



Social Insurance Administration Project (P170343)

EUROPE AND CENTRAL ASIA | North Macedonia | Social Protection & Jobs Global Practice |
IBRD/IDA | Investment Project Financing | FY 2020 | Seq No: 5 | ARCHIVED on 27-Jun-2022 | ISR52110 |

Implementing Agencies: Ministry of Labor and Social Policy, North Macedonia

Key Dates

Key Project Dates

Bank Approval Date: 06-Feb-2020

Effectiveness Date: 02-Mar-2020

Planned Mid Term Review Date: 09-May-2022

Actual Mid-Term Review Date: 25-May-2022

Original Closing Date: 30-Apr-2023

Revised Closing Date: 30-Apr-2023

Project Development Objectives

Project Development Objective (from Project Appraisal Document)

Improve the quality of services in administering social insurance and strengthen the regulatory framework for people with disabilities and hazardous occupations.

Has the Project Development Objective been changed since Board Approval of the Project Objective?

No

Components Table

Name

Improving the quality of the social insurance administration services:(Cost \$9.81 M)

Strengthen the regulatory framework for people with disabilities and for hazardous occupations:(Cost \$4.62 M)

Project Management:(Cost \$0.71 M)

Overall Ratings

Name	Previous Rating	Current Rating
Progress towards achievement of PDO	<input type="checkbox"/> Moderately Satisfactory	<input type="checkbox"/> Moderately Unsatisfactory
Overall Implementation Progress (IP)	<input type="checkbox"/> Moderately Satisfactory	<input type="checkbox"/> Moderately Unsatisfactory
Overall Risk Rating	<input type="checkbox"/> Substantial	<input type="checkbox"/> Moderate

Implementation Status and Key Decisions

The counterparts confirm the intention to proceed with reforms supported by SIAP and with SIAP implementation. Despite low disbursements, the commitment by the Government of North Macedonia to reforms supported by SIAP remains strong. Initial activities have been launched in all project components, and reform processes have been supported and backed up by Government's decisions and legal documents under preparation. The Midterm Review of the project indicated that extension of the project closing date with minor modification of project components and activities would be needed to achieve the project development objectives.



Risks

Systematic Operations Risk-rating Tool

Risk Category	Rating at Approval	Previous Rating	Current Rating
Political and Governance	☐ Substantial	☐ Substantial	☐ Substantial
Macroeconomic	☐ Moderate	☐ Moderate	☐ Moderate
Sector Strategies and Policies	☐ Moderate	☐ Moderate	☐ Moderate
Technical Design of Project or Program	☐ Substantial	☐ Substantial	☐ Moderate
Institutional Capacity for Implementation and Sustainability	☐ Substantial	☐ Substantial	☐ Substantial
Fiduciary	☐ Moderate	☐ Moderate	☐ Moderate
Environment and Social	☐ Low	☐ Low	☐ Low
Stakeholders	☐ Substantial	☐ Moderate	☐ Moderate
Other	☐ Moderate	☐ Substantial	☐ Moderate
Overall	☐ Moderate	☐ Substantial	☐ Moderate

Results

PDO Indicators by Objectives / Outcomes

Improve the quality of services in administering social insurance				
▶ Single unified registry of socially insured individuals developed and functional (Text, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	Inexistent	Inexistent	Inexistent	SURS established and operational.
Date	31-Oct-2019	14-Dec-2021	01-Jun-2022	28-Apr-2023
Comments:	SURS means a unified, simplified, and centralized registration and database system to social insurance hosted and organized as an independent entity under MLSP, which includes a standardized, transparent, and centralized process of registration of insured individuals, serves all social insurance agencies and the tax administration, and the insured population; and maintains a single unified central database of socially-insured persons and their contribution history. "Operational" means that it takes over all registries of insured persons of all categories of social insurance into a single and central registration function, and is able to deliver that information to other agencies as needed.			
▶ Proportion of insured population whose social insurance information is centrally available to all social insurance agencies. (Percentage, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target



Value	40.00	50.00	40.00	100.00
Date	31-Oct-2019	14-Dec-2021	01-Jun-2022	28-Apr-2023
Comments:	The percentage of insured population whose data is entered into the new single unified register and is available for reference and processing to relevant agencies.			

Strengthen the regulatory framework for people with disabilities and hazardous occupations				
▶ Proportion of disability certificate applicants during the past months who had at least one previously issued and currently valid valid disability certificate. (Percentage, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	50.00	50.00	50.00	10.00
Date	31-Oct-2019	14-Dec-2021	01-Jun-2022	28-Apr-2023
Comments:	Over time, it is expected that because of the methodology unification and institutional coordination, the persons who already have a valid disability certificate will no longer need other certificates to apply for other benefits			
▶ Average time to issue a disability certificate (Text, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	More than 120 days	TBD	More than 120 days	60 days
Date	31-Oct-2019	14-Dec-2021	01-Jun-2022	28-Apr-2023
Comments:	Average number of days spent from the application for a disability certificate is submitted until the disability certificate is issued or until a formal decision for those who were rejected is submitted to the applicant for the persons who were issued certificates or rejection formal decisions in the previous month. The indicator is calculated for all 5 types of disability certificates.			

Intermediate Results Indicators by Components

Component 1. Strengthening the efficiency of pension and social insurance administration				
▶ Percentage of centrally maintained records of socially insured individuals shared by all social insurance and tax agencies (Percentage, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	40.00	0.00	40.00	100.00
Date	31-Oct-2019	14-Dec-2021	01-Jun-2022	28-Apr-2023
Comments:	Share of social insurance records containing information on employment status, service record, past earnings, and other data relevant for all social insurance agencies. Currently, records are maintained individually by agencies, while in the future they will be maintained centrally by SURS.			
▶ Average time to transfer second pillar funds to individual accounts (Text, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target



Value	5 days	No change from baseline.	No change from baseline.	Below 3 days
Date	31-Oct-2019	14-Dec-2021	01-Jun-2022	28-Apr-2023
Comments:	Time between collection of second pillar contribution and its receipt on the individual account.			
► Selected functionalities of PIOM improved (Text, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	Actuarial department not operational.	Consultants to perform the PIONM's functional review contracted	Actuarial department staffing underway and training program in process	Actuarial department fully staffed and operational.
Date	31-Oct-2019	14-Dec-2021	01-Jun-2022	28-Apr-2023
Comments:	A functional review conducted under the project is expected to result in recommended actions during the project life. The indicator seeks to register the following actions: staffing of the Actuarial Department, the preparation of its workplan, its plan of research and publications, and its training program.			
► Proportion of individual pension service and earnings records in PIOM that are consolidated (Percentage, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	50.00	50.00	50.00	95.00
Date	31-Oct-2019	14-Dec-2021	01-Jun-2022	28-Apr-2023
Comments:	The percentage of individuals with fully registered and accounted-for service years (i.e. with clean and complete data on paid contributions, wages earned, length of work.)			

Component 2. Supporting the Implementation of Pension and Disability System Reforms

► Public awareness on employment of persons with disabilities raised (Text, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0 inquiries	Central Registry is under preparation, there are no inquiries from Registry users yet. No change from baseline status.	Central Registry design and business processes are under preparation, There are no inquiries from Registry users yet. No change from baseline status.	10,000 inquiries
Date	31-Oct-2019	14-Dec-2021	01-Jun-2022	28-Apr-2023
Comments:	Measures the extent to which outreach results in inquiries to the Central National Registry of Persons with Disabilities through various means of communication (including e-inquiries, phone calls, emails, etc.)			
► Law on Employment of Persons with Disabilities enacted (Text, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target



Value	Current law mainly treats employment through sheltered companies.	Background analysis prepared, policy discussions underway, drafting of the Law started	Law on Employment of persons with disabilities drafted, public debates underway.	New law passed/enacted.
Date	31-Oct-2019	14-Dec-2021	01-Jun-2022	28-Apr-2023
Comments:	The objective of the new Law on Employment of Persons with Disabilities is to broaden options for employment of persons with disabilities.			
► List of jobs declared as hazardous and arduous (Extended Service Period /ESP/ list) revised and enacted (Text, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	ESP list not revised	ESP list revision underway.	ESP list revision underway.	ESP list revised and enacted (through pension legislation)
Date	31-Oct-2019	14-Dec-2021	01-Jun-2022	28-Apr-2023
Comments:	This indicator looks at a necessary revision/optimization of the ESP-listed jobs defined as hazardous and arduous by the pension legislation.			
► Enacted unified methodology for disability assessment and determination (Text, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	Unified methodology inexistent	No change from the baseline status.	No change from the baseline status.	Unified methodology enacted
Date	31-Oct-2019	14-Dec-2021	01-Jun-2022	28-Apr-2023
Comments:	The project promotes the development and introduction of a single methodology for disability assessment and determination that will be applicable for all types of disability-related benefits/services that are legislated and provided by public sources.			
► Central coordination unit for unified disability (CDCCU) functional (Text, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	Inexistent	Consultants for CDCCU design contracted.	Design of CDCCU and development of its business processes underway.	CDCCU fully functional and operational.
Date	31-Oct-2019	14-Dec-2021	01-Jun-2022	28-Apr-2023
Comments:	The regulations for putting in place the central coordination unit are enacted, and unit is in place			
► Single registry of persons with disabilities developed and functional (Text, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	Inexistent	No change from baseline value. Selection of consultant to develop the Registry underway.	Design of Registry of Persons with Disabilities underway.	Registry fully functional and operational.
Date	31-Oct-2019	14-Dec-2021	01-Jun-2022	28-Apr-2023



Comments:	This indicator requires the creation and putting into operation of a registry of all persons with disability certificates in North Macedonia.			
► Percentage of persons who had check-ups as part of their disability assessments, out of those who were issued disability certificates during the previous month (Percentage, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	60.00	60.00	60.00	90.00
Date	31-Oct-2019	14-Dec-2021	01-Jun-2022	28-Apr-2023
Comments:	At baseline, because of the lack of resources, none of the persons assessed for third-party care go through any check-ups. The reforms are expected to free resources that would be used to increase the number of check-ups in the assessment process.			
► Percentage of persons assessed outside Skopje (out of those residing outside Skopje), who were issued disability certificates or formal rejection decisions in the previous month (Percentage, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	10.00	10.00	10.00	40.00
Date	31-Oct-2019	14-Dec-2021	01-Jun-2022	28-Apr-2023
Comments:	The indicator will measure the percentage of people who are positively affected by the increase in the number of assessment centers/locations outside Skopje.			

Component 3: Project Management				
► Share of beneficiaries satisfied with responsiveness of the grievance redress mechanism (Percentage, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	15.00	20.00	50.00
Date	31-Oct-2019	14-Dec-2021	01-Jun-2022	28-Apr-2023
Comments:	This indicator monitors the beneficiary satisfaction with responsiveness of the grievance redress mechanism			
► Communication campaigns developed and implemented (SURS, CDCCU, disability employment) (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	0.00	3.00
Date	31-Oct-2019	14-Dec-2021	01-Jun-2022	28-Apr-2023
Comments:	This indicator tracks the communication campaigns developed and implemented for the purposes of the project activities (in the areas of SURS, CDCCU, and disability employment). The three planned campaigns can be part of a single public relations package.			
► Share of citizen engagement activities, which result in inputs incorporated in the project design. (Percentage, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	10.00	10.00	33.00



Date	11-Nov-2019	14-Dec-2021	01-Jun-2022	28-Apr-2023
Comments:	The indicator monitors how many events out of all events for the CE engagement (formatted workshops, focus groups) resulted in feedback that is incorporated in project outputs and activities.			

Performance-Based Conditions

Data on Financial Performance

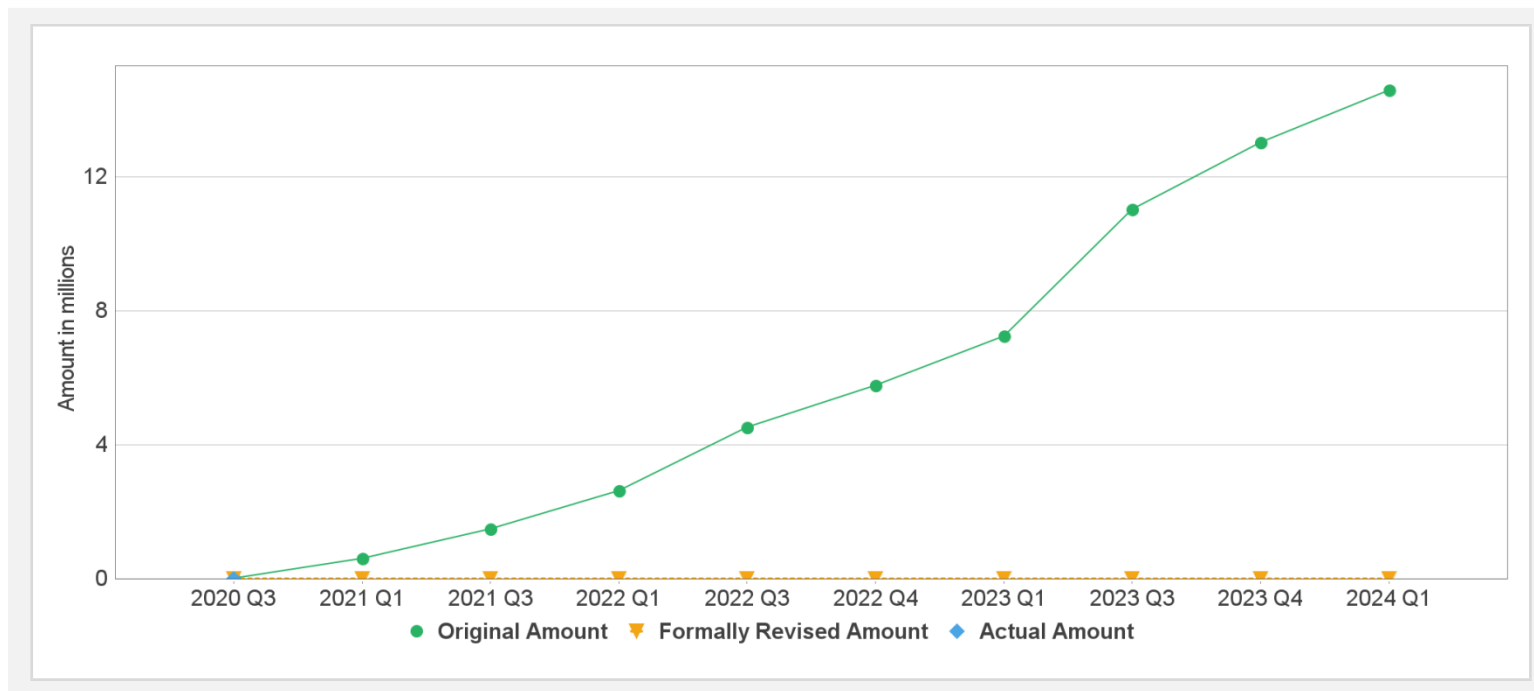
Disbursements (by loan)

Project	Loan/Credit/TF	Status	Currency	Original	Revised	Cancelled	Disbursed	Undisbursed	% Disbursed
P170343	IBRD-90360	Effective	USD	15.17	15.17	0.00	1.14	14.03	7.5%

Key Dates (by loan)

Project	Loan/Credit/TF	Status	Approval Date	Signing Date	Effectiveness Date	Orig. Closing Date	Rev. Closing Date
P170343	IBRD-90360	Effective	06-Feb-2020	12-Feb-2020	02-Mar-2020	30-Apr-2023	30-Apr-2023

Cumulative Disbursements





Restructuring History

There has been no restructuring to date.

Related Project(s)

There are no related projects.
