

 Early Warning System

WB-P168425

Digital Transformation for User-Centric Public Services



Quick Facts

Countries	Tunisia
Financial Institutions	World Bank (WB)
Status	Proposed
Bank Risk Rating	U
Voting Date	2019-06-04
Borrower	Government of Tunisia
Sectors	Communications
Investment Type(s)	Loan
Investment Amount (USD)	\$ 100.00 million
Project Cost (USD)	\$ 110.01 million



Project Description

According to bank documents, the proposed project objective is to improve the access to and the quality of priority services for citizens and business in Tunisia both nationwide and in targeted lagging regions.

The operation is divided into 4 components:

1. **Strengthening Digital Capabilities for Service Delivery Transformation.** This will provide investments in critical digital capabilities to unblock the binding constraints to strengthened digital government for service delivery in Tunisia.
2. **Improving Digitalisation, Efficiency and Targeting (Back End).** This will focus on critical back-office reforms to improve the access to, the quality, and the efficiency of the selected services. This simplification and digitalization will also contribute to improved transparency and accountability, by increasing oversight.
3. **Promoting User-Centred and Accountable Delivery (Front Office).** This component will focus on improving the user experience of accessing selected public services and will aim to directly improve users' perception of the public administration.
4. **Fostering Collaborative Leadership for Results.** This component focuses on the project management, monitoring and evaluation, coordination and change management, which are binding constraints in the Tunisian context.



Investment Description

- World Bank (WB)



Contact Information

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Bank Documents

- [Concept Project Information Document \(PID\) - Digital Transformation for User-Centric Public Services](#) [Original Source]

Media

- [Tunisia Receives €400 Million in Loans](#)