



Third Public Sector Modernization Project (P149913)

EUROPE AND CENTRAL ASIA | Armenia | Governance Global Practice |
IBRD/IDA | Investment Project Financing | FY 2016 | Seq No: 11 | ARCHIVED on 26-Feb-2021 | ISR44832 |

Implementing Agencies: Republic of Armenia, Office of the Government

Key Dates**Key Project Dates**

Bank Approval Date: 30-Sep-2015

Effectiveness Date: 06-May-2016

Planned Mid Term Review Date: 30-Jun-2019

Actual Mid-Term Review Date: 20-May-2019

Original Closing Date: 31-Dec-2020

Revised Closing Date: 30-Nov-2022

Project Development Objectives

Project Development Objective (from Project Appraisal Document)

The project development objective (PDO) is to improve quality of the public financial reporting and to improve access to selected enhanced e-government services.

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

Yes

Board Approved Revised Project Development Objective (If project is formally restructured)

The project development objective (PDO) is to improve access to selected enhanced e-government services.

Components Table

Name

Public Financial Management Information Systems:(Cost \$0.38 M)
e-Governance Solutions for Improved Service Delivery:(Cost \$21.50 M)
Capacity Building and Small Capacity Building Interventions:(Cost \$1.85 M)
Project Management:(Cost \$1.85 M)

Overall Ratings

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

Implementation Status and Key Decisions

The project was restructured in October 2020 for a partial loan cancellation in the amount of US\$0.7 million to cover the financing gap in the health system project that occurred as a result of COVID-19 pandemic and to drop the activity related to GFMIS. The restructuring required a revision to the project development objective (PDO) and the results framework, changes in components and costs, revision to disbursement estimates, revision in the implementation schedule and procurement plan.



Post-restructuring, the project is progressing well towards achieving its revised PDO of “Improve access to selected enhanced e-government services” and has over-achieved the targets for the PDO-level indicators. These achievements are significant considering their benefit for both citizens in Armenia and the large diaspora. In addition, in May 2019 the project launched the whistleblowing platform, as it provides the Government with a tool for fighting corruption. Nevertheless, several e-government services still remain to be deployed in order to improve delivery of public services as well as provide additional benefits to the citizens.

Risks

Systematic Operations Risk-rating Tool

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

Results

PDO Indicators by Objectives / Outcomes

Improve access to selected enhanced e-government services.				
▶ Average processing time for public services (hours)(Comment: Reduced time for processing a passport extension request by the Consular Department of the Ministry of Foreign Affairs. (Hours, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	500.00	24.00	24.00	48.00
Date	01-Jan-2016	19-Feb-2020	19-Jan-2021	30-Nov-2022
Comments:	The target met and achieved. The reported statistics are the average for December 2019. The male versus female ratio of the users was 60/40, with no gender based difference in service provision.			



► Increased access to consular services for issuing citizenship, civil status certificates and statements on any existing criminal records (data disaggregated by gender) (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	12,874.00	36,250.00	10,000.00
Date	01-Jan-2016	19-Feb-2020	19-Jan-2021	30-Dec-2022
Comments:	Target met and over achieved. During 2019 the e-Consular system was used to issue 2,050 certificates on civil status (of which 22% female, 78% male) and 10,8824 certificates on non-criminal or investigation records (of which 68% female and 32% male).			

Intermediate Results Indicators by Components

e-Governance Solutions for Improved Service Delivery				
► Reduced time for police dispatch in emergency situations (in at least two selected pilot regions/marzes). (Text, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	15-20 minutes	15-20 mins	15-20 mins	5 minutes
Date	01-Jan-2016	19-Feb-2020	19-Jan-2021	30-Nov-2022
Comments:	The contract for the supply and installation of pilot operational management systems for police (in regions) was signed on August 16, 2019. This activity will be implemented by April 13, 2021.			
► Increased share of citizens (disaggregated by gender) providing voluntary feedback on specific public services (percentage - data generated from system) (Text, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	No feedback mechanism in place.	0%	3%	20% of all users of specific public provide voluntary feedback on specific public services.
Date	01-Jan-2016	19-Feb-2020	19-Jan-2021	30-Dec-2022
Comments:	The citizen feedback platform is operational and includes already 3 government bodies and 50 services (business register, civil status register, and traffic police).			
► Reduced time to transmit information/messages relevant for the pre-trial proceedings between prosecutors' offices in different regions. (Text, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	One week by special express mail (send via post office).	One week by special express mail (send via post office).	One week by special express mail (send via post office).	Immediate (electronic transmission).
Date	01-Jan-2016	19-Feb-2020	19-Jan-2021	30-Dec-2022
Comments:	The contract for the supply and installation of the criminal case pre-trial proceedings electronic management system was signed on December 14, 2020. This activity will be implemented by March 14, 2022.			



► Increased gender-disaggregated data is available on the use of e-services which are provided by selected agencies (Text, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	No gender disaggregated data available in line ministries / agencies which will provide e-services.	No gender disaggregated data available in line ministries / agencies which will provide e-services.	59% male, 41% female	Gender disaggregated data on e-services is available to ministry of foreign affairs; Prosecutor's Department; Ethics Commission; Police
Date	01-Jan-2016	19-Feb-2020	19-Jan-2021	30-Dec-2022
Comments:	The citizen feedback platform is operational and includes already 3 government bodies and 50 services.			
► Reduced time to issue the certificate of civil status by the Consular Department of the Ministry of Foreign Affairs (Days, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	60.00	5.00	1.00	10.00
Date	01-Jan-2016	19-Feb-2020	19-Jan-2021	30-Dec-2022
Comments:	Target met and over-achieved.			

Capacity Building and Small Capacity Building Interventions				
► Number of trainers for the new needs-based training system in the civil service established under the Project. (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	68.00	50.00
Date	01-Jan-2016	19-Feb-2020	19-Jan-2021	30-Dec-2022
Comments:	Target met and over achieved.			

Overall Comments

As feedback data is now become available through the platform which has been recently roll out, the citizen engagement data is going to be processed to inform the project implementation and shape its future activities.

Performance-Based Conditions

Data on Financial Performance



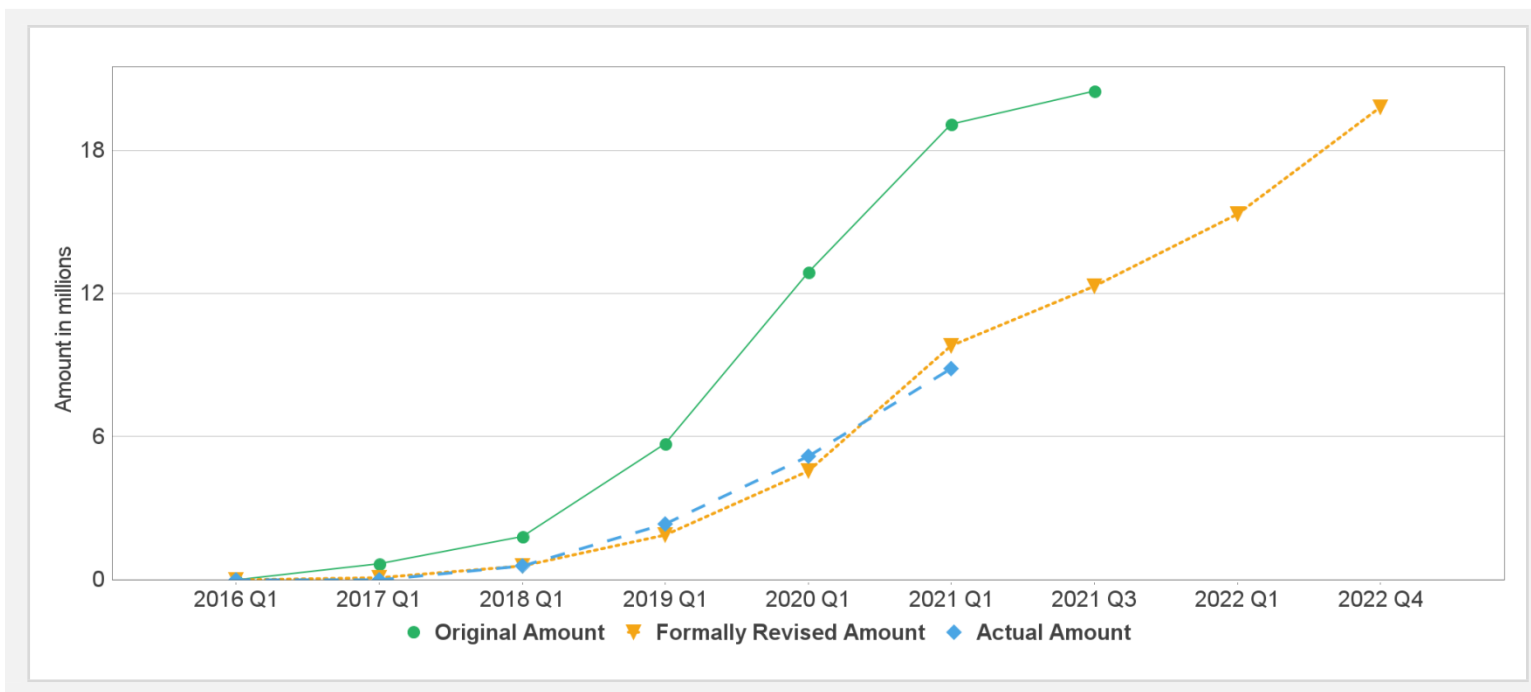
Disbursements (by loan)

Project	Loan/Credit/TF	Status	Currency	Original	Revised	Cancelled	Disbursed	Undisbursed	% Disbursed
P149913	IBRD-85390	Effective	USD	21.00	20.30	0.70	9.99	10.31	49%

Key Dates (by loan)

Project	Loan/Credit/TF	Status	Approval Date	Signing Date	Effectiveness Date	Orig. Closing Date	Rev. Closing Date
P149913	IBRD-85390	Effective	30-Sep-2015	18-Nov-2015	06-May-2016	31-Dec-2020	30-Nov-2022

Cumulative Disbursements



PBC Disbursement

PBC ID	PBC Type	Description	Coc	PBC Amount	Achievement Status	Disbursed amount in Coc	Disbursement % for PBC

Restructuring History

Level 2 Approved on 17-May-2019 ,Level 2 Approved on 12-Jul-2019 ,Level 2 Approved on 27-Oct-2020 ,Level Approved on 18-Nov-2020

Related Project(s)



There are no related projects.
