Substantial	--	● Substantial
Environment and Social	● Low	--	● Low
Stakeholders	● Substantial	--	● Substantial
Other	--	--	--
Overall	● Substantial	--	● Substantial

Results

Project Development Objective Indicators

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

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	--	25.00
Date	15-Sep-2015	--	--	30-Jul-2020

Comments

The baseline will be revised when the survey under DLI#5 is completed.

► Increased access to services of the vulnerable and the poor: number of services with information available on multiple platforms (Number, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	--	130.00
Date	01-Sep-2014	--	--	30-Jul-2020

Comments

This indicator will be revised when the survey under DLI#5 is completed.

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

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	--	25.00



Date	01-Sep-2014	--	--	30-Jul-2020
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Comments

The baseline will be revised when the survey under DLI#5 is completed.

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

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	--	25.00
Date	01-Sep-2014	--	--	30-Jul-2020

Comments

The baseline will be revised when the survey under DLI#5 is completed.

Overall Comments

These indicators and their baselines will be revised when the survey under DLI#5 is completed.

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	--	--	335.00
Date	29-Apr-2015	--	--	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
Date	29-Apr-2015	--	15-Jan-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

It is too early to update any of these indicators, since the project has not been declared effective yet. However, the following qualitative guideposts can be reported:

1. Number of services with information provided on multiple platforms: The pilot of the ADISA managed front office at the IPRO Tirana already shows improvement on information provision, including notice boards and brochures. Other information platforms (call centers, assisted online access) are planned in the near future.
2. Number of services offered with improved front office interface: The ADISA-managed IPRO Tirana provides up to 52 services with improved citizen interface.
3. Institutional pre-requisites of Citizen Centric Service Delivery Program: While delayed, the PDO survey and the Reform Policy Document (RPD) are expected by May 2016. The survey firm has been selected and contracting is currently ongoing. PriceWaterhouseCoopers has been contracted to assist with the RPD. The initial powerpoint has been shared with the Bank team and comments have been provided.
4. Number of new services with level 3 automation: The authorities have made progress on automating additional 89 services, some of which are linked to the project. The subsequent ISR will have more details on the progress with the specific project-linked services, subject to the third-party verification.
5. Number of services with proactive citizen feedback mechanisms (CFM) implemented: At least one service (property registration) is linked to a functioning proactive SMS-based CFM. A short video on the functioning of the CMF is available at: <https://www.youtube.com/watch?v=pJCyeMUzMVQ&feature=youtu.be>
6. Number of services with KPIs reported and quarterly performance reports circulated: The Prime Minister's Delivery Unit (DU) has begun developing the tool that will be capable to receive and analyze data based on KPIs set to measure quality in service delivery (i.e. number of services delivered on time, number of services delayed, number of days taken to deliver a service, number of days delayed, etc.) as well as customer feedback. Currently, the only institution from which the DU can access such data is IPRO Tirana where ADISA now manages the front office operations. Since ADISA's takeover in October 2015, the DU generated a report in January 2016 that provides a good overview on the current service delivery in that office.

Data on Financial Performance

Disbursements (by loan)

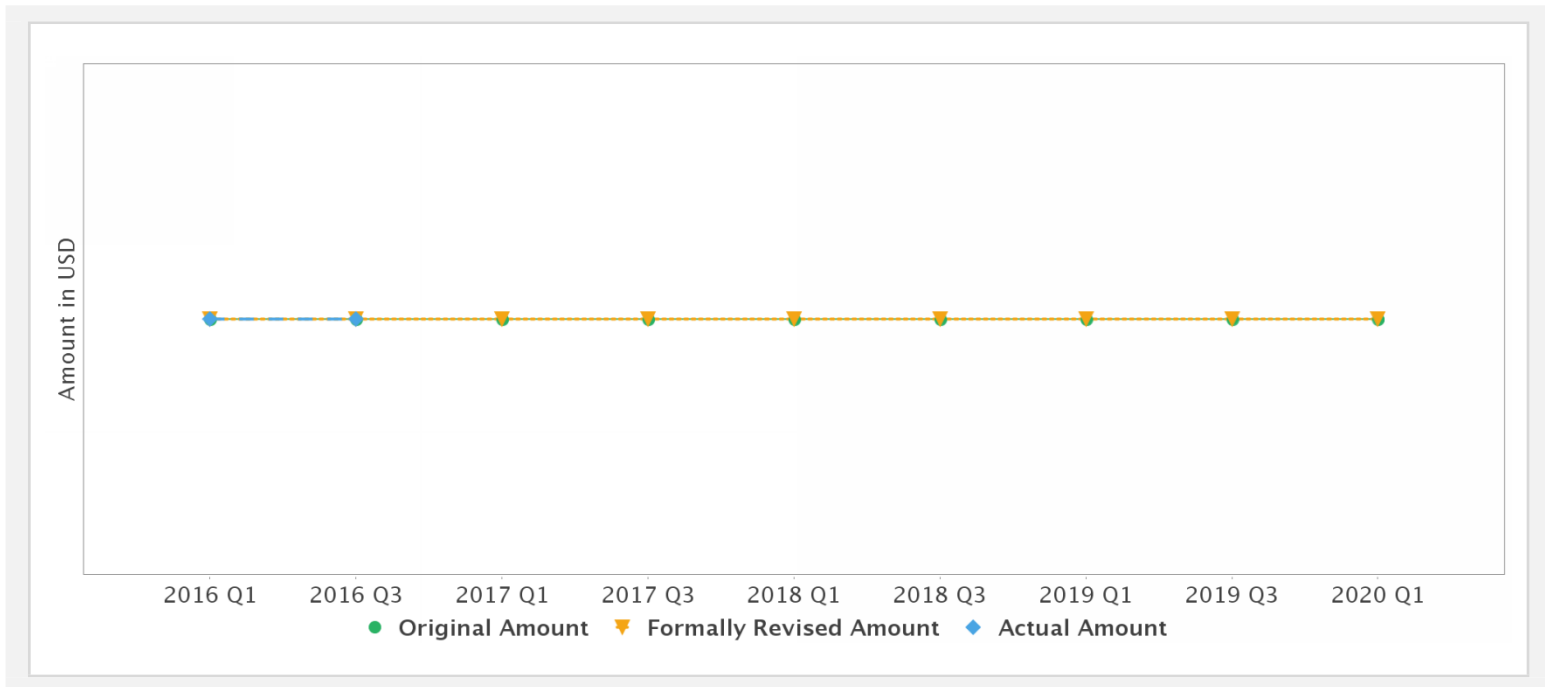
Project	Loan/Credit/TF	Status	Currency	Original	Revised	Cancelled	Disbursed	Undisbursed	Disbursed
P151972	IBRD-85210	Not Effective	USD	32.00	32.00	0.00	0.00	32.00	0%

Key Dates (by loan)

Project	Loan/Credit/TF	Status	Approval Date	Signing Date	Effectiveness Date	Orig. Closing Date	Rev. Closing Date
P151972	IBRD-85210	Not Effective	25-Aug-2015	23-Sep-2015	--	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.