

## 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: 1.591.159,04  
% Desembolsado: 5,68  
Saldo: 26.408.840,96

### Costo total y Fuente

BID Original: 28.000.000,00  
Actual BID: 28.000.000,00  
Pari-passu: 80,00  
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

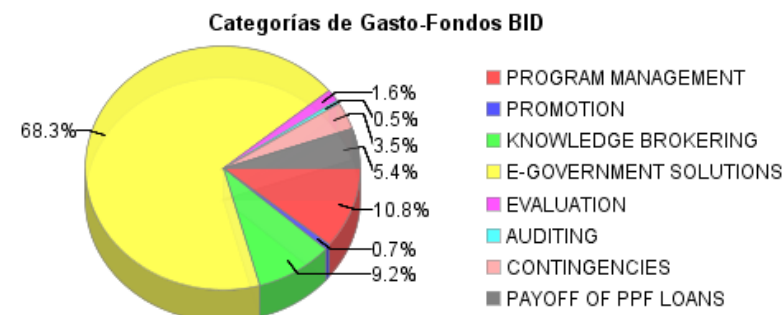
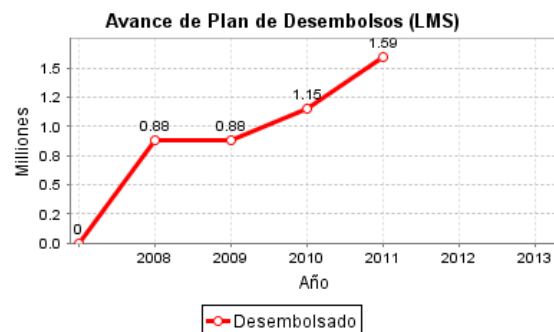
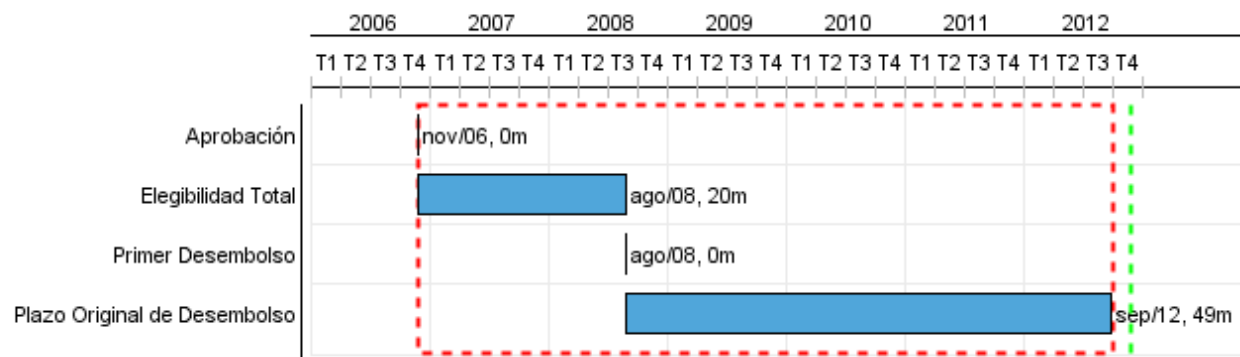
Categoría de Impacto Ambiental y Social del Proyecto: C(R)

### Reformulación

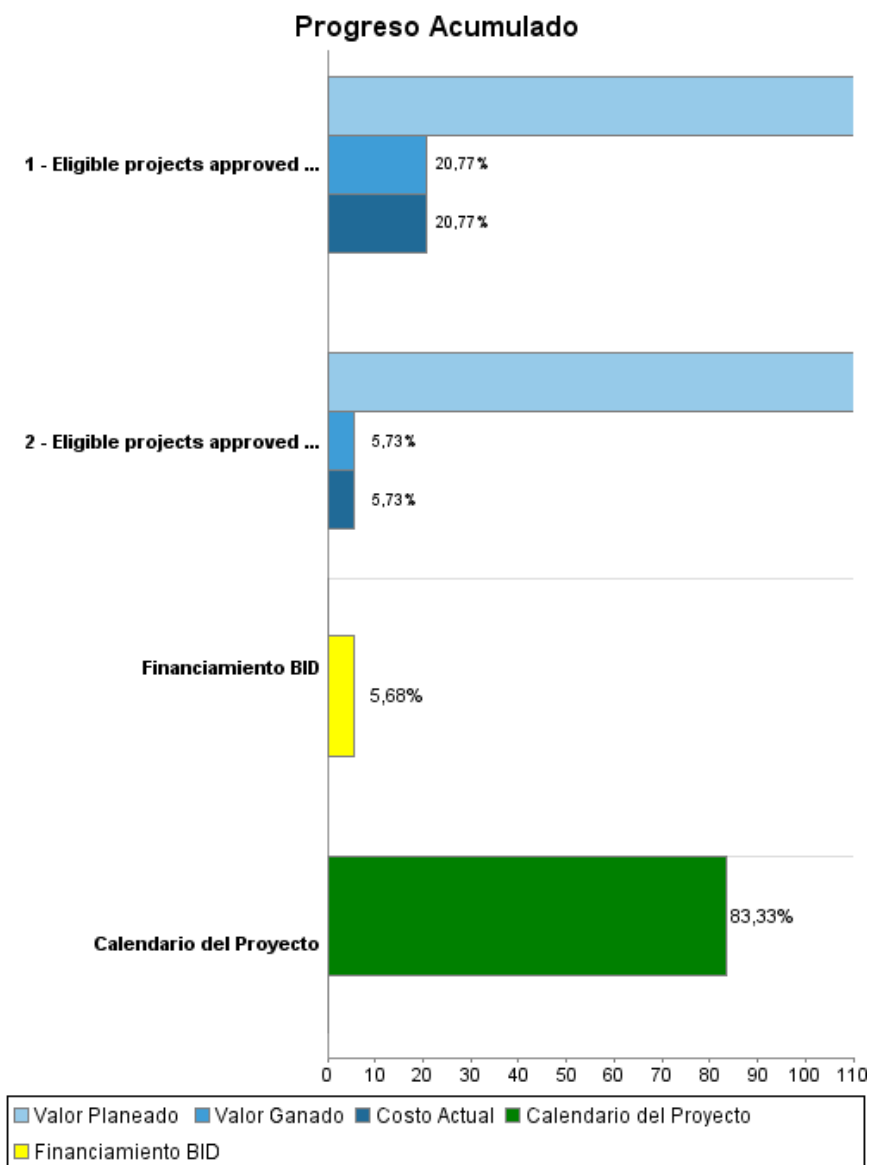
( ) ¿El objetivo (s) del proyecto fue reformulado?

### Validación

Validado por el Jefe de División: 30-abr-2012  
Validado por Representante de País: 30-abr-2012



## Progreso Acumulado al 2011



## 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. 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		Acumulado 2006 - 2007	2008	2009	2010	2011	2012	Fin de Proyecto
Users of public service (education) satisfied with the final outcome	%	70.00	2008	P		70.00	71.00	72.00	73.00	75.00	75.00
				A		70.00	71.00	73.00			
Users of public services (health) satisfied with the quality of the service	%	34.00	2008	P		34.00	34.00	35.00	35.00	36.00	36.00
				A		34.00	22.00	23.00			
Users of public services (overall service delivery modernization) say service got better over the past 5 years	%	28.00	2008	P		28.00	28.00	29.00	30.00	30.00	30.00
				A		28.00	24.00	17.00			
Average cost per user	%		2008	P							0.00
				A							
Average time required to complete a public service transaction for prioritized public services	Days		2008	P							0.00
				A							
Scoring of the World Economic Forum indicators for "e-government readiness"	Points (Scoring)	0.17	2005	P	0.22	0.05	1.00	1.04	1.08	1.09	1.09
				A	3.86	3.73	3.65				
Scoring of the World Economic Forum indicators for "government usage of ICT".	Points (Scoring)	0.68	2005	P	1.21	0.53	0.48	0.43	0.38	0.36	0.36
				A	4.23	2.89	3.04				
Interactive services.	Services	5.00	2008	P							9.00
				A							
Transactional services delivered online.	Services		2008	P							3.00
				A							
Users of interactive services.	%		2008	P							0.00
				A							
Users completing online transactions.	Users		2008	P							0.00
				A							

**Productos: Progreso Físico y Financiero Anual 2011**

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>									
Eligible projects approved and funded	Projects				20,00	2.214.000,00			1.699.840,00
<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>									
Eligible projects approved and funded [includes interactive services online, and online transactional services]	Projects		1,00		20,00	16.109.000,00	332.570,00		5.802.570,00
<b>Administrative Costs</b>									
<b>Promotion</b>									
<b>Evaluation</b>									
<b>TOTAL</b>						<b>18.323.000,00</b>	<b>332.570,00</b>		<b>7.502.410,00</b>