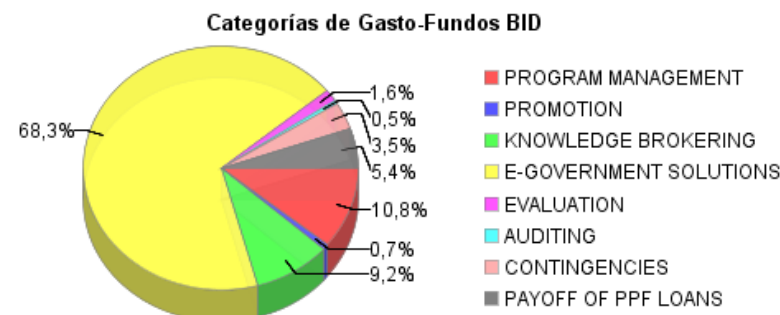
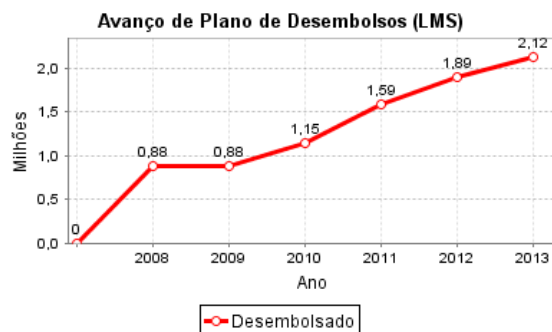
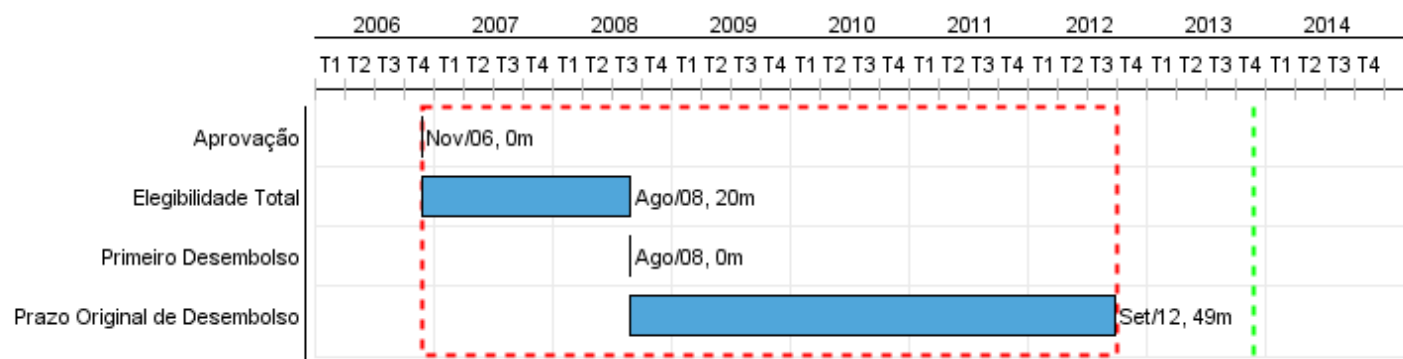


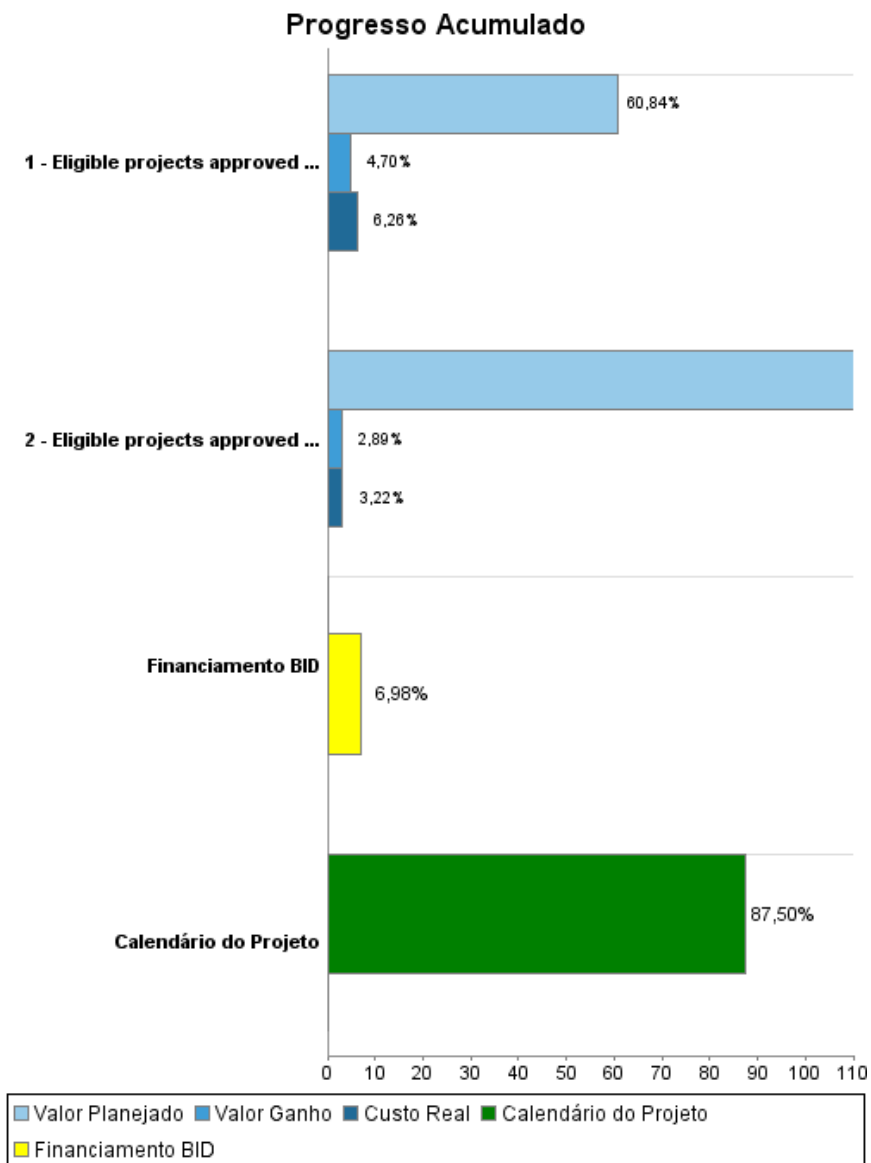
## Relatório Resumido

Dados Gerais	Fundos Disponíveis (US\$)	Custo Total e Fonte
Executor: Ministry of Public Administration and Information		
Sector: REFORM / MODERNIZATION OF THE STATE-E-GOVERNMENT		
Número da Operação: 1808/OC-TT	Atual: 28.000.000,00	Original BID: 28.000.000,00
Estágio: Approved	Desembolsado: 1.955.611,40	Corrente BID: 28.000.000,00
Tipo Operação: INV - Investimento	% Desembolsado: 6,98	Pari-passu: 80,00
Operação Relacionada: TT-L1004	Saldo: 26.044.388,60	Cofinanciamento/País: 7.000.000,00
Subtipo de Operação: ESP - Specific Investment Operation		Original Estimado: 35.000.000,00
		Período de Amortização (meses): 228

Categoria do impacto social	Reformulação	Validação
Categoria do impacto social: C(R)	( ) Os objetivos do projeto foram reformulados?	Validado pelo Chefe de Divisão: 08-oct-2013 Validado pelo Representante do País: 08-oct-2013



## Progresso Acumulado até 2013



## Resultados

<b>Resultado:</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.

Indicador	Unidade Medida	Linha Base	Ano Linha Base		2006	2007	2008	2009	2010	Acumulado 2011 - 2012	Final do Projeto
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							

## Produtos: Progresso Físico e Financeiro Anual 2013

Descrição	Unidade de medida	Físico				Financeiro			
		Planejado	Atual	Unidades Acumuladas	Unidades FDP	Planejado	Atual	Custos Acumulados	Custos 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	4,00			8,00	2.000.000,00	117.000,00		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	8,00			18,00	8.374.076,58	62.000,00		18.836.076,58
<b>Administrative Costs</b>									
Program Management - including project implementation unit staff	N/A						305.000,00		3.038.000,00
<b>Promotion</b>									
Develop a comprehensive promotion campaign and mechanisms to disseminate the results of the program	N/A								200.000,00
<b>Evaluation</b>									
Evaluation of the complementarity criteria	N/A								435.000,00
<b>TOTAL</b>						<b>10.374.076,58</b>	<b>484.000,00</b>		<b>30.012.276,58</b>