C/r ...

Supplemental Letter No. 2

INDIA

STATE OF MADHYA PRADESH

March 17, 2016

International Development Association
1818 H Street, N.W.
Washington, D.C. 20433
United States of America

> INDIA: Credit No. 5705-IN
> (Citizen Access to Responsive Services Project)
> Performance Monitoring Indicators

Dear Sirs and Mesdames:

We refer to: (a) Section II.A of Schedule 2 to the Financing Agreement of even date herewith between India (the Recipient) and International Development Association (the Association); and (b) Section II.A of the Schedule to the Project Agreement of even date herewith between the Association and the State of Madhya Pradesh (the Project Implementing Entity).

Unless otherwise agreed with the Association, we shall monitor and evaluate the implementation of the Project in accordance with the Performance Monitoring Indicators attached to this letter.

Very truly yours,

INDIA

By_____
Authorized Representative

Very truly yours,

STATE OF MADHYA PRADESH

By_____
Authorized Representative

Attachment – Performance Monitoring Indicators

Results Framework and Monitoring

INDIA: Citizen Access to Responsive Services Project (P149182)

Project Development Objective: 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.

RESULT	INDICATOR	Core	DLI	Unit	Baseline 2014	Year 1	Year 2	Year 3	Year 4	Year 5
PDO Indicator										
Key Result 1. Improved access to public services.	Citizens accessing PSGA services.		X	% of total MP population	At least 5.4 % of citizens accessed PSGA Services	Awareness campaign conducted	At least 2 percentage points increase over year 1 achievement	At least 2 percentage points increase over year 2 achievement	At least 2 percentage points increase over year 3 achievement	At least 2 percentage points increase over year 4 achievement
Key Result 2. Improved access to public services by under-represented groups.	Women accessing PSGA services.	X[1]	X	% of total applications	Outreach strategy targeted to women approved	Outreach strategy targeted to women conducted	At least 3 percentage points increase over year 1 achievement	At least 3 percentage points increase over year 2 achievement	At least 3 percentage points increase over year 3 achievement	At least 3 percentage points increase over year 4 achievement
	ST and SC citizens accessing PSGA services.		X	% of total applications	Outreach strategy targeted to ST/SC approved	Outreach strategy targeted to ST/SC conducted	At least 3 percentage points increase over year 1 achievement	At least 3 percentage points increase over year 2 achievement	At least 3 percentage points increase over year 3 achievement	At least 3 percentage points increase over year 4 achievement
Intermediate Indicators										
Subcomponent 1: **Access to services**	PSGA points of presence fully operational.		X	Number	336 LSKs fully operational	Implementation Strategy	At least 50 additional points of	At least 50 additional points of	At least 50 additional points of	At least 50 additional points of

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[1] Equivalent to core sector indicator: "Direct project beneficiaries (number), of which female (percentage)".

Subcomponent	Indicator			Unit	Baseline					
					and rolled out plan approved	presence fully operational over baseline	presence fully operational over baseline	presence fully operational over baseline	presence fully operational over baseline	presence fully operational over baseline
	LSK centers with information /facilitation services.			Percentage	None	10%	25%	50%	75%	100%
Subcomponent 2: Integration of government services	PSGA services.	X		Number	47 PSGA services available online; High Power Committee established	At least 10 additional notified services available online over baseline	At least 10 additional notified services available online over year 1 achievement	At least 10 additional notified services available online over year 2 achievement	At least 10 additional notified services available online over year 3 achievement	At least 10 additional notified services available online over year 4 achievement
	PSGA services provided within the legal timeframe.			Percentage	87%	87%	90%	90%	92%	95%
	Service delivery channels[2].			Number	1	New software application to support new channels designed	New software application operational	2	3	4
	PSGA notified services issuing digital certificates.			Number	1	1	2	3	4	5
Subcomponent 3: Performance Management	Analytical reports generated by SAPS on PSGA services.			Text	0	Data analysis cell established at SAPS	Capacity built within data analysis cell and report template agreed.	Annual PSGA services report presented to the High Power Committee.	Annual PSGA services report presented to the High Power Committee.	Annual PSGA services report presented to the High Power Committee.

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[2] Channels through which PSGA services can be accessed such as kiosk, web, mobile apps, phone/helpline, village level service providers, etc.

			Number	80	GPR conducted in at least 10 additional services over baseline	GPR conducted in at least 10 additional services over year 1 achieveme nt	GPR conducted in at least 10 additional services over year 2 achievement	GPR conducted in at least 10 additional services over year 3 achievement	GPR conducted in at least 10 additional services over year 4 achievement
Public services where government process reengineering (GPR) has been conducted.									
Beneficiary feedback for decision making.		X	Text	Feedback collected through annual survey	Methodolo gy for gathering beneficiary feedback approved [3]	Feedback module operational and first feedback report available online	Second feedback report available on-line following approved methodology	Third feedback report available on-line following approved methodolog y	Fourth feedback report available on-line following approved methodolog y

Indicator Description

Project Development Objective Indicators

Indicator Name	Description (indicator definition etc.)	Frequency	Data Source / Methodology	Responsibility for Data Collection
Citizens accessing PSGA services.	Applications for PSGA services processed online through the LSK software (or the *Serv Sewa* portal when operational) within a year, as percentage of the total population of MP (as per 2011 Census 72,597,565) It assumes 1 application per citizen in a given year. The *Serv Sewa* portal will be developed based on the LSK software, and will allow citizens to submit applications through various channels (kiosks, website, Line Departments, Call center, Village level service providers). See definition of "PSGA services" below.	Annual	LSK software	SAPS

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[3] It is expected that the methodology for gathering user feedback would include monitoring indicators such as "Citizens/women/ST/SC satisfied with the quality/responsiveness of services". Once the methodology has been agreed with the government, the indicators would be included in the project Results Framework.

Women accessing PSGA services.	Applications for PSGA services processed online through the LSK software (or the *Serv Sewa* portal when operational) within a year that include women as beneficiaries (self-reported), as percentage of total applications received. See definition of "PSGA services" below.	Annual	LSK software	SAPS
ST and SC accessing PSGA services.	Applications for services processed online through the LSK software (or the *Serv Sewa* portal when operational) within a year that include SC/ ST citizens as beneficiaries (self-reported), as percentage of total applications received. See definition of "PSGA services" below.	Annual	LSK software	SAPS

Intermediate Results Indicators

Indicator Name	Description (indicator definition etc.)	Frequency	Data Source / Methodology	Responsibility for Data Collection
PSGA points of presence operational.	Number of LSK, kiosks or counters that are able to receive applications for PSGA services and process them online. Village level service providers will also be considered as PSGA points of presence if able to process applications online.	Annual	LSK software	SAPS
LSK centers with information /facilitation services.	Percentage of LSK centers that have a dedicated counter to provide information and help desk services and facilitation support to fill and submit applications.	Annual	Institute for Good Governance assessment.	Institute for Good Governance
PSGA services.	Number of services that have been notified under the 2010 Public Services Guarantee Act (PSGA) and are available online through the LSK software/*Serv Sewa* portal. It also includes services implemented by SAPS that are available real time at the Government single repository and/or *Serv Sewa* portal.	Annual	LSK software	SAPS
PSGA services provided within the legal timeframe.	Services that are provided within the timeframe stipulated in the 2010 Public Services Guarantee Act, as amended from time to time	Annual	LSK software	SAPS
Service delivery channels.	Channels through which PSGA services can be accessed such as kiosk, web, mobile app, phone/helpline or village level service	Annual	LSK software	SAPS

	providers.			
PSGA notified services issuing digital certificates.	Number of PSGA notified services issuing digital certificates (e.g. birth certificate, caste certificate) at the GoMP single repository (www.certificate.mp.gov)	Annual	SAPS report	SAPS
Analytical reports generated by SAPS on PSGA services.	Annual reports produced by the data analysis cell at SAPS on implementation of PSGA services based on data from LSK software. Annual reports to be presented to the High Power Committee and shared with the concerned departments/district officers for evidenced-based decision making. Year 1 target requires the establishment of the data analysis cell at PSMD. Year 2 target requires capacity built at the data analysis cell and template of the annual report agreed with the World Bank.	Annual	SAPS report	SAPS
Public services where government process reengineering (GPR) has been conducted.	Public services under the PSGA where government process reengineering (GPR) has been conducted and redefined procedures approved by the High Power Committee and the PSMD.	Annual	SAPS report	SAPS
Beneficiary feedback for decision making	Feedback from beneficiaries gathered through various channels (sms, web, phone). Year 1 target requires the GoMP to prepare and agree with the World Bank on a framework for gathering such feedback that includes technology platform, methodology, frequency and sample report. Subsequent targets require the GoMP to publish an annual report on the feedback received during that year that shows gradual increases in coverage and beneficiary satisfaction.	Annual	LSK software	SAPS