



## IN: CITIZEN ACCESS TO RESPONSIVE SERVICES PROJECT (P149182)

SOUTH ASIA | India | Governance Global Practice |  
IBRD/IDA | Investment Project Financing | FY 2016 | Seq No: 1 | ARCHIVED on 06-May-2016 | ISR23129 |

Implementing Agencies: Department of Public Service Management of Madhya Pradesh, State Agency for Public Services

## Key Dates

### Key Project Dates

Bank Approval Date:29-Jan-2016

Effectiveness Date:--

Planned Mid Term Review Date:03-Dec-2018

Actual Mid-Term Review Date:--

Original Closing Date:31-Mar-2021

Revised Closing Date:31-Mar-2021

## Project Development Objectives

Project Development Objective (from Project Appraisal Document)

The development objective of the project is to improve access to PSGA services by citizens of Madhya Pradesh, and in particular by under-represented groups.

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

No

## Components

Name

Component 1. Results-based financing.:(Cost \$25.00 M)

Component 2. Technical Assistance.:(Cost \$10.00 M)

## Overall Ratings

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

## Implementation Status and Key Decisions



The project was approved by the World Bank Board on January, 29 2016 and will be declared effective as soon as legal opinion from the Government of India is received. the legal opinion from the Government of Madhya Pradesh (MP) has already been received.

The Government of Madhya Pradesh has made progress in the implementation of the Public Services Guarantee Act. So far, 101 services have been notified and conducted government process reengineering, 96 per cent of the services are delivered within the legal timeframe and 36 million of applications for government services have been processed. The process to hire the project management consulting firm and the external verification agency is ongoing.

**Risks****Systematic Operations Risk-rating Tool**

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

**Results****Project Development Objective Indicators**

## ► Citizens accessing PSGA services (Percentage, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	5.40	--	5.40	26.30
Date	01-Dec-2014	--	01-Apr-2016	31-Mar-2020

## ► Women accessing PSGA services (Percentage, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	12.00	--	12.00	15.00
Date	01-Dec-2014	--	01-Apr-2016	31-Mar-2020

**Comments**

The Department of Public Service Management is working on the changes to be made in the software to be able to capture female applicants. Once the PMC is hired, the outreach strategy to target women will be designed.



## ▶ ST and SC citizens accessing PSGA services (Percentage, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	20.00	--	20.00	24.30
Date	01-Dec-2014	--	01-Apr-2016	31-Mar-2020

## Comments

The Department of Public Service Management is working on the changes to be made in the software to be able to capture female applicants. Once the PMC is hired, the outreach strategy to target ST and SC citizens will be designed

## ▶ Direct project beneficiaries (Number, Core)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	11832599.00	--	36000000.00	20000000.00
Date	01-Dec-2014	--	01-Apr-2016	31-Mar-2020

## Comments

This is an annual target. 36 million have applied for PSGA services so far (aggregate).

## ▲ Female beneficiaries (Percentage, Core Supplement)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	12.00	--	12.00	14.60

## Overall Comments



### Intermediate Results Indicators

#### ► Analytical reports generated by SAPS on PSGA services (Text, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	No PSGA reports are produced.	--	No PSGA reports are produced.	Annual PSGA services report presented to the High Power Committee.
Date	01-Dec-2014	--	01-Apr-2016	31-Mar-2020

#### Comments

Once the PMC is in place, the data analysis cell will be established and a methodology for producing PSGA reports prepared.

#### ► Public services where government processes reengineering has been conducted (Number, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	80.00	--	101.00	130.00
Date	01-Dec-2014	--	01-Apr-2016	31-Mar-2020

#### ► PSGA points of presence fully operational (Number, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	336.00	--	336.00	386.00
Date	01-Dec-2014	--	01-Apr-2016	31-Mar-2020

#### Comments

Cabinet has approved the integration strategy with MP online kiosks and it is being rolled out.



► LSK centers with information /facilitation services (Percentage, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	0.00	100.00
Date	01-Dec-2014	--	01-Apr-2016	31-Mar-2020

Comments

Once the PMC is hired, a proposal for providing information/facilitation services at LSKs will be prepared.

► PSGA services (Number, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	47.00	--	75.00	97.00
Date	01-Dec-2014	--	01-Apr-2016	31-Mar-2020

Comments

160 government services have been notified under the Public Services Guarantee Act and 75 are available online at Lok Sewa Kendras.

► PSGA services provided within the legal timeframe (Percentage, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	87.00	--	96.00	95.00
Date	01-Dec-2014	--	01-Apr-2016	31-Mar-2020

► Service delivery channels (Number, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	1.00	--	2.00	4.00
Date	01-Dec-2014	--	01-Apr-2016	31-Mar-2020



## Comments

Two channels are available so far for accessing PSGA services: kiosks and website.

## ▶ PSGA notified services issuing digital certificates (Number, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	1.00	--	1.00	5.00
Date	01-Dec-2014	--	01-Apr-2016	31-Mar-2020

## ▶ Beneficiary feedback for decision making (Text, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	Feedback collected through annual surveys.	--	Feedback collected through annual surveys.	Annual feedback report available online following approved methodology.
Date	01-Dec-2014	--	01-Apr-2016	31-Mar-2020

## Overall Comments

**Data on Financial Performance****Disbursements (by loan)**

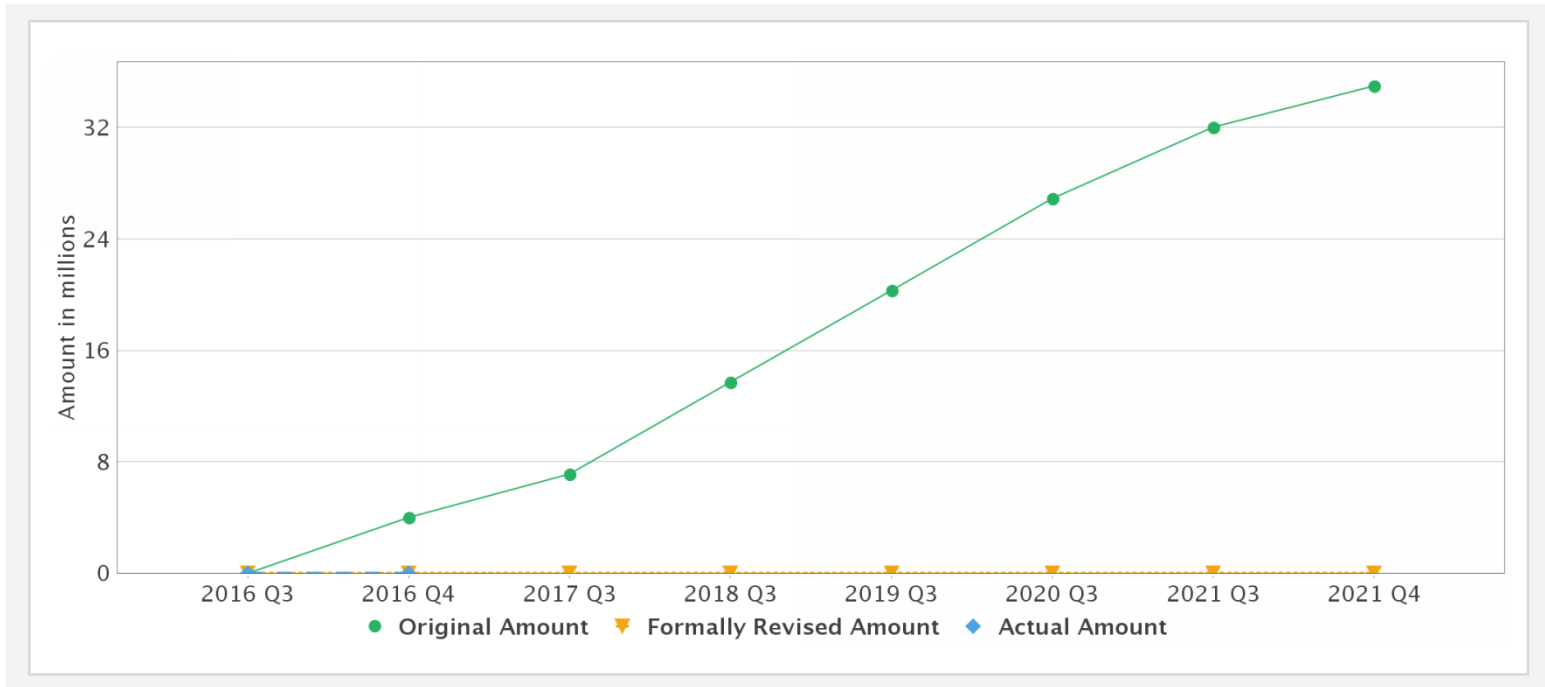
Project	Loan/Credit/TF	Status	Currency	Original	Revised	Cancelled	Disbursed	Undisbursed	Disbursed
P149182	IDA-57050	Not Effective	USD	35.00	35.00	0.00	0.00	35.00	0%

**Key Dates (by loan)**



Project	Loan/Credit/TF	Status	Approval Date	Signing Date	Effectiveness Date	Orig. Closing Date	Rev. Closing Date
P149182	IDA-57050	Not Effective	29-Jan-2016	17-Mar-2016	--	31-Mar-2021	31-Mar-2021

## Cumulative Disbursements



## Restructuring History

There has been no restructuring to date.

## Related Project(s)

There are no related projects.