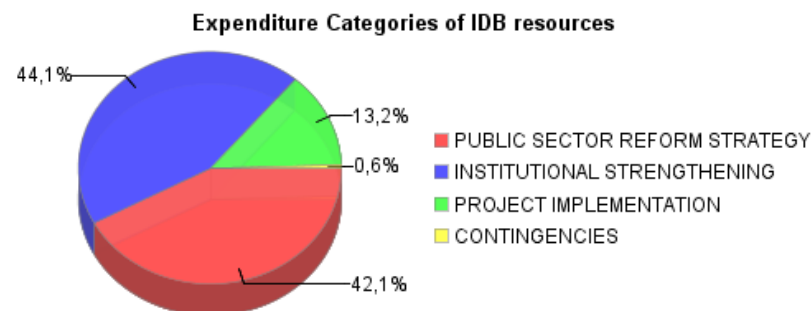
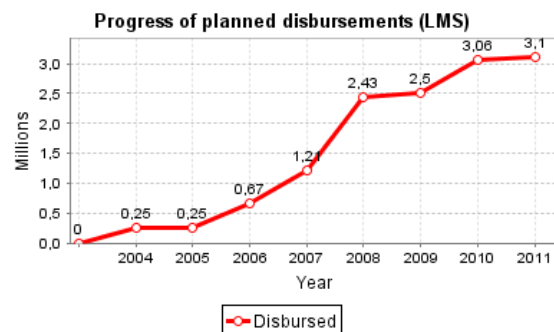
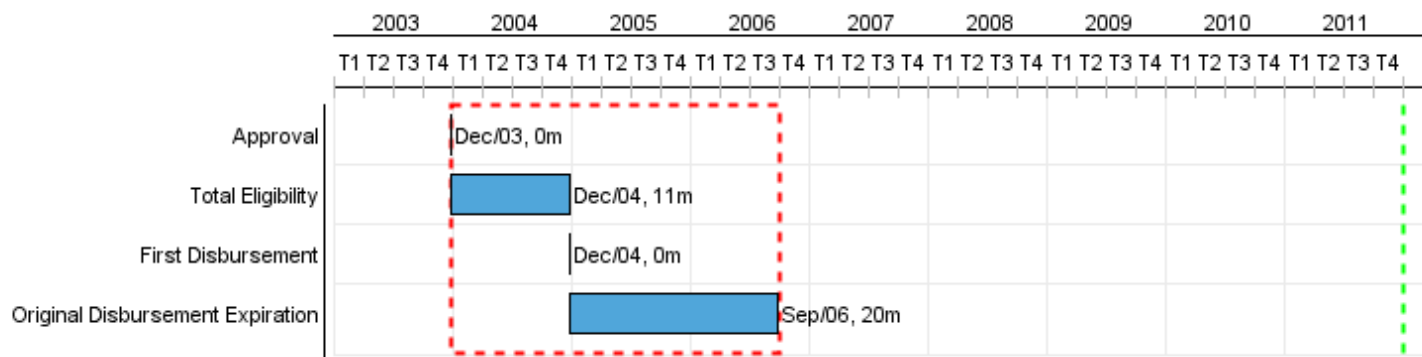


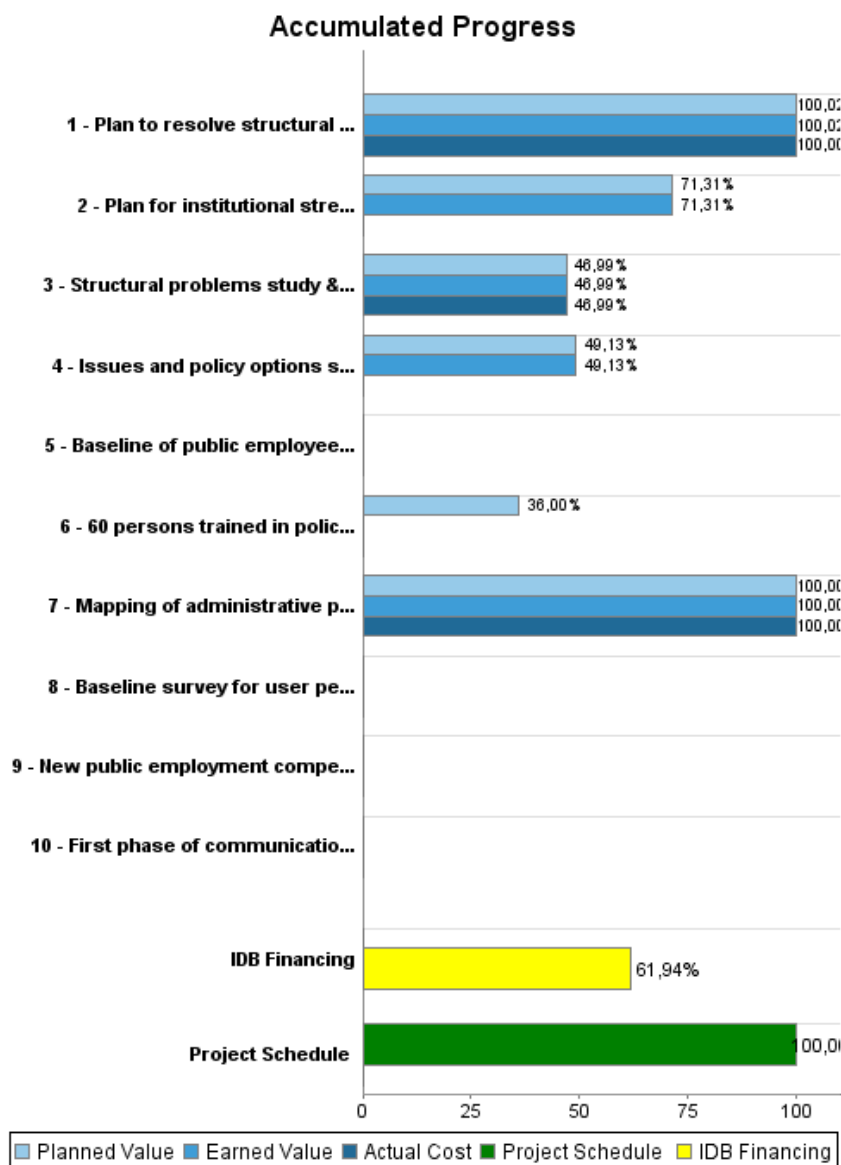
Summary Report

| Basic Data | | Available Funds (US\$) | | Total Cost and Source | |
|------------------------|--|---------------------------|--------------|-------------------------------|--------------|
| Executing Agency (EA): | Ministry of Public Administration and Information | | | | |
| Sector: | REFORM / MODERNIZATION OF THE STATE-REFORM AND PUBLIC SECTOR SUPPORT | | | | |
| Loan Number(s): | 1523/OC-TT | Current Approved Amount: | 5.000.000,00 | Original IDB: | 5.000.000,00 |
| Stage: | Approved | Disbursed Amount to Date: | 3.096.760,95 | Current IDB: | 5.000.000,00 |
| Operation Type: | INV - Investment | % Disbursed: | 61,94 | Pari-passu: | 80,00 |
| Related Operation(s): | | Balance: | 1.903.239,05 | Co-Financing/Country: | 1.250.000,00 |
| Operation Subtype: | SEF - Sector Facility | | | Original Estimate: | 6.250.000,00 |
| | | | | Amortization Period (months): | 204 |

| Project Environmental and Social Impact Category | Reformulation | Validation |
|--|--|--|
| Project Environmental and Social Impact Category: C(R) | () Was the objective(s) of this project reformulated? | Validated by Division Chief: Sep 26, 2011 Validated by Country Representative: Oct 13, 2011 |



Accumulated Progress as of 2011



Outcomes

| | |
|-----------------|--|
| Outcome: | Quality and efficiency of public services improved through the development and implementation of a long-term strategy to transform the public sector |
|-----------------|--|

| Indicator | Unit of Measure | Baseline | Baseline Year | | 2008 | 2009 | 2010 | 2011 | End of project |
|--|------------------|----------|---------------|---|-------|--------|-------|-------|----------------|
| Key strategic issues in support of the Public Sector Transformation Program identified and approved by Cabinet with package of solutions | Policy Statement | | 2011 | P | | 100,00 | | | 1,00 |
| | | | | A | | 100,00 | | | |
| Public and government perception of communications with and within government agencies improves (survey). | % | 49,00 | 2008 | P | 49,00 | 49,00 | 49,00 | 49,00 | 49,00 |
| | | | | A | | 53,00 | 50,00 | | |
| Users satisfied with the final outcome. | % | 70,00 | 2008 | P | 70,00 | 70,00 | 70,00 | | 70,00 |
| | | | | A | 70,00 | 71,00 | 73,00 | | |
| Average cost per user | \$ | | 2008 | P | | | | | 0,00 |
| | | | | A | | | | | |
| Users satisfied with quality of the service. | % | 34,00 | 2008 | P | 34,00 | 34,00 | 34,00 | 34,00 | 34,00 |
| | | | | A | 34,00 | 22,00 | 23,00 | | |
| Users say service got better from over the past 5 years due to public sector modernization. | % | 28,00 | 2008 | P | 28,00 | 28,00 | 28,00 | 28,00 | 28,00 |
| | | | | A | 28,00 | 24,00 | 17,00 | | |
| Average time required to complete a public service transaction. | Days | | 2008 | P | | | | | 0,00 |
| | | | | A | | | | | |

Outputs: Annual Physical and Financial Progress 2011

| Description | Unit of Measure | Physical | | | | Financial | | | |
|---|-----------------|----------|--------|-------------------|-----------|---------------------|--------|-------------------|---------------------|
| | | Planned | Actual | Accumulated units | EOP units | Planned | Actual | Accumulated costs | EOP costs |
| Development and implementation of a Public Sector Reform Strategy, including consensus-building and communications components, developed, disseminated and discussed with stakeholders (originally there was no title at all for this component) | | | | | | | | | |
| Issues and policy options study completed | Studies | 1,00 | 1,00 | | 2,00 | 652.000,00 | | | 1.327.000,00 |
| Structural problems study & communications strategy | Report | | 1,00 | | 1,00 | | | | 532.000,00 |
| First phase of communications strategy implemented | Report | | 1,00 | | 1,00 | | | | 100,00 |
| Baseline survey for user perceptions of public services carried out | Survey | | 4,00 | | 4,00 | | | | |
| Structural capacity of the Public Sector strengthened. [original title before associating operations was 'Strengthening of the Public Sector's Structural Capacity'] | | | | | | | | | |
| Baseline of public employee demographics and attitudes completed | Report | 1,00 | 1,00 | | 1,00 | | | | |
| Mapping of administrative processes | Report | | 1,00 | | 1,00 | | | | 56.200,00 |
| Plan to resolve structural issues hindering implementation of lhris completed | Plan | | 1,00 | | 1,00 | | | | 6.244,00 |
| New public employment compensation policy developed and sent to Cabinet | Report | | | | 1,00 | | | | |
| Plan for institutional strengthening of CSO developed and implemented | Reports | 1,00 | 1,00 | | 2,00 | 1.248.000,00 | | | 1.750.000,00 |
| 60 persons trained in policy development and M&E. | Staff | | 60,00 | | 60,00 | | | | 140.000,00 |
| Administrative Costs | | | | | | | | | |
| TOTAL | | | | | | 1.900.000,00 | | | 3.811.544,00 |