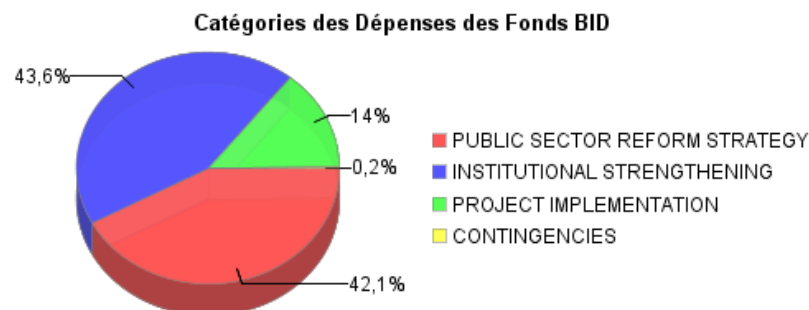
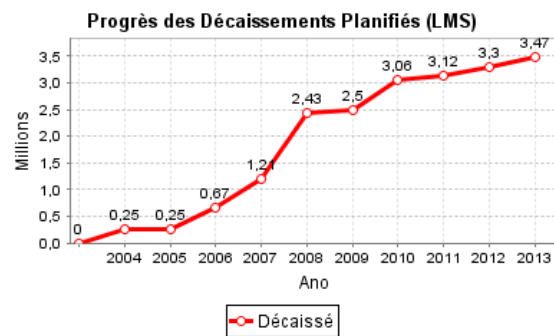
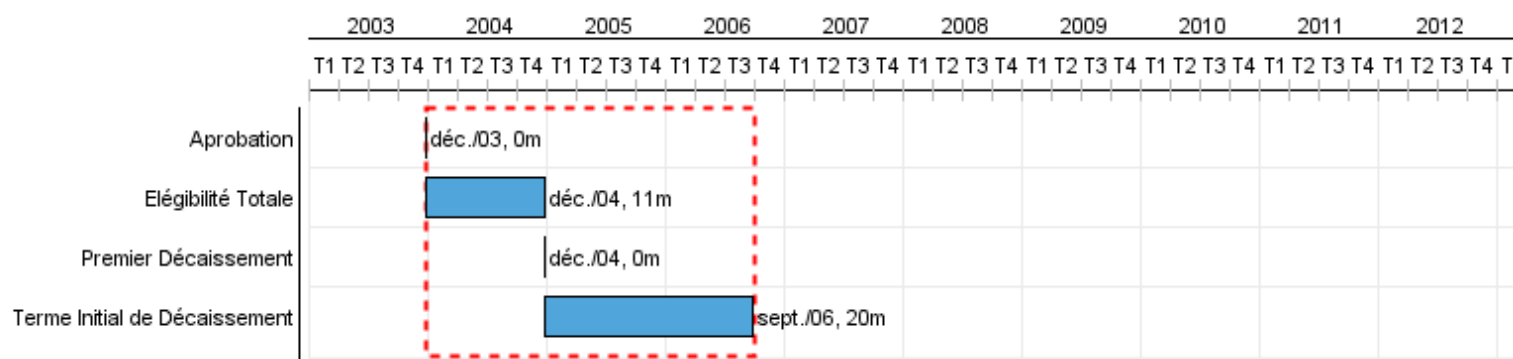


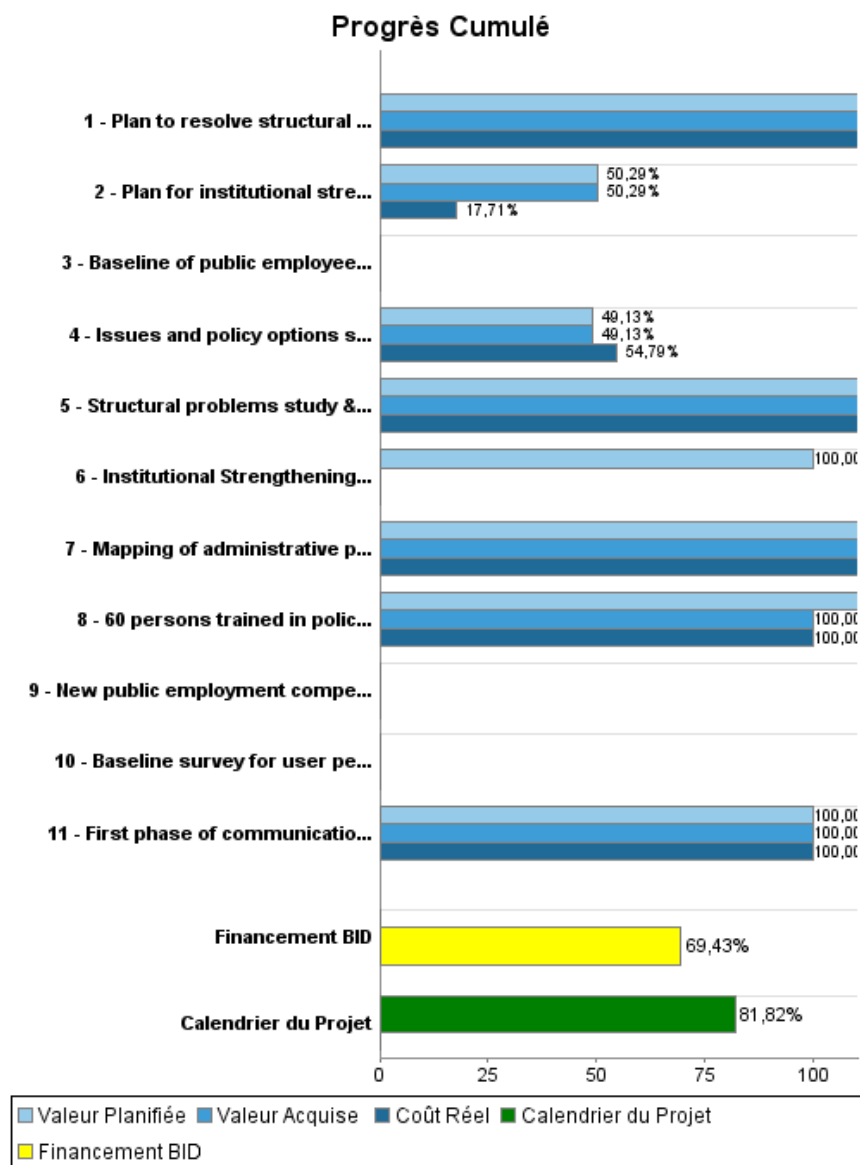
## Rapport Résumé

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-REFORM AND PUBLIC SECTOR SUPPORT				
Numéro(s) de Prêt(s):	1523/OC-TT	Montant Courant Approuvé:	5.000.000,00	Initial BID:	5.000.000,00
Étape:	Approved	Montant Décaissé à ce Jour:	3.471.589,43	Courant BID:	5.000.000,00
Type d' Opération:	INV - Investissement	% Décaissé:	69,43	Pari Passu:	80,00
Opération(s) Connexe(s):		Solde:	1.528.410,57	Cofinancement/Pays:	1.250.000,00
Sous-Type de l'Opération:	SEF - Sector Facility			Estimation Initiale:	6.250.000,00
				Période d'Amortissement (mois):	204

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: 28-mar-2013 Validé par le Représentant: 11-abr-2013



## Progrès Cumulé à 2012



## Résultats

<b>Résultat:</b>	Quality and efficiency of public services improved through the development and implementation of a long-term strategy to transform the public sector
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Indicateur	Unité de Mesure	Ligne de Base	Année Ligne de Base		2008	2009	2010	2011	Fin du Projet
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).	%		2008	P	49,00	49,00	49,00	49,00	49,00
				A		53,00	50,00		
Users satisfied with the final outcome.	%		2008	P	70,00	70,00	70,00		70,00
				A	70,00	71,00	73,00		
Average cost per user	\$		2008	P					
				A					
Users satisfied with quality of the service.	%		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.	%		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					
				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>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)</b>									
Issues and policy options study completed	Studies				2,00				1.327.000,00
Structural problems study & communications strategy	Report				1,00				532.000,00
First phase of communications strategy implemented	Report				1,00				100,00
Baseline survey for user perceptions of public services carried out	Survey				4,00				
<b>Structural capacity of the Public Sector strengthened. [original title before associating operations was 'Strengthening of the Public Sector's Structural Capacity']</b>									
Baseline of public employee demographics and attitudes completed	Report				1,00				
Mapping of administrative processes	Report				1,00				56.200,00
Plan to resolve structural issues hindering implementation of lhris completed	Plan				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	Report				2,00				1.750.000,00
60 persons trained in policy development and M&E.	Staff				60,00				140.000,00
Institutional Strengthening of the MOF -- PFM reform implementation plan	Report				1,00				178.820,00
<b>Administrative Costs</b>									
Project Implementation - includes project staff and costs	N/A						23.000,00		641.947,00
<b>TOTAL</b>							<b>23.000,00</b>		<b>4.632.311,00</b>