

 Early Warning System

IADB-CR-T1306

Boosting digital government and transforming institutional culture for
user-centered service delivery in Costa Rica



Quick Facts

Countries	Costa Rica
Financial Institutions	Inter-American Development Bank (IADB)
Status	Active
Bank Risk Rating	U
Voting Date	2025-09-25
Borrower	Government of Costa Rica
Sectors	Law and Government, Technical Cooperation
Investment Type(s)	Advisory Services
Investment Amount (USD)	\$ 0.18 million
Project Cost (USD)	\$ 0.36 million



Project Description

According to the IADB, this Technical Cooperation aims to promote digital government and the transformation of institutional culture for the delivery of user-centered services in prioritized government entities in Costa Rica. Specifically, it will: (i) streamline key procedures and services by incorporating user-centered design (UCD) tools and solutions and Results-Based Management (RBM); and (ii) strengthen digital, technological, and cybersecurity management capacities for the streamlined key procedures and services by incorporating elements to optimize the productivity of public servants who operate them and the accessibility of external users to these services.



Investment Description

- Inter-American Development Bank (IADB)



Contact Information

ACCOUNTABILITY MECHANISM OF IADB

The Independent Consultation and Investigation Mechanism (MICI) is the independent complaint mechanism and fact-finding body for people who have been or are likely to be adversely affected by an Inter-American Development Bank (IDB) or Inter-American Investment Corporation (IIC)-funded project. If you submit a complaint to MICI, they may assist you in addressing the problems you raised through a dispute-resolution process with those implementing the project and/or through an investigation to assess whether the IDB or IIC is following its own policies for preventing or mitigating harm to people or the environment. You can submit a complaint by sending an email to MICI@iadb.org. You can learn more about the MICI and how to file a complaint at <http://www.iadb.org/en/mici/mici,1752.html> (in English) or <http://www.iadb.org/es/mici/mici,1752.html> (Spanish).



Bank Documents

- [CR-T1306 - TC Abstract aprobado](#)
- [Matriz de Resultados 96800](#)
- [Solicitud del Cliente 10348](#)
- [Terminos de Referencia 32401](#)