Early Warning System

WB-P164961

Malawi Governance to Enable Service Delivery Project

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Quick Facts

Countries	Malawi
Financial Institutions	World Bank (WB)
Status	Approved
Bank Risk Rating	B
Voting Date	2018-11-14
Borrower	Government of Malawi
Sectors	Law and Government
Investment Type(s)	Loan
Investment Amount (USD)	$ 50.00 million
Project Cost (USD)	$ 50.00 million

Project Description

The stated objectoive of the poject is to improve access to and quality of administrative services delivery and enhance public financial management systems and processes.

The preliminary project structure centers on three mutually reinforcing pillars to support the modernization of the Malawian public administration:

1. The first pillar focuses on administrative service delivery through support and operationalization of additional Mlambe Centers and related reforms. The first pillar comprises three core components to support a new public service delivery model.
2. The second pillar focuses on modernizing public financial management at the central and local levels. The pillars are joined by the common objective of improving service delivery: the first pillar through access and quality of services, the second pillar through efficiency and accountability of financial management.
3. The third pillar supports project implementation and will include a flexible just in time allocation to provide technical and advisory assistance for emerging needs.

The GoM has launched two pilot CSCs in Lilongwe and Mangochi in the summer of 2017. The GoM encountered a number of challenges during the process of establishing the pilots. These include an action plan for development and rollout; a framework for institutional coordination; and technical and operational design including staffing, IT, payment systems, and plans for monitoring and evaluation. This pillar will support the GoM to overcome these challenges and provide necessary financing to ensure consistency across the CSCs and the citizen experience. Component 1 supports the refurbishment and operationalization of CSCs at selected post offices. Component 2 supports BPR and change management. Component 3 supports strengthening of performance monitoring and collecting and incorporating citizen feedback.

Investment Description

- World Bank (WB)

Contact Information

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Bank Documents

- Concept Project Information Document-Integrated Safeguards Data Sheet - Malawi Public Administration [Original Source]

Other Related Projects

- WB-P181620 Additional Financing for Malawi Governance to Enable Service Delivery