



INDIA: MADHYA PRADESH CITIZEN ACCESS TO RESPONSIVE SERVICES PROJECT (P149182)

SOUTH ASIA | India | Governance Global Practice |
IBRD/IDA | Investment Project Financing | FY 2016 | Seq No: 3 | ARCHIVED on 21-Jun-2017 | ISR26520 |

Implementing Agencies: Department of Economic Affairs, Ministry of Finance, Government of India, Department of Public Service Management of Madhya Pradesh, State Agency for Public Services

Key Dates

Key Project Dates

Bank Approval Date:29-Jan-2016

Effectiveness Date:24-May-2016

Planned Mid Term Review Date:03-Dec-2018

Actual Mid-Term Review Date:--

Original Closing Date:31-Mar-2021

Revised Closing Date:31-Mar-2021

Project Development Objectives

Project Development Objective (from Project Appraisal Document)

<p>The development objective of the project is to improve access to PSGA services by citizens of Madhya Pradesh, and in particular by under-represented groups.</p>

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

No

Components

Name

Component 1. Results-based financing.:(Cost \$25.00 M)

Component 2. Technical Assistance.:(Cost \$10.00 M)

Overall Ratings

Name	Previous Rating	Current Rating
Progress towards achievement of PDO	● Moderately Satisfactory	● Moderately Satisfactory
Overall Implementation Progress (IP)	● Moderately Satisfactory	● Moderately Satisfactory
Overall Risk Rating	● Substantial	● Substantial

Implementation Status and Key Decisions



The MPCARS project was approved by the Board on January 29, 2016, and was declared effective on May 24, 2016. The State Agency for Public Service (SAPS), which is the main implementing agency for MPCARS, has been in place since May, 2013, headed by an Executive Director.

The Government of Madhya Pradesh has made progress in the implementation of the Public Services Guarantee Act. So far, 161 services have been notified, around 94% of services are being processed within the legal timeframe, and around 40 million applications for government services have been processed. 413 service points are fully operational compared to the baseline of 336. In addition, the integration of the PSGA services with the MP Online system has exponentially increased the number of kiosks to over 23, 000 kiosks where citizens can access these services. The Government is also working on providing these services online. Currently around 75 services are available online.

The Project is progressing well with regard to the achievement of all the DLIs for the base year and a number of tasks have been completed successfully. These include designing communication and outreach campaigns to reach out to under-represented groups and increase citizen awareness on their rights under the PSGA, making services available online, notifying additional services, and increasing the service delivery channels to include mobile-based applications. Other key activities, critical for implementation of the project, have also been completed including hiring of the IVA, PMC firm and the HR firm. However, due to initial delays in hiring of the Independent DLI Verification Agency has caused delays in project disbursements. This issue has been rectified now and the project is expected to disburse soon.

Risks

Systematic Operations Risk-rating Tool

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

Results

Project Development Objective Indicators

► Citizens accessing PSGA services (Percentage, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	5.40	5.40	11.15	26.30



Date	01-Dec-2014	27-Sep-2016	28-Mar-2017	31-Mar-2020
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Comments

The achievement of this DLI is on track and the Project team has already exceeded the base year target of 5.4% of citizens accessing PSGA services.

► Women accessing PSGA services (Percentage, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	1.75	1.75	1.75	13.75
Date	27-Sep-2016	27-Sep-2016	05-Dec-2016	31-Mar-2020

Comments

The mission informed the team that on the basis of previous feedback the software has been amended suitably to measure the number of women applicants accessing PSGA services. Based on the available data it was noted that the base line target has been achieved.

► ST and SC citizens accessing PSGA services (Percentage, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	4.93	4.93	4.93	16.93
Date	27-Sep-2016	27-Sep-2016	05-Dec-2016	31-Mar-2020

Comments

The mission informed the team that on the basis of previous feedback the software has been amended suitably to measure the number of SC/ST applicants accessing PSGA services. Based on the available data it was noted that the base line target has been achieved.

► Direct project beneficiaries (Number, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	3,920,269.00	3,920,269.00	3,920,269.00	16,697,440.00



Date	27-Sep-2016	27-Sep-2016	05-Dec-2016	31-Mar-2020
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Comments

The data has been derived from the total number of applications received for accessing the PSGA services at the *Lok Seva Kendras* (LSKs).

Female Beneficiaries (Percentage, Custom Supplement)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	1.75	1.75	1.75	13.75

Overall Comments

Intermediate Results Indicators

Analytical reports generated by SAPS on PSGA services (Text, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	No PSGA reports are produced.	No PSGA reports are produced.	No PSGA reports are produced.	Annual PSGA services report presented to the High Power Committee.
Date	01-Dec-2014	17-Oct-2016	05-Dec-2016	31-Mar-2020



► Public services where government processes reengineering has been conducted (Number, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	80.00	80.00	107.00	130.00
Date	01-Dec-2014	27-Sep-2016	28-Mar-2017	31-Mar-2020

Comments

The mission informed the team that in order to deliver the PSGA services through the LSKs, process reengineering was required to be undertaken. In the past 2 years, process reengineering has been conducted for 107 services including services with maximum citizen interface.

► PSGA points of presence fully operational (Number, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	336.00	413.00	341.00	536.00
Date	01-Dec-2014	27-Sep-2016	28-Mar-2017	31-Mar-2020

Comments

As per the report submitted by the IVA in March, 2017, 341 LSKs are 'fully operational' whereas additional 77 LSKs have been commissioned but cannot be categorized as fully operational since they are yet to cross 15,000 transactions (as of February 28, 2017).

► LSK centers with information /facilitation services (Percentage, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	100.00	100.00
Date	01-Dec-2014	27-Sep-2016	28-Mar-2017	31-Mar-2020

Comments

The mission informed the team that each LSK kiosk has dedicated counters to provide information and serve as a help desks to citizens. Going forward it may be useful to think about how these help desks might serve to be knowledge sharing and resource centers that goes beyond supporting the implementation of the PSGA.



► PSGA notified services online (Number, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	49.00	97.00
Date	01-Dec-2014	27-Sep-2016	28-Mar-2017	31-Mar-2020

Comments

The Project team informed the mission that around 47 services have already been made available online. These include some of the most commonly accessed services - request for Caste Certificate, Income certificate and Domicile certificate. As per the report submitted by the IVA in March 2017, 2 more services have been made available online since then.

► PSGA services provided within the legal timeframe (Percentage, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	87.00	94.00	95.00	95.00
Date	01-Dec-2014	27-Sep-2016	28-Mar-2017	31-Mar-2020

Comments

The report submitted by the IVA states that 95.4 % of services are being delivered on time . The main reason for this is attributed to the incentive system (fines and an effective grievance redress mechanism) that has been put in place and to the Department's ability to track delays.

► Service delivery channels (Number, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	1.00	1.00	2.00	4.00
Date	01-Dec-2014	27-Sep-2016	05-Dec-2016	31-Mar-2020

Comments

The mission was informed by the team that currently 2 service delivery channels (physical kiosks and online portal) are available through which citizens can access these services.



▶ PSGA notified services issuing digital certificates (Number, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	1.00	1.00	3.00	5.00
Date	01-Dec-2014	27-Sep-2016	05-Dec-2016	31-Mar-2020

Comments

3 services which are issuing digital certificates are:

1. Caste Certificate
2. Domicile Certificate
3. Income Certificate

▶ Beneficiary feedback for decision making (Text, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	Feedback collected through annual surveys.	Feedback collected through annual surveys.	Feedback collected through annual surveys, CM Helpline, Mobile based feedback, etc.	Annual feedback report available online following approved methodology.
Date	01-Dec-2014	27-Sep-2016	05-Dec-2016	31-Mar-2020

Overall Comments

Data on Financial Performance**Disbursements (by loan)**

Project	Loan/Credit/TF	Status	Currency	Original	Revised	Cancelled	Disbursed	Undisbursed	Disbursed
P149182	IDA-57050	Effective	USD	35.00	35.00	0.00	0.00	35.00	0%

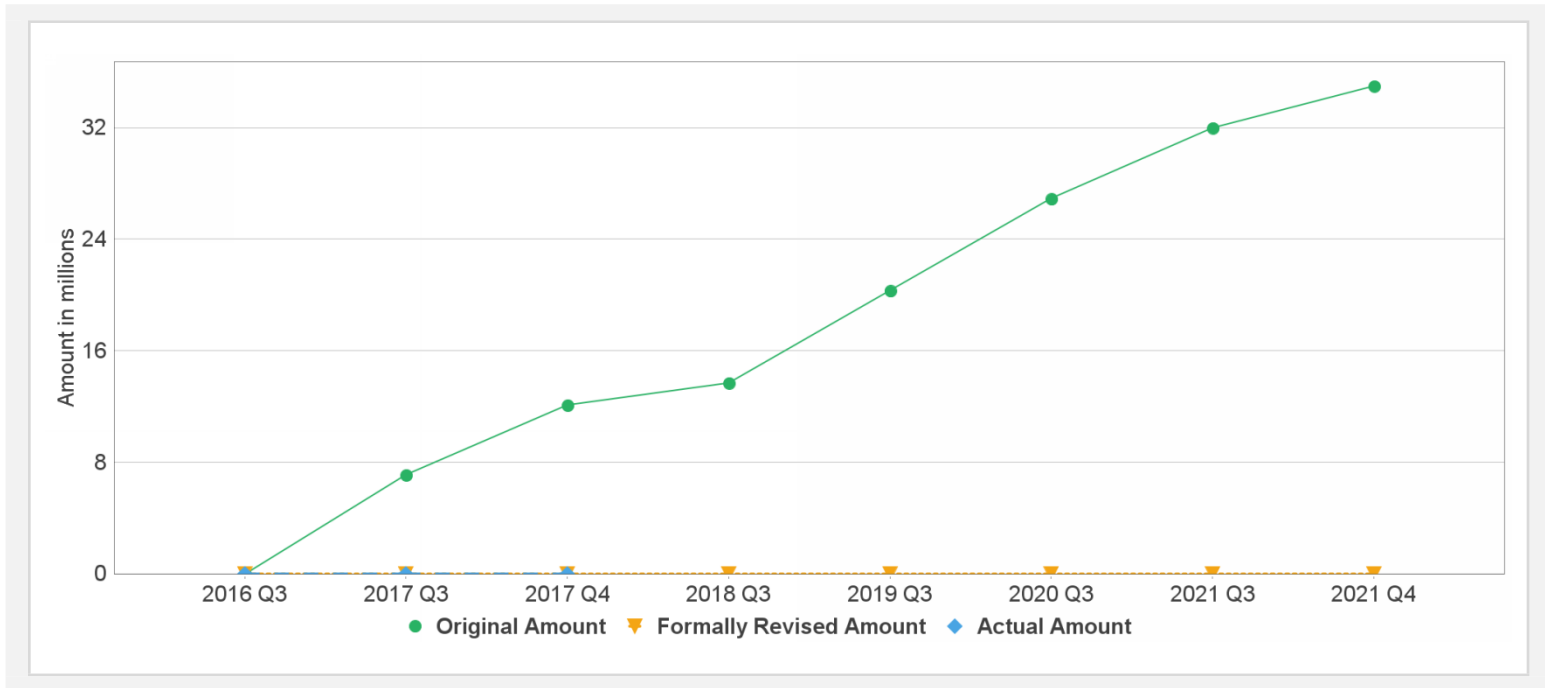
Key Dates (by loan)

Project	Loan/Credit/TF	Status	Approval Date	Signing Date	Effectiveness Date	Orig. Closing Date	Rev. Closing Date
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P149182	IDA-57050	Effective	29-Jan-2016	17-Mar-2016	24-May-2016	31-Mar-2021	31-Mar-2021
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Cumulative Disbursements



Restructuring History

There has been no restructuring to date.

Related Project(s)

There are no related projects.