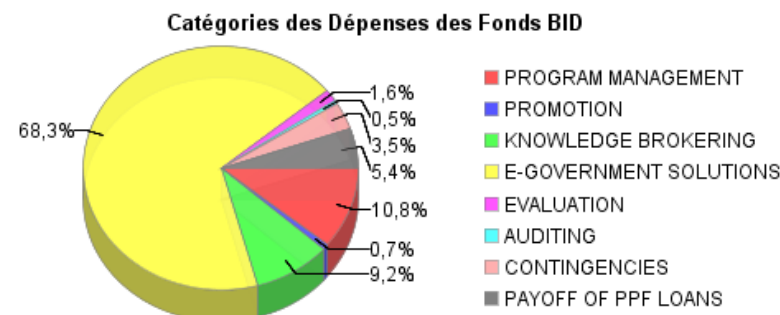
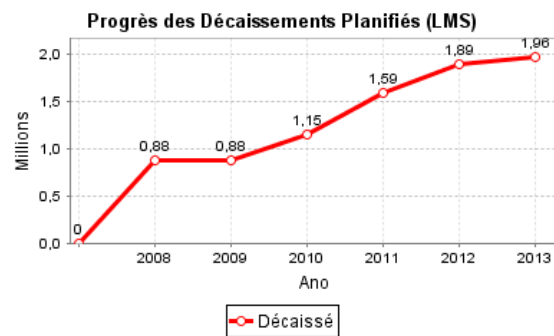


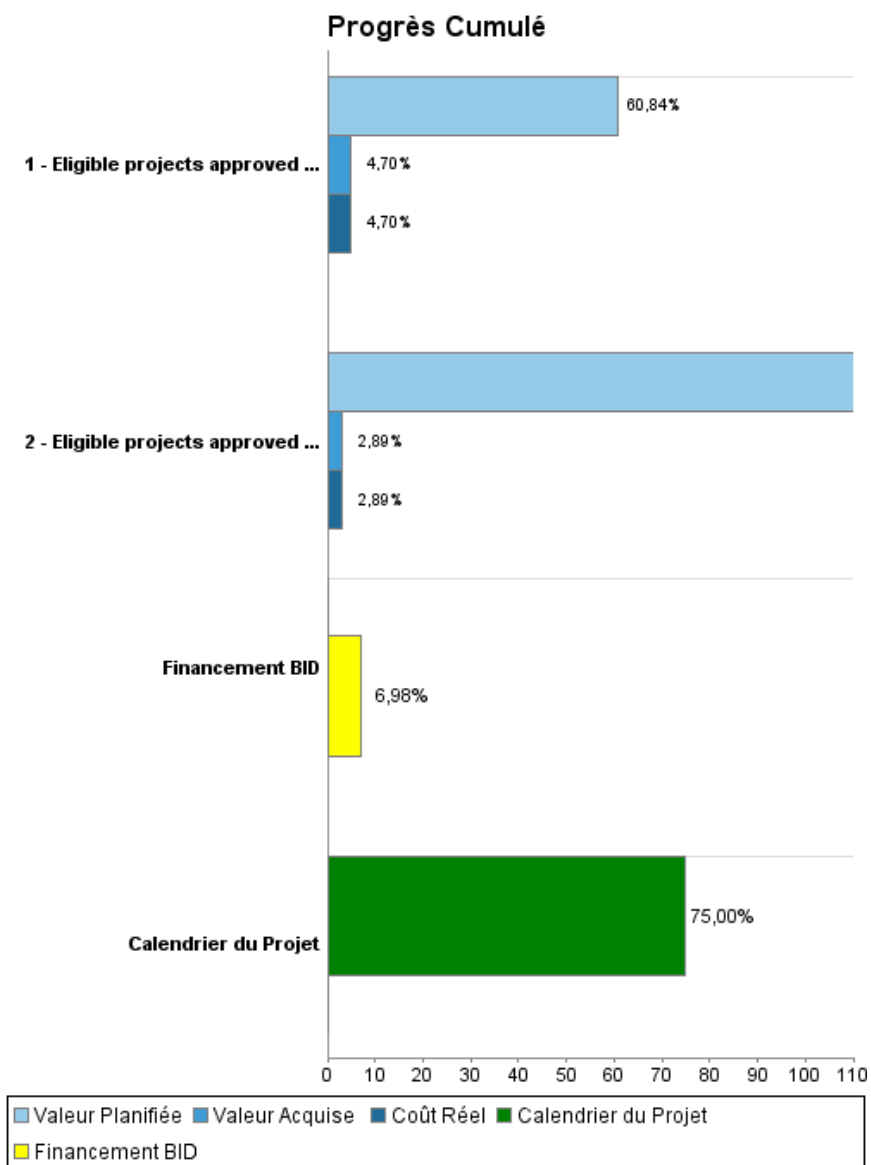
## Rapport Résumé

Données Générales		Fonds Disponibles (US\$)		Coût Total et Source de Financement	
Agence d' Exécution (EA):	Ministry of Public Administration and Information				
Secteur:	REFORM / MODERNIZATION OF THE STATE-E-GOVERNMENT				
Numéro(s) de Prêt(s):	1808/OC-TT	Montant Courant Approuvé:	28.000.000,00	Initial BID:	28.000.000,00
Étape:	Approved	Montant Décaissé à ce Jour:	1.955.611,40	Courant BID:	28.000.000,00
Type d' Opération:	INV - Investissement	% Décaissé:	6,98	Pari Passu:	80,00
Opération(s) Connexe(s):	TT-L1004	Solde:	26.044.388,60	Cofinancement/Pays:	7.000.000,00
Sous-Type de l'Opération:	ESP - Specific Investment Operation			Estimation Initiale:	35.000.000,00
				Période d'Amortissement (mois):	228

Catégorie d'Impact Environnemental et Social du Projet	Reformulation	Validation
Catégorie d'Impact Environnemental et Social du Projet: C(R)	( ) Les objectifs du projet ont-ils été reformulés?	Validé par le Chef de Division: 08-abr-2013 Validé par le Représentant: 11-abr-2013



## Progrès Cumulé à 2012



## Résultats

<b>Résultat:</b>	Public perception of public services improved (efficiency).
<b>Suposições:</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>Observações:</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.

Indicateur	Unité de Mesure	Ligne de Base	Année Ligne de Base		2006	2007	2008	2009	2010	Acumulado 2011 - 2012	Fin du Projet
Users of public service (education) satisfied with the final outcome	%	70,00	2008	P			70,00	71,00	72,00	148,00	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	71,00	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	60,00	30,00
				A			28,00	24,00	17,00		
Average cost per user	%		2008	P							
				A							
Average time required to complete a public service transaction for prioritized public services	Days		2008	P							
				A							
Scoring of the World Economic Forum indicators for "e-government readiness"	Points (Scoring)	0,17	2005	P	0,13	0,09	0,05	1,00	1,04	2,17	1,09
				A	0,51	3,35	3,73	3,65			
Scoring of the World Economic Forum indicators for "government usage of ICT".	Points (Scoring)	0,68	2005	P	0,63	0,58	0,53	0,48	0,43	0,74	0,36
				A	1,26	2,97	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							
				A							
Users completing online transactions.	Users		2008	P							
				A							

## Produites: Progrès Physique et Financier Annuel 2012

Description	Unité de Mesure	Physique				Financier			
		Planifié	Réel	Unités Cumulées	Unités FDP	Planifié	Réel	Coûts Cumulées	Coûts 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				8,00				7.503.200,00
<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				18,00	1.470.000,00	212.198,00		18.836.076,58
<b>Administrative Costs</b>									
Program Management - including project implementation unit staff	N/A					84.000,00	41.720,00		3.038.000,00
<b>Promotion</b>									
Develop a comprehensive promotion campaign and mechanisms to disseminate the results of the program	N/A					200,00			200.000,00
<b>Evaluation</b>									
Evaluation of the complementarity criteria	N/A					435,00			435.000,00
<b>TOTAL</b>						<b>1.554.635,00</b>	<b>253.918,00</b>		<b>30.012.276,58</b>