

## Informe Resumido

### Datos Básicos del Proyecto

Agencia Ejecutora (AE): Ministry of Public Administration and Information  
Sector: REFORM / MODERNIZATION OF THE STATE-E-GOVERNMENT  
Número(s) de Préstamo: 1808/OC-TT  
Etapa: Approved  
Tipo de Operación: INV - Inversión  
Operación(es) Relacionada(s): TT-L1004  
Subtipo de Operación: ESP - Inversión Específica

### Fondos Disponibles (US\$)

Monto Aprobado Actual: 28.000.000,00  
Monto Desembolsado a la fecha: 1.324.574,73  
% Desembolsado: 4,73  
Saldo: 26.675.425,27

### Costo total y Fuente

BID Original: 28.000.000,00  
Actual BID: 28.000.000,00  
Pari-passu: 98,60  
Co-financiamiento/País: 7.000.000,00  
Estimado Original: 35.000.000,00  
Período de Amortización (meses): 228

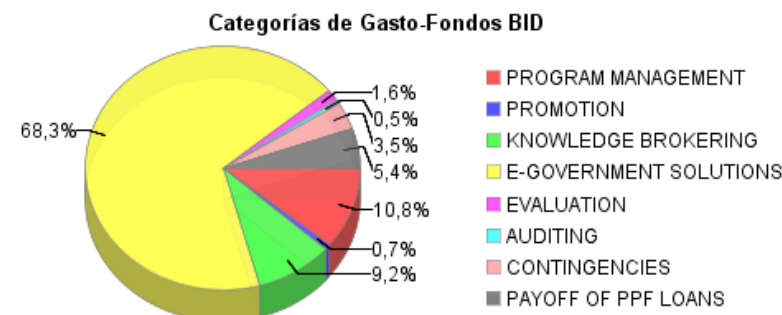
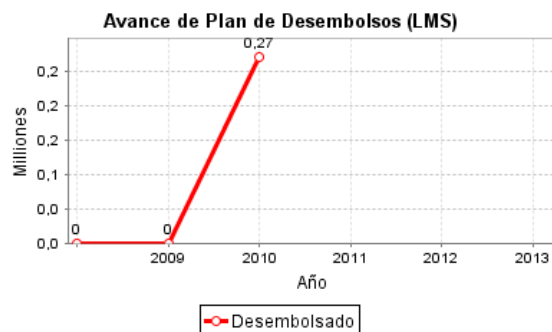
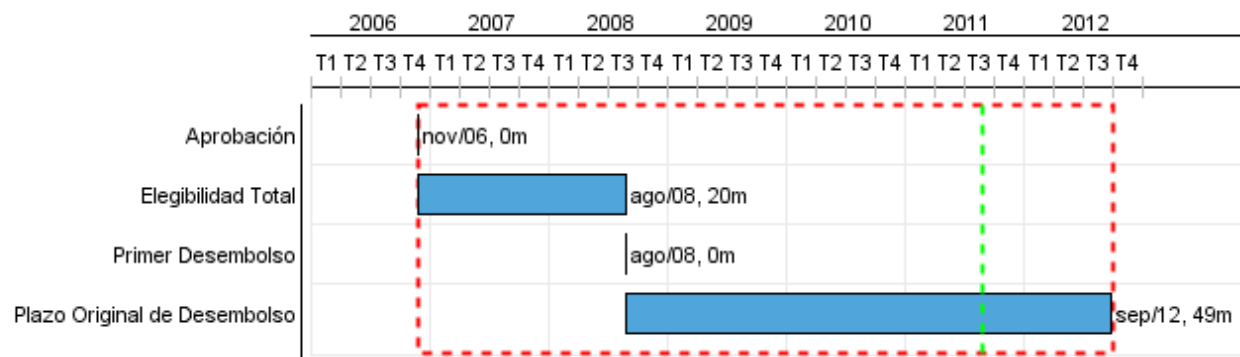
### Categoría de Impacto Ambiental y Social del Proyecto

### Reformulación

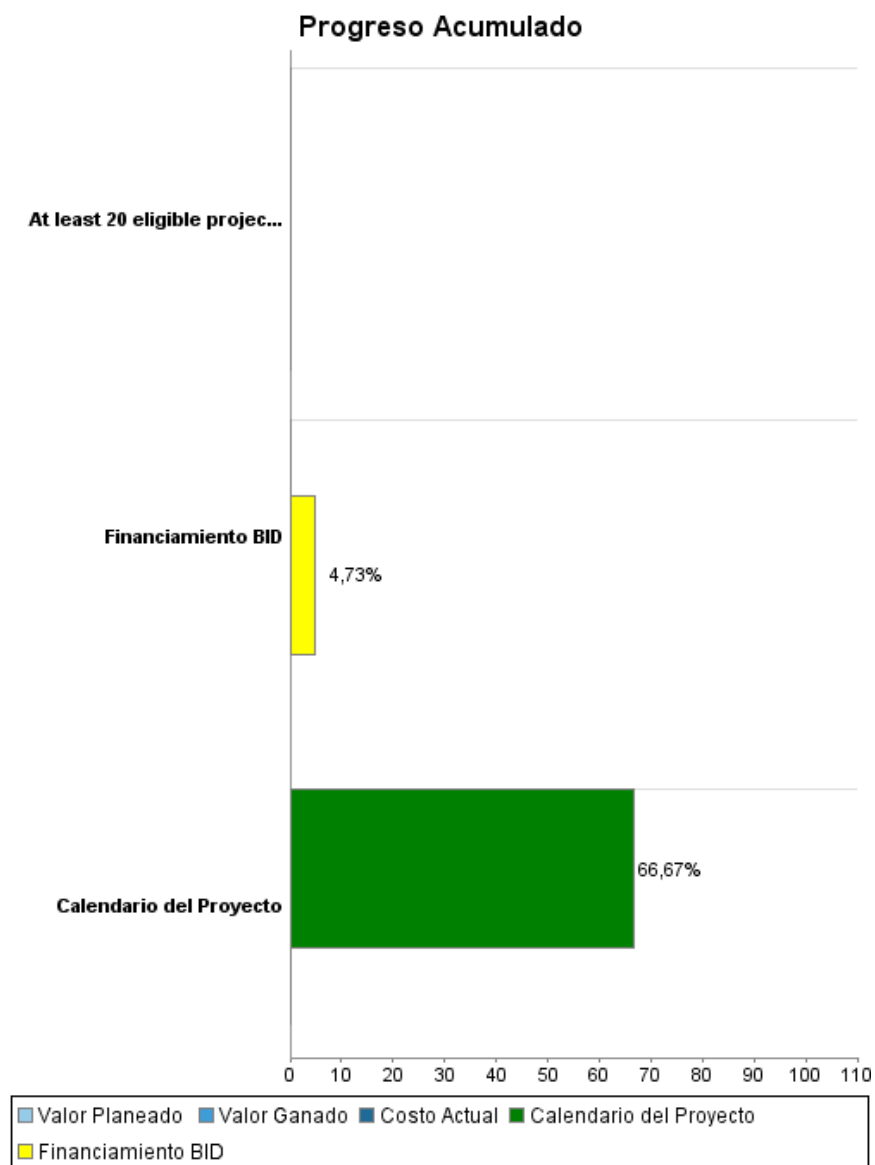
### Validación

Categoría de Impacto Ambiental y Social del Proyecto: B ( ) ¿El objetivo (s) del proyecto fue reformulado?

Validado por el Jefe de División: Mar 29, 2011  
Validado por Representante de País: Apr 27, 2011



## Progreso Acumulado al 2010



## Resultados

<b>Resultado:</b>	Public perception of public services improved (efficiency).
<b>Supuestos:</b>	Following staff performance improved and technical skills transferred, one should expect a significant positive impact in the effectiveness of the areas of public institutions participating in the project.
<b>Observaciones:</b>	The loan proposal did not specify outcome indicators for the overall program because of 'most technical assistance projects are not measurable in quantitative terms'. It is worth noting that the results matrix was 'retrofitted' in August 2008 following an indicators workshop agreed with the Executing Agency.

Indicador	Unidad de Medida	Línea de base	Año Línea de base		2006	2007	2008	2009	2010	Acumulado 2011 - 2012	Fin de Proyecto
% of users of prioritized public service (education) satisfied with the final outcome	%	70,00	2008	P A			70,00 70,00	71,00 71,00	72,00 73,00	148,00	75,00
% of users of prioritized public services (health) satisfied with the quality of the service	%	34,00	2008	P A			34,00 34,00	34,00 22,00	35,00 23,00	71,00	36,00
% of users of prioritized public services (overall service delivery modernization) say service got better over the past 5 years	%	28,00	2008	P A			28,00 28,00	28,00 24,00	29,00 17,00	60,00	30,00
Average cost per user is reduced	%		2008	P A							0,00
Average time required to complete a public service transaction for prioritized public services is reduced	Days		2008	P A							0,00
Scoring of the World Economic Forum indicators for "e-government readiness" increased by 26 points	Points (Scoring)	0,17	2005	P A	0,13 0,51	0,09 3,35	0,05 3,73	1,00 3,65	1,04	2,17	1,09
Scoring of the World Economic Forum indicators for "government usage of ICT" increased by 32 points	Points (Scoring)	0,68	2005	P A	0,63 1,26	0,58 2,97	0,53 2,89	0,48 3,04	0,43	0,74	0,36
Interactive services increased by 4	Services	5,00	2008	P A							9,00
Transactional services delivered online increased by 3	Services		2008	P A							3,00
Users of interactive services increased	%		2008	P A							0,00
Users completing online transactions increased	Users		2008	P A							0,00

**Productos: Progreso Físico y Financiero Anual 2010**

Descripción	Unidad de medida	Físico				Financiero			
		Planeado	Actual	Unidades Acumuladas	Unidades FDP	Planeado	Actual	Costos Acumulados	Costos FDP
<b>DEMAND-DRIVEN PROJECTS for institutional strengthening implemented [original title before associating operations was only 'Knowledge Brokering']</b>									
At least 20 eligible projects approved and funded (of which at least 10 have been fully implemented and evaluated, and the remainder are under implementation)	Projects		2,00		20,00				2.565.000,00
<b>DEMAND-DRIVEN PROJECTS for human and organizational capacity strengthening through e-government solutions designed and implemented [original title before associating operations was 'e-Government solutions']</b>									
At least 20 eligible projects approved and funded (of which at least 10 have been fully implemented and evaluated and the remainder are under implementation --includes at least 4 proj to increase interactive serv online, and at least 3 proj to deliver online transactional services	Projects				20,00				19.119.000,00
<b>Administrative Costs</b>									
<b>Promotion</b>									
<b>Evaluation</b>									
<b>TOTAL</b>									<b>21.684.000,00</b>