

Early Warning System

WB-P161989

Uruguay - Improving Service Delivery to Citizens and Businesses through E-Government Project

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Quick Facts

Countries	Uruguay
Financial Institutions	World Bank (WB)
Bank Risk Rating	C
Voting Date	2017-08-03
Investment Amount (USD)	$ 12.00 million
Project Cost (USD)	$ 12.00 million

Project Description

The development objective of the Improving Service Delivery to Citizens and Businesses through e-Government Project for Uruguay is to improve the quality of selected e-government services for citizens, businesses and the Borrower's public entities, and facilitate their access. The project comprises of four components.

The first component, improving the delivery of e-government services to citizens aims to improve the quality of selected e-government services to citizens and to facilitate their access through activities primarily focused on support to improvements to entities' delivery systems, provider management, and user engagement led by agency for the development of electronic government management and an information and knowledge society (AGESIC) and Centro Ceibal. It consists of following sub-components:

(i) strengthening AGESIC's e-government service provision; and
(ii) strengthening Centro Ceibal's capacity to manage its programs.

The second component, improving the delivery of e-government services to businesses aims to improve the quality of selected e-government services to businesses and to facilitate their access through activities supporting improvements to delivery systems (including the scope of services), provider management, and cross-entity collaboration within international trade single window (VUCE), Directorate General of Taxation (DGI), and National Research and Innovation Agency (ANII). It consists of following sub-components:

(i) improving export-related services for businesses;
(ii) implementing e-invoicing for small and medium businesses; and
(iii) improving access to specialized information to businesses.

The third component, improving the delivery of e-government services to government entities aims to improve the quality of selected e-government services to public entities and facilitate their access through activities supporting improvement.

Investment Description

- World Bank (WB)

Contact Information

ACCOUNTABILITY MECHANISM OF WORLD BANK

The World Bank Inspection Panel is the independent complaint mechanism and fact-finding body for people who believe they are likely to be, or have been, adversely affected by a World Bank-financed project. If you submit a complaint to the Inspection Panel, they may investigate to assess whether the World Bank is following its own policies and procedures for preventing harm to people or the environment. You can contact the Inspection Panel or submit a complaint by emailing ipanel@worldbank.org. You can learn more about the Inspection Panel and how to file a complaint at: http://ewebapps.worldbank.org/apps/ip/Pages/Home.aspx.

Bank Documents

- Appraisal Project Information Document-Integrated Safeguards Data Sheet - Uruguay - Improving Servic [Original Source]
- Concept Integrated Safeguards Data Sheet-Integrated Safeguards Document - Uruguay - Improving Servic [Original Source]
- Official Documents- Agreement for Advance P484-UY [Original Source]
- Official Documents- Disbursement Letter for Advance P484-UY [Original Source]
- Uruguay - Improving Service Delivery to Citizens and Businesses through e-Government Project (Englis [Original Source]
- Uruguay/LATIN AMERICA AND CARIBBEAN- P161989- Uruguay - Improving Service Delivery to Citizens and B [Original Source]
- Uruguay/LATIN AMERICA AND CARIBBEAN- P161989- Uruguay - Improving Service Delivery to Citizens and B [Original Source]