



Operation Number: **TT0056**  
Year- PMR Cycle: **First period Jan-Jun 2014**  
Last Update: **11/11/2014**  
PMR Validation Stage: **Validated by Division Chief**

Chief of Operations validation date: **11/17/2014**  
Division Chief validation date: **11/18/2014**  
Country Representative validation date:

Inter-American Development Bank - IDB  
Office of Strategic Planning and Development Effectiveness

## Operation Profile

### Basic Data

Operation name:	Electronic Government & Knowledge Brokering	Loan Number:	1808/OC-TT
Executing Agency (EA):	Ministry of Public Administration and Information		
Team Leader:	King,Dana Michael	Sector/Subsector:	E-GOVERNMENT
Operation Type:	Loan Operation	Overall Stage:	Closed (All the loans are closed).
Lending Instrument:	Investment Loan	Country:	TRINIDAD AND TOBAGO
Borrower:	TRINIDAD AND TOBAGO		
		Convergence related Operation(s):	

### Total Cost and Source

	Original IDB	Current Active IDB	Local Counterpart	Co-Financing/Country	Total operation cost - Original Estimate
TT0056	\$28,000,000.00	\$28,000,000.00	\$7,000,000.00	\$0.00	\$35,000,000.00

### Available Funds (US\$)

	Current IDB	Disb. Amount to Date	% Disbursed	Undisbursed Balance
TT0056	\$28,000,000.00	\$2,894,439.41	10.34%	\$25,105,560.59

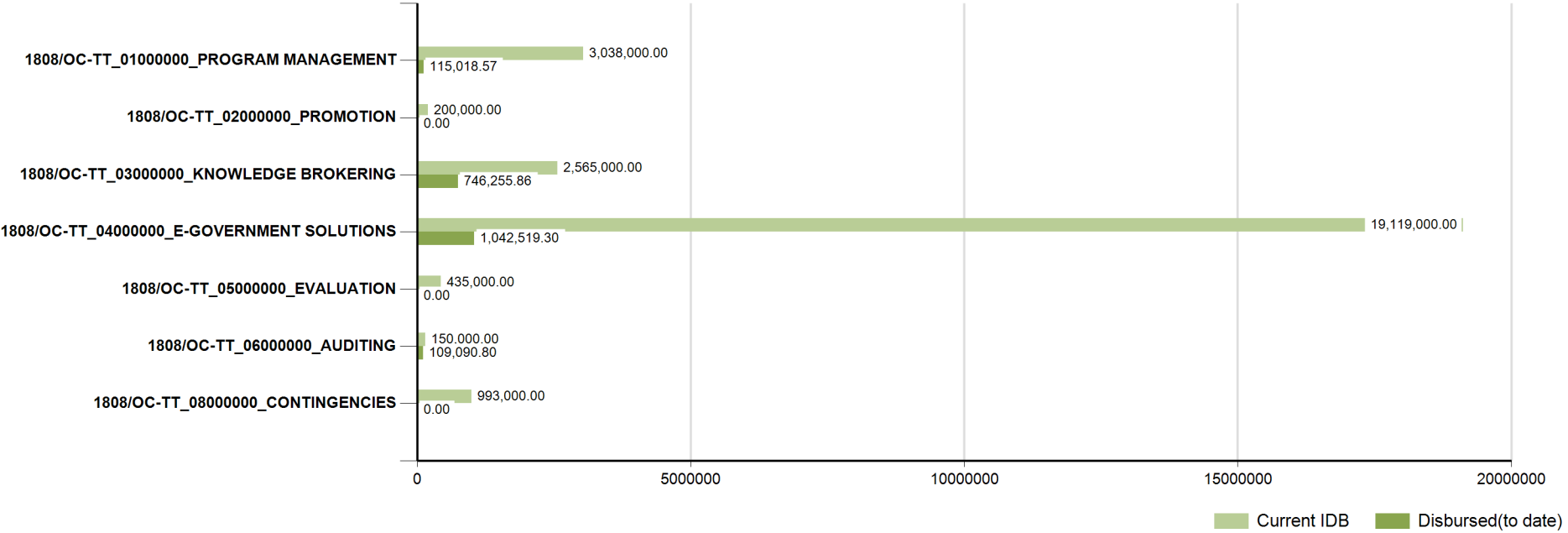
### Environmental and Social Safeguards

Main Operation	
Impacts Category:	C(R)
Safeguard Performance Rating:	
Safeguard Performance Rating - Rationale:	

### Reformulation Information

Main Operation	
Was/Were the objective(s) of this operation reformulated?	NO
Date of approval:	

Expense Categories by Loan Contract (cumulative values)



## Results Matrix

## Impacts

Impact:	1 Quality of governance improved, particularly with regard to government effectiveness								
Observation:	The logical framework of this project was retrofitted in 2008 to a results framework, as documented in an aide-memoir signed off between the Permanent Secretary and the Bank.								
Indicators	Flags*	Unit of Measure	Baseline	Baseline Year	Means of verification	Observations	2010		EOP
1.1 Average time required to complete a public service transaction [for at least 3 prioritized public services, according to data availability]		Days	0.00	2010	Copies of consultant reports and evaluations in the Ministry of Public Administration		P		0.00
	P(a)							0.00	
	A								

 RF - RF Indicator
  SI - Sector Indicator
  CI - Country Indicator
  PG - Pro-Gender
  PE - Pro-Ethnicity

## Outcomes

Outcome:	1 Public perception of public services improved (efficiency).														
Observation:	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.														
Indicators	Flags*	Unit of Measure	Baseline	Baseline Year	Means of verification	Observations	2006	2007	2008	2009	2010	2011	2012	EOP	
1.1 Users of public service (education) satisfied with the final outcome		%	70.00	2008	Baseline survey to be carried out in 2008 including at least 3 prioritized public services	Subsequent yearly waves to be conducted. Baseline to be broken down geographically and by gender and age group. Need to specify a minimum of 3 prioritized public services by IV/2008. Copies of survey results.	P			70.00	71.00	72.00	73.00	75.00	75.00
	P(a)								70.00	71.00	72.00	73.00	75.00	75.00	
	A								70.00	71.00	73.00				

1.2 Users of public services (health) satisfied with the quality of the service		%	34.00	2008	Baseline survey to be carried out in 2008 including at least 3 prioritized public services in 2008	Subsequent yearly waves to be conducted. Baseline to be broken down geographically and by gender and age group. Need to specify a minimum of 3 prioritized public services by IV/2008. Copies of survey results.	P			34.00	34.00	35.00	35.00	36.00	36.00
	P(a)								34.00	34.00	35.00	35.00	36.00	36.00	
	A								34.00	22.00	23.00				
1.3 Users of public services (overall service delivery modernization) say service got better over the past 5 years		%	28.00	2008	Baseline survey to be carried out in 2008 including at least 3 prioritized public services in 2008	Subsequent yearly waves to be conducted. Baseline to be broken down geographically and by gender and age group. Need to specify a minimum of 3 prioritized public services by IV/2008. Copies of survey results.	P			28.00	28.00	29.00	30.00	30.00	30.00
	P(a)								28.00	28.00	29.00	30.00	30.00	30.00	
	A								28.00	24.00	17.00				

1.4 Average cost per user		%	0.00	2008	Copies of consultant reports and evaluations	Need to specify a minimum of 3 prioritized public services by IV/2008	P								0.00
							P(a)								0.00
							A								
1.5 Average time required to complete a public service transaction for prioritized public services		Days	0.00	2008	Copies of consultant reports and evaluations	Need to specify a minimum of 3 prioritized public services by IV/2008.	P								0.00
							P(a)								0.00
							A								
1.6 Scoring of the World Economic Forum indicators for "e-government readiness".		Points (Scoring)	0.17	2005	World Economic Forum/Global Information Technology Report	Target to be End of Project. Baseline value is (-0.17)	P	0.13	0.09	0.05	1.00	1.04	1.08	1.09	1.09
							P(a)	0.13	0.09	0.05	1.00	1.04	1.08	1.09	1.09
							A	0.51	3.35	3.73	3.65				
1.7 Scoring of the World Economic Forum indicators for "government usage of ICT".		Points (Scoring)	0.68	2005	World Economic Forum/Global Information Technology Report	Target to be End of Project. Baseline value is (-0.68)	P	0.63	0.58	0.53	0.48	0.43	0.38	0.36	0.36
							P(a)	0.63	0.58	0.53	0.48	0.43	0.38	0.36	0.36
							A	1.26	2.97	2.89	3.04				
1.8 Interactive services.		Services	5.00	2008	Internet addresses of new services		P								9.00
							P(a)								9.00
							A								
1.9 Transactional services delivered online.		Services	0.00	2008	Internet addresses of new services	Target to be End of Project	P								3.00
							P(a)								3.00
							A								
1.10 Users of interactive services.		%	0.00	2008	Data from administrative software registering hits and results	Need baseline data for existing interactive services	P								0.00
							P(a)								0.00
							A								
1.11 Users completing online transactions.		Users	0.00	2008	Data from administrative software registering hits and results	Need baseline data for existing interactive services	P								0.00
							P(a)								0.00
							A								

## Outputs: Annual Physical and Financial Progress

DEMAND-DRIVEN PROJECTS for institutional strengthening implemented [original title before associating operations was only 'Knowledge Brokering']		Physical Progress			Financial Progress		
Outputs	Unit of Measure	2014		EOP	2014		EOP
Eligible projects approved and funded	Projects	P		5.00	P		2,918,000.00
		P(a)	4.00	6.00	P(a)	5,503,200.00	5,973,200.00
		A	4.00	6.00	A	180,535.00	650,535.00
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']		Physical Progress			Financial Progress		
Outputs	Unit of Measure	2014		EOP	2014		EOP
Eligible projects approved and funded [includes interactive services online, and online transactional services]	Projects	P		2.00	P		17,435,000.00
		P(a)	10.00	11.00	P(a)	10,000,000.00	10,606,768.00
		A	9.00	10.00	A	458,926.00	1,065,694.00

Administrative Costs
Promotion
Evaluation

Other Cost		2014	Cost
Program Management - including project implementation unit staff	P		\$3,038.00
	P(a)		\$346,720.00
	A	\$51,129.00	\$397,849.00
Develop a comprehensive promotion campaign and mechanisms to disseminate the results of the program	P		\$200.00
	P(a)		\$0.00
	A	\$0.00	\$0.00
Evaluation of the complementarity criteria	P		\$435.00
	P(a)		\$0.00
	A	\$0.00	\$0.00
Total Cost		2014	Total Cost
	P		\$20,356,673.00
	P(a)	\$15,503,200.00	\$16,926,688.00
	A	\$690,590.00	\$2,114,078.00

## Changes to the Matrix

No information related to this operation.

Please note that the Overall Stage represents the stage of the operation at the time of this report's publication, which might not necessarily match the stage of the operation during the PMR Cycle to which the report pertains.