

## Informe Resumido

### Datos Básicos del Proyecto

Agencia Ejecutora (AE): Ministry of Public Administration and Information  
Sector: REFORM / MODERNIZATION OF THE STATE-REFORM AND PUBLIC SECTOR SUPPORT  
Número(s) de Préstamo: 1523/OC-TT  
Etapa: Approved  
Tipo de Operación: INV - Inversión  
Operación(es) Relacionada(s):  
Subtipo de Operación: SEF - Facilidad Sectorial

### Fondos Disponibles (US\$)

Monto Aprobado Actual: 5.000.000,00  
Monto Desembolsado a la fecha: 3.471.589,43  
% Desembolsado: 69,43  
Saldo: 1.528.410,57

### Costo total y Fuente

BID Original: 5.000.000,00  
Actual BID: 5.000.000,00  
Pari-passu: 80,00  
Co-financiamiento/País: 1.250.000,00  
Estimado Original: 6.250.000,00  
Período de Amortización (meses): 204

### Categoría de Impacto Ambiental y Social del Proyecto

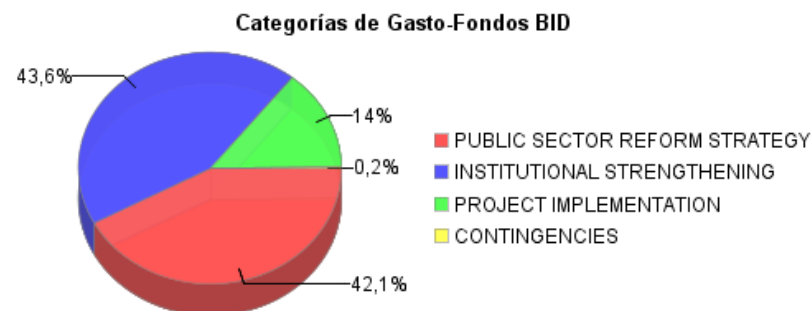
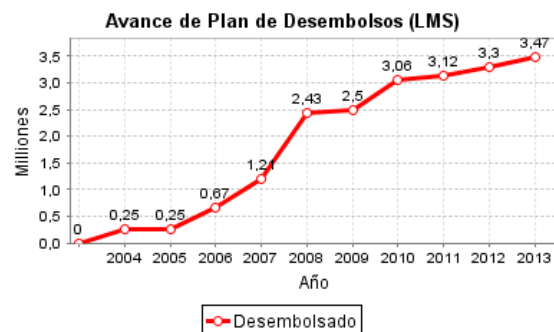
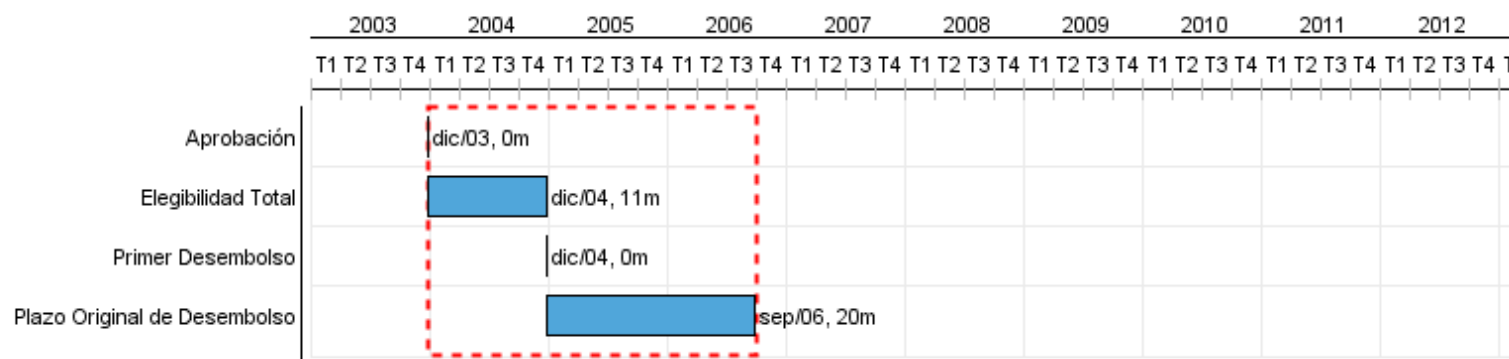
Categoría de Impacto Ambiental y Social del Proyecto: C(R)

### Reformulación

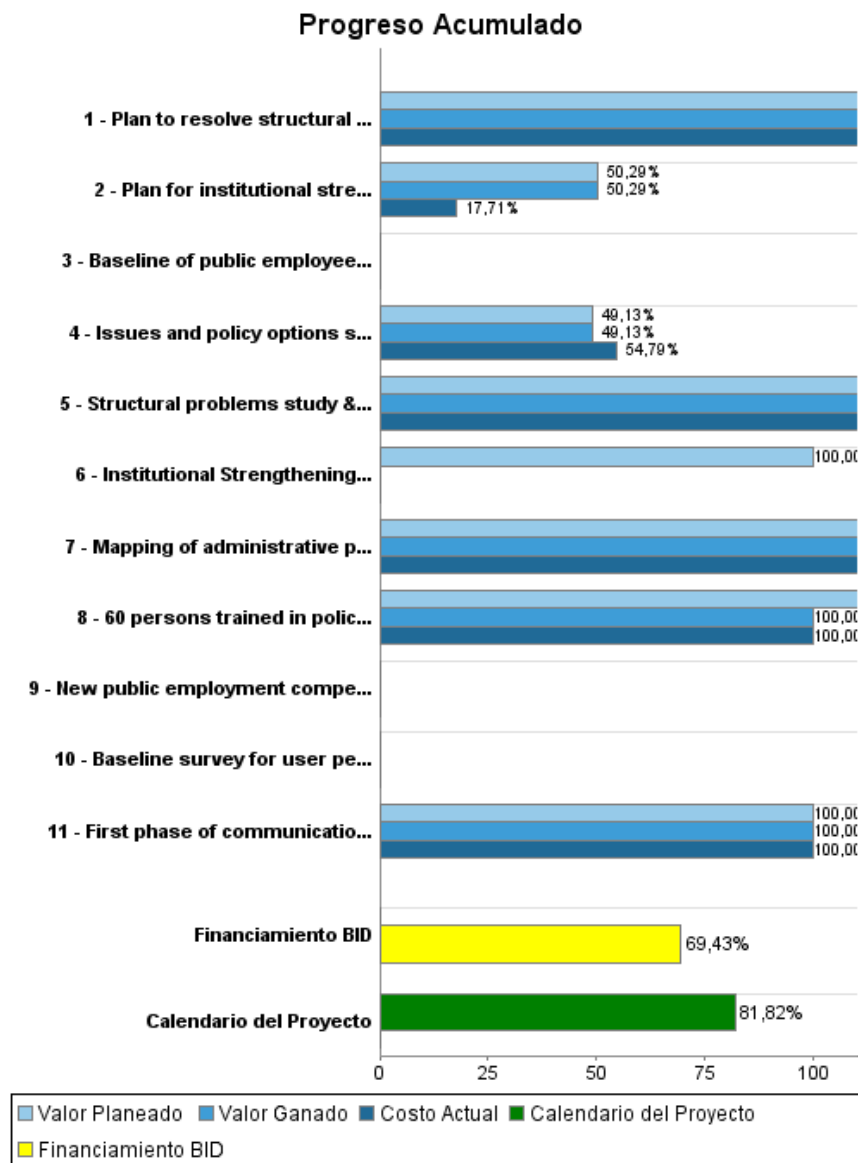
( ) ¿El objetivo (s) del proyecto fue reformulado?

### Validación

Validado por el Jefe de División: 28-mar-2013  
Validado por Representante de País: 11-abr-2013



## Progreso Acumulado al 2012



## Resultados

<b>Resultado:</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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Indicador	Unidad de Medida	Línea de base	Año Línea de base		2008	2009	2010	2011	Fin de Proyecto
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					

## Productos: Progreso Físico y Financiero Anual 2012

Descripción	Unidad de medida	Físico				Financiero			
		Planeado	Actual	Unidades Acumuladas	Unidades FDP	Planeado	Actual	Costos Acumulados	Costos 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>