



## Digital Government for Resilience (P167588)

LATIN AMERICA AND CARIBBEAN | Grenada | Governance Global Practice |  
IBRD/IDA | Investment Project Financing | FY 2020 | Seq No: 1 | ARCHIVED on 02-Dec-2019 | ISR39145 |

Implementing Agencies: Ministry of Infrastructure Development, Public Utilities, Energy, Transport and Implementation, Grenada

### Key Dates

#### Key Project Dates

Bank Approval Date: 29-Aug-2019

Effectiveness Date: --

Planned Mid Term Review Date: --

Actual Mid-Term Review Date:

Original Closing Date: 30-Sep-2024

Revised Closing Date: 30-Sep-2024

### Project Development Objectives

Project Development Objective (from Project Appraisal Document)

To enhance the efficiency, usage and resilience of selected government digital services.

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

No

### Components

Name

Developing the enabling environment to modernize service delivery:(Cost \$5.90 M)

Leveraging digital technologies to deliver selected services:(Cost \$5.00 M)

Strengthening institutions and managing change for digital literacy and inclusion:(Cost \$4.10 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 project has been approved by the Board and will become effective once the final legal documents have been received.



## Risks

### Systematic Operations Risk-rating Tool

Risk Category	Rating at Approval	Previous Rating	Current Rating
Political and Governance	☐Moderate	--	☐Moderate
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	☐Substantial	--	☐Substantial
Environment and Social	☐Moderate	--	☐Moderate
Stakeholders	☐Moderate	--	☐Moderate
Other	--	--	--
Overall	☐Substantial	--	☐Substantial

## Results

### PDO Indicators by Objectives / Outcomes

To enhance the efficiency, usage and resilience of selected government digital services				
☐Reduction in time spent on tax related transactions (Hours, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	140.00	--	140.00	59.00
Date	15-Apr-2019	--	14-Nov-2019	15-Apr-2024
Comments:	Number of hours that businesses spend on tax related transactions reduced by 25% each year			
☐Percentage of daily civil registry transactions processed digitally (Percentage, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	0.00	90.00
Date	15-Apr-2019	--	14-Nov-2019	15-Apr-2024



Comments:	Number of daily civil registry transactions subjected to digital processes			
▫Reduction in the percentage of time that selected government services are not available (Percentage, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	8.00	--	8.00	0.05
Date	15-Apr-2019	--	14-Nov-2019	15-Apr-2024
Comments:	Average time that selected government services are not available during the year			

### Intermediate Results Indicators by Components

Developing the enabling environment to modernize service delivery				
▫Establishment of selected cross-cutting platforms (Text, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	Cross-cutting platforms do not exist	--	Cross-cutting platforms do not exist	Targeted cross-cutting platforms established and operational
Date	15-Apr-2019	--	14-Nov-2019	15-Apr-2024
Comments:	The operationalization of the Electronic Payments System, the Digital Identifier Platform, and the Spatial Data Platform			
▫Archive of newly digitized key public records (Percentage, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	0.00	100.00
Date	15-Apr-2019	--	14-Nov-2019	15-Apr-2024
Comments:	Newly digitized key public records archived in the cloud for easy retrieval during normal times, disaster, and post-disaster periods			

Leveraging digital technologies to deliver selected services				
▫Reduction of processing time for delivery of selected civil registry services (Hours, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	48.00	--	48.00	6.00
Date	15-Apr-2019	--	14-Nov-2019	15-Apr-2024
Comments:	Number of hours to process and deliver civil registry services (births, death, marriage and adoption certificates)			



Reduction of time to receive VAT assessment notices (Days, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	30.00	--	30.00	11.00
Date	15-Apr-2019	--	14-Nov-2019	15-Apr-2024
Comments:	Reduction of time to receive VAT assessment notices			
Tax transactions performed online (registration, filing, payment) (Percentage, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	2.00	--	2.00	80.00
Date	15-Apr-2019	--	14-Nov-2019	15-Apr-2024
Comments:	Percentage of all tax transactions done online (registration, filing, payment) vs total transactions			
Tax transactions performed online (registration, filing, payments) by women-owned businesses (Percentage, Custom Supplement)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	2.00	--	2.00	80.00

Strengthening institutions and managing change for digital literacy and inclusion				
Civil servants trained in digital literacy programs (cumulative) (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	0.00	1,250.00
Date	15-Apr-2019	--	14-Nov-2019	15-Apr-2024
Comments:	Number of civil servants trained in digital literacy programs, disaggregated by sex			
Number of citizen engagement/ interactive/ outreach activities (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	0.00	125.00
Date	15-Apr-2019	--	14-Nov-2019	15-Apr-2024
Comments:	Activities and events to promote and inform citizens of digital transformation initiatives			
Number of interactive/outreach activities to inform citizens of actions taken based on their feedback (Number, Custom Supplement)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	0.00	45.00



Number of outreach activities to the business community on tax administration system (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	0.00	35.00
Date	15-Apr-2019	--	14-Nov-2019	15-Apr-2024
Comments:	Number of trainings, seminars, workshops and other outreach events for local businesses			
Number of outreach activities targeting women-owned businesses (Number, Custom Supplement)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	0.00	20.00

## Data on Financial Performance

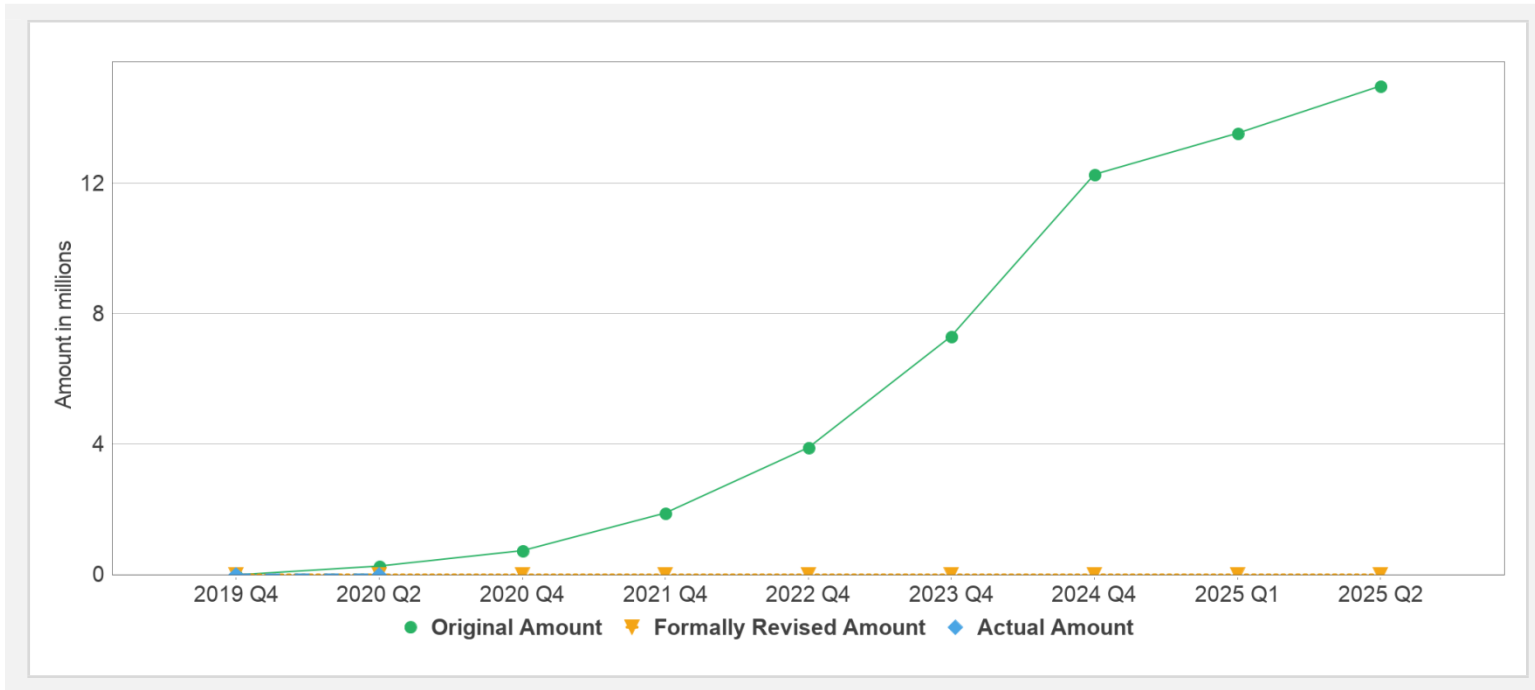
### Disbursements (by loan)

Project	Loan/Credit/TF	Status	Currency	Original	Revised	Cancelled	Disbursed	Undisbursed	% Disbursed
P167588	IDA-64860	Not Effective	USD	15.00	15.00	0.00	0.00	15.00	0%

### Key Dates (by loan)

Project	Loan/Credit/TF	Status	Approval Date	Signing Date	Effectiveness Date	Orig. Closing Date	Rev. Closing Date
P167588	IDA-64860	Not Effective	29-Aug-2019	19-Oct-2019	--	30-Sep-2024	30-Sep-2024

### Cumulative Disbursements



### Restructuring History

There has been no restructuring to date.

### Related Project(s)

There are no related projects.