



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: 1 | ARCHIVED on 05-May-2020 | ISR41179 |

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: 20-Sep-2021

Actual Mid-Term Review Date:

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"/> Satisfactory
Overall Implementation Progress (IP)	--	<input type="checkbox"/> Satisfactory
Overall Risk Rating	--	<input type="checkbox"/> Substantial

Implementation Status and Key Decisions

The World Bank Board of Executive Directors approved the project on February 6, 2020. The Loan Agreement was signed on February 12, 2020, and the project became effective on March 2, 2020. The project's readiness for implementation is overall very good. However, the COVID-19 crisis – as everywhere in Europe – has caused a slowdown of institutions, businesses, and of all implementation and policy activities of the government. In the short-to-medium term, this crisis may affect the speed of implementation of the project and cause unforeseen delays.



Risks

Systematic Operations Risk-rating Tool

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

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	SURS established and operational.
Date	31-Oct-2019	--	06-Apr-2020	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	--	40.00	100.00



Date	31-Oct-2019	--	06-Apr-2020	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	10.00
Date	31-Oct-2019	--	06-Apr-2020	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	TBD	--	TBD	TBD
Date	31-Oct-2019	--	06-Apr-2020	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	0.00	--	0.00	100.00
Date	31-Oct-2019	--	06-Apr-2020	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.	Below 3 days



Date	31-Oct-2019	--	06-Apr-2020	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.	--	No change from baseline status.	Actuarial department fully staffed and operational.
Date	31-Oct-2019	--	06-Apr-2020	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	95.00
Date	31-Oct-2019	--	06-Apr-2020	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	--	Project not yet fully operational so no change from baseline status.	10,000 inquiries
Date	31-Oct-2019	--	06-Apr-2020	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.	--	No change from the baseline status.	New law passed/enacted.
Date	31-Oct-2019	--	06-Apr-2020	28-Apr-2023
Comments:	New Law on Employment of Persons with Disabilities passed, which includes broader 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	--	No change from the baseline status.	ESP list revised and enacted (through pension legislation)
Date	31-Oct-2019	--	06-Apr-2020	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.	Unified methodology enacted
Date	31-Oct-2019	--	06-Apr-2020	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	--	No change from the baseline status.	CDCCU fully functional and operational.
Date	31-Oct-2019	--	06-Apr-2020	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.	Registry fully functional and operational.
Date	31-Oct-2019	--	06-Apr-2020	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	90.00
Date	31-Oct-2019	--	06-Apr-2020	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	40.00
Date	31-Oct-2019	--	06-Apr-2020	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	--	0.00	50.00
Date	31-Oct-2019	--	06-Apr-2020	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	3.00
Date	31-Oct-2019	--	06-Apr-2020	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	--	0.00	33.00
Date	11-Nov-2019	--	06-Apr-2020	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.			

Data on Financial Performance

Disbursements (by loan)

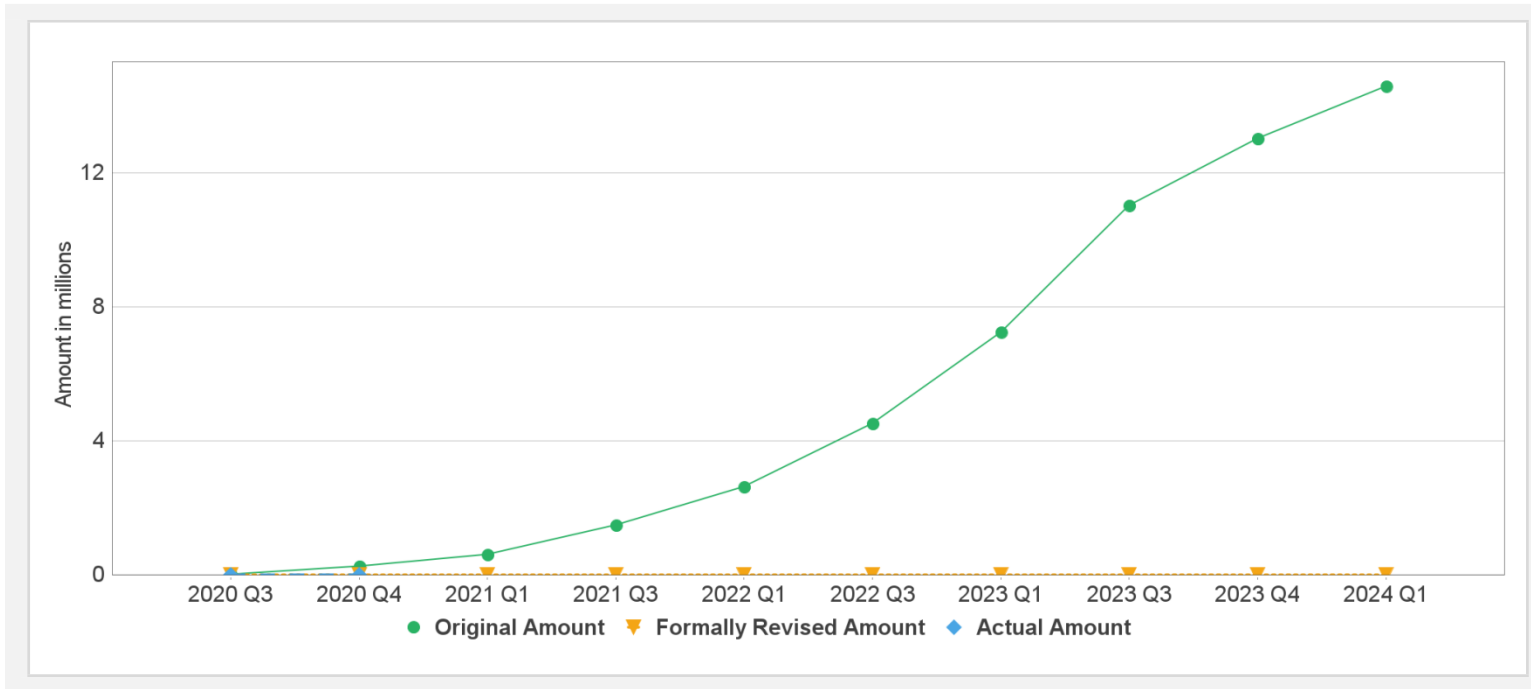


Project	Loan/Credit/TF	Status	Currency	Original	Revised	Cancelled	Disbursed	Undisbursed	% Disbursed
P170343	IBRD-90360	Effective	USD	15.17	15.17	0.00	0.04	15.13	0.3%

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.