



Public Sector Modernization Project III (P149913)

EUROPE AND CENTRAL ASIA | Armenia | Governance Global Practice |
IBRD/IDA | Investment Project Financing | FY 2016 | Seq No: 5 | ARCHIVED on 15-Jan-2018 | ISR31163 |

Implementing Agencies: Republic of Armenia, Office of the Government

Key Dates

Key Project Dates

Bank Approval Date:30-Sep-2015

Effectiveness Date:06-May-2016

Planned Mid Term Review Date:28-Dec-2018

Actual Mid-Term Review Date:--

Original Closing Date:31-Dec-2020

Revised Closing Date:31-Dec-2020

Project Development Objectives

Project Development Objective (from Project Appraisal Document)

The project development objective (PDO) is to improve quality of the public financial reporting and to improve access to selected enhanced e-government services.

Has the Project Development Objective been changed since Board Approval of the Project Objective?

No

Components

Name

Public Financial Management Information Systems:(Cost \$19.00 M)

e-Governance Solutions for Improved Service Delivery:(Cost \$14.00 M)

Capacity Building and Small Capacity Building Interventions:(Cost \$1.85 M)

Project Management:(Cost \$1.85 M)

Overall Ratings

Name	Previous Rating	Current Rating
Progress towards achievement of PDO	● Moderately Satisfactory	● Moderately Satisfactory
Overall Implementation Progress (IP)	● Moderately Satisfactory	● Moderately Satisfactory
Overall Risk Rating	● Substantial	● Substantial



Implementation Status and Key Decisions

The World Bank Board of Executive Directors approved the US\$21 million loan for the Third Public Sector Modernization Project (PSMP-III) for Armenia on September 30, 2015. The Loan Agreement was signed on November 18, 2015 and the project became effective on May 6, 2016. PSMP -III will further assist the Government of Armenia (GoA) in its on-going efforts to improve quality of the public financial reporting and to improve access to selected enhanced e-government services. PSMP-III includes three main components:

- 1) Public Financial Management Information Systems;
- 2) e-Governance Solutions for Improved Service Delivery; and
- 3) Capacity Building and Small Capacity Building Interventions.

The project experienced issues related to timely commencement of a number of planned activities due to various fiscal, regulatory and capacity constraints, which are mostly overcome. As of December 2017, the project succeeded in initiating several tasks, most importantly (i) development of e-Consulate System, and (ii) technical assistance on strengthening policy and institutional setup of e-governance management in Armenia. The project team currently prepares procurement of pre-trial case management system for investigative agencies, a platform for electronic citizen feedback on public services, and electronic modules for emergency police dispatch and electronic traffic accident documentation system.

Risks

Systematic Operations Risk-rating Tool

Risk Category	Rating at Approval	Previous Rating	Current Rating
Political and Governance	● Substantial	● Substantial	● Substantial
Macroeconomic	● Moderate	● Moderate	● Moderate
Sector Strategies and Policies	● Moderate	● Moderate	● Moderate
Technical Design of Project or Program	● Substantial	● Substantial	● Substantial
Institutional Capacity for Implementation and Sustainability	● Substantial	● Substantial	● High
Fiduciary	● Moderate	● Moderate	● Moderate
Environment and Social	● Low	● Low	● Low
Stakeholders	● Moderate	● Moderate	● Moderate
Other	--	--	--
Overall	● Substantial	● Substantial	● Substantial

Results

Project Development Objective Indicators

► Improved quality of annual financial reporting (Text, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	Financial reports for two	Pilot sectors are being	The healthcare and	Financial



	selected pilot sectors are prepared annually but do not include all information on revenue, expenditure, financial assets and liabilities, guarantees and long-term obligations.	identified with MoF	agriculture sectors were identified as pilots.	reports for two selected pilot sectors prepared annually and are comparable with the approved budget, and include information on revenue, expenditure, financial assets and liabilities, guarantees and long-term obligations.
Date	01-Jan-2016	15-Jun-2017	30-Nov-2017	31-Dec-2020

► Average processing time for public services (hours)(Comment: Reduced time for processing a passport extension request by the Consular Department of the Ministry of Foreign Affairs. (Hours, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	500.00	500.00	500.00	48.00
Date	01-Jan-2016	15-Jun-2017	30-Nov-2017	31-Dec-2020

► Increased access to e- consular services for issuing citizenship, civil status certificates and statements on any existing criminal records (data disaggregated by gender) (Number, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	0.00	10,000.00
Date	01-Jan-2016	15-Jun-2017	30-Nov-2017	31-Dec-2020

Overall Comments

Intermediate Results Indicators



► Rollout and use for financial reporting (annual financial statements) of newly adopted APSAS (based on IPSAS) (Text, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	Currently no accounting standards (Armenia is currently using Accounting rules based on former USSR 1987 Decree)	APSAS are formally endorsed, pilot sectors are being identified	APSAS are formally endorsed, the healthcare and agriculture sectors are identified as pilots.	APSAS is fully implemented in two selected pilot sectors and consolidated government financial statements are prepared.
Date	01-Jan-2016	15-Jun-2017	30-Nov-2017	31-Dec-2020

► Reduced time for police dispatch in emergency situations (in at least two selected pilot regions/marzes). (Text, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	15-20 minutes	15-20 minutes	15-20 minutes	Under 5 minutes
Date	01-Jan-2016	15-Jun-2017	30-Nov-2017	31-Dec-2020

Comments

The technical specifications for the system are being finalized.

► Reduced time to transmit information/messages relevant for the pre-trial proceedings between prosecutors' offices in different regions. (Text, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	One week by special express mail (send via post office)	Same as baseline	Same as baseline	Immediate (electronic transmission)
Date	01-Jan-2016	15-Jun-2017	30-Nov-2017	31-Dec-2020



► Increase in the average number of bids/tenders competing for bus and minibus interregional routes. (Number, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	1.10	1.10	1.10	1.50
Date	01-Jan-2016	15-Jun-2017	30-Nov-2017	31-Dec-2020

Comments

Relevant activities will be initiated after the mid-term review of the project.

► Increase the share of total number of cases processed by the Ethics Commission and which will be analyzed based on the risk indicators/Red Flags (Percentage, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	0.00	100.00
Date	01-Jan-2016	15-Jun-2017	30-Nov-2017	31-Dec-2020

► Increased gender-disaggregated data is available on the use of e-services which are provided by selected agencies (Text, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	No gender disaggregated data available in line ministries/agencies which will provide e-services	Same as baseline	Same as baseline	Gender disaggregated data on e-services is available to ministry of foreign affairs; Prosecutor's Department; Ethics Commission; Police
Date	01-Jan-2016	15-Jun-2017	30-Nov-2017	31-Dec-2020

Comments

The gender-disaggregated data is still not available due to the delays in procurement of the electronic platform for citizen feedback.



► Reduced time to issue the certificate of civil status by the Consular Department of the Ministry of Foreign Affairs (Days, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	60.00	60.00	60.00	10.00
Date	01-Jan-2016	15-Jun-2017	30-Nov-2017	31-Dec-2020

Comments

E-consular system is currently under development.

► Increased share of citizens (disaggregated by gender) providing voluntary feedback on specific public services (percentage - data generated from system) (Percentage, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	0.00	20.00
Date	01-Jan-2016	15-Jun-2017	30-Nov-2017	31-Dec-2020

Comments

The gender-disaggregated data is still not available due to the delays in procurement of the electronic platform for citizen feedback.

► Number of Armenian Academy of Public Administration ToTs through proposed twinning arrangements/collaborations with selected international public schools. (Number, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	0.00	50.00
Date	01-Jan-2016	15-Jun-2017	30-Nov-2017	31-Dec-2020

Overall Comments

Data on Financial Performance



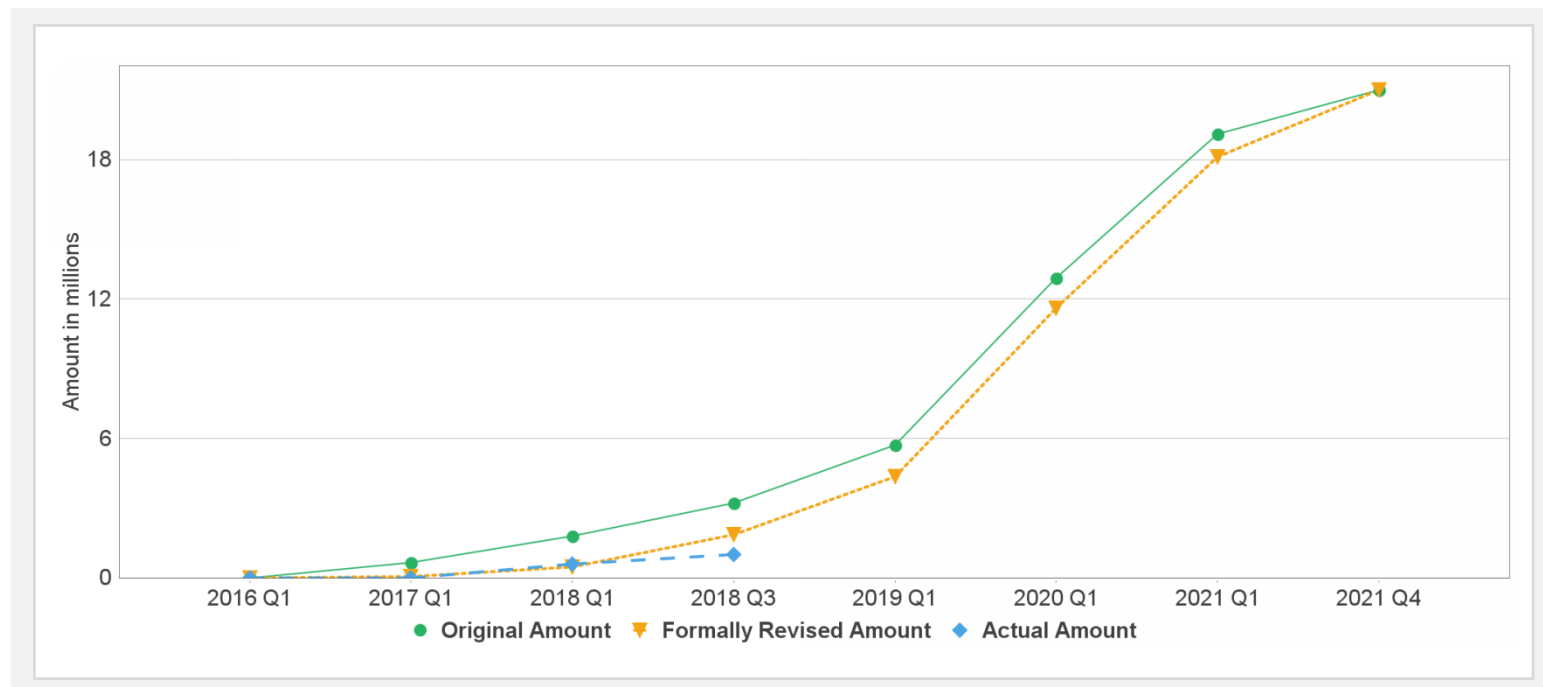
Disbursements (by loan)

Project	Loan/Credit/TF	Status	Currency	Original	Revised	Cancelled	Disbursed	Undisbursed	Disbursed
P149913	IBRD-85390	Effective	USD	21.00	21.00	0.00	1.05	19.95	5%

Key Dates (by loan)

Project	Loan/Credit/TF	Status	Approval Date	Signing Date	Effectiveness Date	Orig. Closing Date	Rev. Closing Date
P149913	IBRD-85390	Effective	30-Sep-2015	18-Nov-2015	06-May-2016	31-Dec-2020	31-Dec-2020

Cumulative Disbursements



Restructuring History

There has been no restructuring to date.

Related Project(s)



There are no related projects.
