Mr. Viorel Soltan
Director
Center for Health Policies and Studies
99/1 V. Alecsandri St.
Chisinau MD-2012,
Republic of Moldova

Re: GPSA Implementing Participatory Social Accountability for Better Health
(Grant No. TF018162)
Additional Instructions: Disbursement Letter

Dear Mr. Soltan:

I refer to the Letter Agreement ("Agreement") between the International Bank for Reconstruction and Development and the International Development Association ("World Bank"), acting as administrator of grant funds provided by various donors ("Donors") under the Global Partnership for Social Accountability Trust Fund ("GPSA Trust Fund"), and Center for Health Policies and Studies (the "Recipient") for the above-referenced project of even date, herewith. The Agreement provides that the World Bank may issue additional instructions regarding the withdrawal of the proceeds of Grant TF018162 ("Grant"). This letter ("Disbursement Letter"), as revised from time to time, constitutes the additional instructions.

The attached World Bank Disbursement Guidelines for Projects, dated May 1, 2006 ("Disbursement Guidelines") (Attachment 1) are an integral part of the Disbursement Letter. The manner in which the provisions in the Disbursement Guidelines apply to the Grant is specified below. Sections and subsections in parentheses below refer to the relevant sections and subsections in the Disbursement Guidelines and, unless otherwise defined in this letter, the capitalized terms used have the meanings ascribed to them in the Disbursement Guidelines.

I. Disbursement Arrangements

(i) Disbursement Methods (section 2). The following Disbursement Methods may be used under the Grant:

- Reimbursement
- Advance
- Direct Payment

(ii) Disbursement Deadline Date (subsection 3.7). The Disbursement Deadline Date is four (4) months after the Closing Date specified in the Grant Agreement. Any changes to this date will be notified by the World Bank.

(iii) Disbursement Conditions (subsection 3.8). Please refer to the Withdrawal Condition(s) in Section 3.02 of the Grant Agreement.
II. Withdrawal of Grant Proceeds

(i) Authorized Signatures (subsection 3.1). A letter in the Form attached (Attachment 2) should be furnished to the World Bank at the address indicated below providing the name(s) and specimen signature(s) of the official(s) authorized to submit Applications:

The World Bank
Pushkin Street, 20/1
MD-2012, Chisinau
Republic of Moldova
Attention: Alexander Kremer Country Manager, Republic of Moldova, Europe and Central Asia

(ii) Applications (subsections 3.2- 3.3). Please provide completed applications for withdrawal, together with supporting documents, through the World Bank’s Client Connection, web-based portal, following the instructions for electronic delivery. In the case the Recipient does not have internet access, the World Bank may permit the delivery of applications for withdrawal, together with supporting documents, in accordance with subsection 3.3, to the following address:

The World Bank
11, Taramani Main Road, Taramani,
Chennai – 600113, India
Attention: Loan Department

(iii) Electronic Delivery (subsection 3.4). The World Bank may permit the Recipient to electronically deliver to the World Bank Applications (with supporting documents) through the World Bank’s Client Connection, web-based portal. The option to deliver Applications to the World Bank by electronic means may be effected if: (a) the Recipient has designated in writing, pursuant to the terms of subparagraph (i) of this Section, its officials who are authorized to sign and deliver Applications and to receive secure identification credentials (“SIDC”) from the World Bank for the purpose of delivering such Applications by electronic means; and (b) all such officials designated by the Recipient have registered as users of Client Connection. If the World Bank agrees, the World Bank will provide the Recipient with SIDC for the designated officials. Following which, the designated officials may deliver Applications electronically by completing Form 2380, which is accessible through Client Connection (https://clientconnection.worldbank.org). The Recipient may continue to exercise the option of preparing and delivering Applications in paper form. The World Bank reserves the right and may, at its sole discretion, temporarily or permanently disallow the electronic delivery of Applications by the Recipient.

(iv) Terms and Conditions of Use of SIDC to Process Applications. By designating officials to accept SIDC and by choosing to deliver the Applications electronically, the Recipient confirms through the authorized signatory letter its agreement to: (a) abide by the Terms and Conditions of Use of Secure Identification Credentials in connection with Use of Electronic Means to Process Applications and Supporting Documentation (“Terms and Conditions of Use of SIDC”) provided in Attachment 3; and (b) deliver the Terms and Conditions of Use of SIDC to each such official and cause such official to abide by those terms and conditions.

(v) Minimum Value of Applications (subsection 3.5). The Minimum Value of Applications for Reimbursements and Direct Payments is US$50,000.
(vi) Advances (sections 5 and 6) to: Center for Health Policies and Studies (PAS)

- **Type of Designated Account (subsection 5.3):** Segregated
- **Currency of Designated Account (subsection 5.4):** USD
- **Financial Institution at which the Designated Account Will Be Opened (subsection 5.5):** BC Victoriabank SA Bank
- **Ceiling (subsection 6.1):** Twelve month forecast subject to limits defined in Attachment 4

III. Reporting on Use of Grant Proceeds

(i) **Supporting Documentation (section 4):** Supporting documentation should be provided with each application for withdrawal as set out below:

For reporting eligible expenditures paid from the Designated Account
- Indicative Schedule of Disbursements (Attachment 4)
- Financial Reports approved by the World Bank in the agreed format (Attachment 5)
- List of payments for contracts subject to the Bank’s prior review in the form attached (Attachment 6).
- A Designated Account activity/reconciliation statement, in the form attached (Attachment 7) together with a copy of the Designated Account Bank statement.

For requests for Reimbursement
- Indicative Schedule of Disbursements (Attachment 4)
- Financial Reports approved by the World Bank in the agreed format (Attachment 5)
- List of payments for contracts subject to the World Bank’s prior review in the form attached (Attachment 6).

For requests for Direct Payment: records evidencing eligible expenditures, e.g., copies of receipts, supplier invoices

(ii) **Frequency of Reporting Eligible Expenditures Paid from the Designated Account (subsection 6.3):** Annually or more often if needed.

IV. Other Important Information


From the Client Connection website, you will be able to download Applications, monitor the near real-time status of the Grant, and retrieve related policy, financial, and procurement information.

If you have not already done so, the World Bank recommends that you register as a user of the Client Connection website ([https://clientconnection.worldbank.org](https://clientconnection.worldbank.org)). From this website you will be able to download Applications, monitor the near real-time status of the Grant, and retrieve related policy, financial, and procurement information. All Recipient officials authorized to sign and deliver Applications by electronic means are required to register with Client Connection before electronic
delivery can be effected. For more information about the website and registration arrangements, please contact the World Bank by email at <clientconnection@worldbank.org>.

If you have any queries in relation to the above, please contact the Loan Department by sending an email to CTRLD-TF@worldbank.org and using the trust fund number as a reference.

Yours sincerely,

INTERNATIONAL BANK FOR RECONSTRUCTION AND DEVELOPMENT
INTERNATIONAL DEVELOPMENT ASSOCIATION

By ____________________________

Alexander Kremer
Country Manager
Republic of Moldova
Europe and Central Asia

Attachments

2. Form for Authorized Signatures.
4. Indicative Schedule of Disbursements.
6. List of Payments Against Contracts Subject to the World Bank's Prior Review.
7. Designated Account Reconciliation Statement.
Attachment 2

Form of Authorized Signatory Letter

Center for Health Policies and Studies
99/1 V. Alecsandri St.,
Chisinau MD-2012,
Republic of Moldova

Date: ______________

The World Bank
Pushkin Street, 20/1
MD-2012, Chisinau
Republic of Moldova

Attention: Alexander Kremer Country Manager, Republic of Moldova, Europe and Central Asia

Dear Mr. Fan:

Re: GPSA Implementing Participatory Social Accountability for Better Health in Moldova (Grant No TF018162)

I refer to the Grant Agreement ("Agreement") between the International Bank for Reconstruction and Development ("World Bank"), acting as administrator of grant funds provided by multiple donors ("Donors") under the Global Partnership for Social Accountability Trust Fund ("GPSA Trust Fund") and Center for Health Policies and Studies for the above-referenced Grant, dated _______ 2014 providing the above Grant. For the purposes of Section 3.04 (b) of the Standard Conditions, as defined in the Agreement, any [one] of the persons whose authenticated specimen signatures appear below is authorized on behalf of the Recipient to sign applications for withdrawal under this Grant.

For the purpose of delivering Applications to the World Bank, each of the persons whose authenticated specimen signatures appears below is authorized on behalf of the Recipient, acting individually, to deliver Applications, and evidence in support thereof on the terms and conditions specified by the World Bank.

1 Instruction to the Recipient when sending this letter to the World Bank: Stipulate if more than one person needs to sign Applications, and how many or which positions, and if any thresholds apply. Please delete this footnote in final letter that is sent to the World Bank.

2 Instruction to the Recipient: Stipulate if more than one person needs to jointly sign Applications, if so, please indicate the actual number. Please delete this footnote in final letter that is sent to the World Bank.

3 Instruction to the Recipient: Use this bracket if any one of the authorized persons may sign; if this is not applicable, please delete. Please delete this footnote in final letter that is sent to the World Bank.

4 Instruction to the Recipient: Use this bracket only if several individuals must jointly sign each Application; if this is not applicable, please delete. Please delete this footnote in final letter that is sent to the World Bank.
5 [This confirms that the Recipient is authorizing such persons to accept Secure Identification Credentials (SIDC) and to deliver the Applications and supporting documents to the World Bank by electronic means. In full recognition that the World Bank shall rely upon such representations and warranties, including without limitation, the representations and warranties contained in the Terms and Conditions of Use of Secure Identification Credentials in connection with Use of Electronic Means to Process Applications and Supporting Documentation ("Terms and Conditions of Use of SIDC"), the Recipient represents and warrants to the World Bank that it will cause such persons to abide by those terms and conditions.]

This Authorization replaces and supersedes any Authorization currently in the World Bank records with respect to this Agreement.

[Name], [position] Specimen Signature: ______________________

[Name], [position] Specimen Signature: ______________________

[Name], [position] Specimen Signature: ______________________

Yours truly,

/ signed /

__________________________

Executive Director

5 Instruction to the Recipient: Add this paragraph if the Recipient wishes to authorize the listed persons to accept Tokens and to deliver Applications by electronic means; if this is not applicable, please delete the paragraph. Please delete this footnote in final letter that is sent to the World Bank.
Terms and Conditions of Use of Secure Identification Credentials  
in connection with Use of Electronic Means  
to Process Applications  
and Supporting Documentation  

March 1, 2013

The World Bank (Bank)\textsuperscript{6} will provide secure identification credentials (SIDC) to permit the Borrower\textsuperscript{7} to deliver applications for withdrawal and applications for special commitments under the Agreement(s) and supporting documentation (such applications and supporting documentation together referred to in these Terms and Conditions of Use as Applications) to the Bank electronically, on the terms and conditions of use specified herein.

SIDC can be either: (a) hardware-based (Physical Token), or (b) software-based (Soft Token). The Bank reserves the right to determine which type of SIDC is most appropriate.

A. Identification of Users

1. The Borrower will be required to identify in a completed Authorized Signatory Letter (ASL) duly delivered to and received by the Bank each person who will be authorized to deliver Applications. The Bank will provide SIDC to each person identified in the ASL (Signatory), as provided below. The Borrower shall also immediately notify the Bank if a Signatory is no longer authorized by the Borrower to act as a Signatory.

2. Each Signatory must register as a user on the Bank’s Client Connection (CC) website (https://clientconnection.worldbank.org) prior to receipt of his/her SIDC. Registration on CC will require that the Signatory establish a CC password (CC Password). The Signatory shall not reveal his/her CC Password to anyone or store or record the CC Password in written or other form. Upon registration as a CC user, the Signatory will be assigned a unique identifying account name.

B. Initialization of SIDC

1. Prior to initialization of SIDC by a Signatory, the Signatory will acknowledge having read, understood and agreed to be bound by these Terms and Conditions of Use.

\textsuperscript{6} “Bank” includes IBRD and IDA.

\textsuperscript{7} “Borrower” includes the borrower of an IBRD loan, IDA credit, or Project Preparation Facility advance and the recipient of a grant.
2. Where a Physical Token is to be used, promptly upon receipt of the Physical Token, the Signatory will access CC using his/her account name and CC Password and set a personal identification number (PIN) to be used in connection with the use of his/her Physical Token, after which the Physical Token will be initialized for use by the Signatory exclusively for purposes of delivering Applications. Where a Soft Token is to be used, the Signatory will access CC using his/her account name and CC Password and set a personal identification number (PIN) to be used in connection with the use of his/her Soft Token, after which the Soft Token will be initialized for use by the Signatory exclusively for purposes of delivering Applications. Upon initialization of the SIDC, the Signatory will be a “SIDC User”. The Bank will maintain in its database a user account (Account) for each SIDC User for purposes of managing the SIDC of the SIDC User. Neither the Borrower nor the SIDC User will have any access to the Account.

3. Prior to first use of the SIDC by the SIDC User, the Borrower shall ensure that the SIDC User has received training materials provided by the Bank in use of the SIDC.

C. Use of SIDC

1. Use of the SIDC is strictly limited to use in the delivery of Applications by the SIDC User in the manner prescribed by the Bank in the Agreement(s) and these Terms and Conditions. Any other use of the SIDC is prohibited.

2. The Bank assumes no responsibility or liability whatsoever for any misuse of the SIDC by the SIDC User, other representatives of the Borrower, or third parties.

3. The Borrower undertakes to ensure, and represents and warrants to the Bank (such representation and warranty being expressly relied upon by the Bank in granting SIDC) that each SIDC User understands and will abide by, these Terms and Conditions of Use, including without limitation the following:

4. Security

4.1. The SIDC User shall not reveal his/her PIN to anyone or store or record the PIN in written or other form.

4.2. The SIDC User shall not allow anyone else to utilize his/her SIDC to deliver an Application to the Bank.

4.3. The SIDC User shall always logout from CC when not using the system. Failure to logout properly can create a route into the system that is unprotected.
4.4. If the SIDC User believes a third party has learned his/her PIN or has lost his/her Physical Token he/she shall immediately notify clientconnection@worldbank.org.

4.5. The Borrower shall immediately notify the Bank at clientconnection@worldbank.org of any lost, stolen or compromised SIDC, and take other reasonable steps to ensure such SIDC are disabled immediately.

5. **Reservation of Right to Disable SIDC**

5.1. The Borrower shall reserve the right to revoke the authorization of a SIDC User to use a SIDC for any reason.

5.2. The Bank reserves the right, in its sole discretion, to temporarily or permanently disable a SIDC, de-activate a SIDC User’s Account or both.

6. **Care of Physical Tokens**

6.1. Physical Tokens will remain the property of the Bank.

6.2. The Bank will physically deliver a Physical Token to each Signatory designated to receive one in a manner to be determined by and satisfactory to the Bank.

6.3. Physical Tokens contain delicate and sophisticated instrumentation and therefore should be handled with due care, and should not be immersed in liquids, exposed to extreme temperatures, crushed or bent. Also, Physical Tokens should be kept more than five (5) cm from devices that generate electromagnetic radiation (EMR), such as mobile phones, phone-enabled PDAs, smart phones and other similar devices. Physical Tokens should be carried and stored separate from any EMR device. At close range (less than 5 cm), these devices can output high levels of EMR that can interfere with the proper operation of electronic equipment, including the Physical Token.

6.4. Without derogating from these Terms and Conditions of Use, other technical instructions on the proper use and care of Physical Tokens are available at http://www.rsa.com.

7. **Replacement**

7.1. Lost, damaged, compromised (in terms of 4.5, above) or destroyed Physical Tokens will be replaced at the expense of the Borrower.

7.2. The Bank reserves the right, in its sole discretion, not to replace any Physical Token in the case of misuse, or not to reactivate a SIDC User’s Account.
The Recipient’s requests for withdrawal of Grant proceeds shall be made in accordance with the schedule set forth below, subject to the World Bank’s receipt of the relevant withdrawal application and supporting documentation, satisfactory to the World Bank, as indicated in Section III of the Disbursement Letter. The supporting documentation for all advances excepting the first advance shall include an Annual Progress Report and Annual Interim Financial Report, and copies of any corresponding deliverables, that cover the activities, results and deliverables financed by the preceding advance. The table below presents the indicative schedule for disbursements, related supporting documentation, and a list of milestones as agreed upon between the GPSA Secretariat and the grantee:

<table>
<thead>
<tr>
<th>Indicative Timing of Disbursements, Supporting Documents and related Milestones</th>
<th>Disbursement Amount (USD)</th>
<th>Timing/Schedule</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>First Disbursement</strong></td>
<td>Upon effectiveness of the Grant Agreement, and after receipt of the original signed Authorized Signatories Form (Attachment 2 of the Disbursement Letter) and original signed Withdrawal Application for the initial advance (duly signed by the Authorized Signatories).</td>
<td>255,500 (up to 35% of the total grant)</td>
</tr>
<tr>
<td><strong>Second Disbursement</strong></td>
<td>Withdrawal Application for the second disbursement (duly signed by the Authorized Signatories) and approval of Financial Report (Attachment 5) covering the expenses financed by the initial advance, including forecast of expenditures for the next for the next twelve months, satisfactory to the World Bank.</td>
<td>182,500 (up to 25% of the total grant)</td>
</tr>
</tbody>
</table>

The GPSA Secretariat and the grantee have agreed upon the following project milestones to be duly reported in the Annual Progress Report and copies of deliverables attached or included in the Annex:

**Component 1**
1. The Project has developed two social accountability tools for citizen monitoring of hospital performance as evidenced by:
   1.1 **Hospital Performance Scorecard (HPSC):** (i) Tool developed including methodology and objectives of each major assessment component; (ii) Satisfactory to all parties for piloting; (iii) Passed piloting, adjusted and scaled-up at country-level starting on Year 2 to cover progressively 70 hospitals by the end of the Project.
   1.2 **Hospital Efficiency Evaluation Framework (HEEF):** (i) Tool developed including methodology, structure, content (data sets related to resources allocated and generated results by hospitals) and objectives of each major evaluation component; (ii) Satisfactory to all parties for piloting; (iii) Passed piloting, adjusted and scaled-up at country-level starting on Year 2 to cover progressively 70 hospitals by the end of the Project.
   1.3 Interim assessment of implementation results of tools included in Annual Progress Reports (End of Years 1 and 2), and linked to planned activities for Year 3

**Component 2**
2. The Project has developed one social accountability tool for conducting social audits of primary healthcare...
centers as evidenced by:

2.1 Primary Health Care Performance-Based Incentives Audit (PHCPIA) Tool: (i) Tool developed including methodology, structure, content and objectives of each major audit component; (ii) Satisfactory to all parties and approved for scaling-up at country-level starting on Year 2 to cover 120 PHC by the end of the Project; (iii) One annual conference conducted to share results from PHCPIA implementation in Year 2

2.2 Interim assessment of implementation results of tool included in Annual Progress Reports (End of Years 1 and 2), and linked to planned activities for Year 3

(Component 3)
3. The Project has facilitated a series of policy dialogues with public and other stakeholders to share and discuss health users’ feedback and health policy proposals as evidenced by:

3.1 Public Opinion Poll (POP) developed and first round conducted; Interim (qualitative and quantitative) analysis of results completed and included in Progress Report.

3.2 Policy dialogue events organized with public sector institutions and other stakeholders to present and exchange feedback on: (i) POP results; (ii) Health System Development Strategy Framework 2018-2027, and (iii) Impact and sustainability of new health policies and reforms.

3.3 Interim assessment of decision-makers’ measures and actions taken as a result of feedback generated by the Project included in Annual Progress Reports (End of Years 1 and 2), and linked to planned activities for Year 3

(Component 4)
4. The Project has set up a knowledge platform on social accountability for knowledge exchange and capacity-building as evidenced by:

4.1 Curriculum on Social Accountability in Healthcare developed including (i) Capacity development plan (methodology, courses, evaluation methods, expected outcomes, etc); (ii) Satisfactory to all parties involved and approved for input into pilot phase; (iii) Pilot conducted in Year 1, adjusted and scaled-up in Year 2

4.2 Information and communication technology (ICT) tools developed and tested in Year 1, adjusted and scaled-up in Year 2; Transparency portal tested in Year 1, adjusted and upgraded in Year 2.

4.3 Interim (qualitative and quantitative) assessment of Knowledge Platform included in Annual Progress Reports (end of Years 1 and 2) and linked to planned activities for Year 3

| Third Disbursement | Withdrawal Application for the third disbursement (duly signed by the Authorized Signatories) and approval of Financial Report (Attachment 5) covering the expenses financed by the initial advance, including forecast of expenditures for the next for the next twelve months, satisfactory to the World Bank. | 146,000 (up to 20% of the total grant) | Year 4 – Quarter 1 |

The GPSA Secretariat and the grantee have agreed upon the following project milestones to be duly reported in the Annual Progress Report and copies of deliverables attached or included in the Annex:

(Component 1)
1. The Project has developed two social accountability tools for citizen monitoring of hospital performance as evidenced by:

1.1 Hospital Performance Scorecard (HPSC): (i) Second round (post-pilot) of the HPSC conducted in hospitals in Year 3
1.2 **Hospital Efficiency Evaluation Framework (HEEF):** (i) HEEF applied in target hospitals and results consolidated into Annual Report publicly disseminated.

1.3 Interim qualitative and quantitative assessment on the use of HPSC and HEEF in their target environments included in the Annual Progress Report; findings from the assessment inform any revisions to the Project’s Operational Plan for Years 4-5.

**Component 2**

2. The Project has developed one social accountability tool for conducting social audits of primary healthcare centers as evidenced by:

2.1 **Primary Health Care Performance-Based Incentives Audit (PHCPIA) Tool:** (i) Second round of the PHCPIA tool conducted in primary healthcare centers (Year 3) to cover 120 PHC by the end of the Project; (ii) One annual conference conducted to share results from PHCPIA implementation.

2.2 Interim assessment of implementation results of tool included in Annual Progress Reports (End of Year 3), and linked to planned activities for Year 4

**Component 3**

3. The Project has facilitated a series of policy dialogues with public and other stakeholders to share and discuss health users’ feedback and health policy proposals as evidenced by:

3.1 Policy dialogue events organized with public sector institutions and other stakeholders to present and exchange feedback on: (i) Health System Development Strategy Framework 2018-2027, and (ii) Impact and sustainability of new health policies and reforms.

3.2 Interim assessment of decision-makers’ measures and actions taken as a result of feedback generated by the Project included in Annual Progress Report (End of Year 3), and linked to planned activities for Year 4.

**Component 4**

4. Interim assessment of Knowledge Platform including: (i) Capacity-Building on Social Accountability in Healthcare Program (training results and use of tools by trained organizations); (ii) Transparency portal bi-annual review completed

5. Project Mid-Term Evaluation (Year 3) results included in Annual Progress Report, and linked to any revisions to project implementation and operational plan for Years 4-5

**Fourth Disbursement**

Withdrew Application for the third disbursement (duly signed by the Authorized Signatories) and approval of Financial Report (Attachment 5) covering the expenses financed by the initial advance, including forecast of expenditures for the next for the next twelve months, satisfactory to the World Bank.

The GPSA Secretariat and the grantee have agreed upon the following project milestones to be duly reported in the Annual Progress Report and copies of deliverables attached or included in the Annex:

**Component 1**

1. The Project has developed two social accountability tools for citizen monitoring of hospital performance as evidenced by:

1.1 **Hospital Performance Scorecard (HPSC):** (i) Third round (post-pilot) of the HPSC conducted in hospitals in Year 4

109,500 (up to 15% of the total grant)  
Year 5 – Quarter 1
1.2 Hospital Efficiency Evaluation Framework (HEEF): (i) HEEF applied in target hospitals and results consolidated into Annual Report publicly disseminated.

1.3 Interim qualitative and quantitative assessment on the use of HPSC and HEEF in their target environments included in the Annual Progress Report; findings from the assessment inform any revisions to the Project’s Operational Plan for Year 5.

(Component 2)

2. The Project has developed one social accountability tool for conducting social audits of primary healthcare centers as evidenced by:

2.1 Primary Health Care Performance-Based Incentives Audit (PHCPIA) Tool: (i) Third round of the PHCPIA tool conducted in primary healthcare centers (Year 4) to cover 120 PHC by the end of the Project; (ii) One annual conference conducted to share results from PHCPIA implementation.

2.2 Interim assessment of implementation results of tool included in Annual Progress Reports (End of Year 4), and linked to planned activities for Year 5

(Component 3)

3. The Project has facilitated a series of policy dialogues with public and other stakeholders to share and discuss health users’ feedback and health policy proposals as evidenced by:

3.1 Policy dialogue events organized with public sector institutions and other stakeholders to present and exchange feedback on: (i) Health System Development Strategy Framework 2018-2027, and (ii) Impact and sustainability of new health policies and reforms.

3.2 Interim assessment of decision-makers’ measures and actions taken as a result of feedback generated by the Project included in Annual Progress Report (End of Year 4), and linked to planned activities for Year 5.

(Component 4)

4. Interim assessment of Knowledge Platform including: (i) Capacity-Building on Social Accountability in Healthcare Program (training results and use of tools by trained organizations); (ii) Transparency portal biannual review completed

5. Proposal (methodology and process) for end-of-project external evaluation included in Annual Progress Report

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<table>
<thead>
<tr>
<th>Final Disbursement</th>
<th>36,500 (up to 5% of the total grant)</th>
</tr>
</thead>
<tbody>
<tr>
<td>After the Recipient’s completion of the activities financed under this Grant, the final disbursement will consist of:</td>
<td>Year 5 – Quarter 4</td>
</tr>
<tr>
<td>(i) a Withdrawal Application (duly signed by the Authorized Signatories) and approval of Financial Report covering the expenses financed by the previous disbursement, including final reconciliation of funds disbursed and accounted for, satisfactory to the World Bank, and</td>
<td></td>
</tr>
<tr>
<td>(ii) a Withdrawal Application (duly signed by the Authorized Signatories) and Project Completion Report (due no later than 4 months after the closing date of the Project) covering activities and expenditures funded under the Grant, as referred to in Section 2.04 (b) of the grant agreement, satisfactory to the World Bank.</td>
<td></td>
</tr>
</tbody>
</table>

The GPSA Secretariat and the grantee have agreed on the following milestones to be achieved by the end of the Project and copies of deliverables attached or included in the Annex:
<table>
<thead>
<tr>
<th>Components 1 &amp; 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. <strong>Use of social accountability for generating citizen feedback:</strong> A social accountability model for monitoring health service delivery in Moldova has been developed, tested and refined based on iterations to the model from its implementation throughout the Project’s lifetime, including recommendations for scaling-up and/or replicating it beyond the project’s target geographic areas.</td>
</tr>
<tr>
<td>2. <strong>Public sector engagement:</strong> The Ministry of Health and other key stakeholders have used the information generated by the Project as evidenced by public policy and management instruments which have been included in the Project Completion Report.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Components 3 &amp; 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>3. <strong>Knowledge and Learning (K&amp;L):</strong> The grantee has developed and refined a social accountability model applied to health in Moldova as evidenced by the set of knowledge products agreed under the Project’s K&amp;L Plan and delivered successfully by the end of the Project.</td>
</tr>
<tr>
<td>4. <strong>M&amp;E:</strong> The Project’s Results Framework has been refined and constitutes a critical tool to be used for evaluating the project’s final results and the grantee has improved its M&amp;E system as a result of the Project’s experience as evidenced by:</td>
</tr>
<tr>
<td>4.1 Revised end-of-project Results Framework.</td>
</tr>
<tr>
<td>4.2 Revised Proposal (methodology and process) for end-of-project external evaluation included in Final Completion Report.</td>
</tr>
</tbody>
</table>
## Actual Expenditures (period)

<table>
<thead>
<tr>
<th>Trust Fund No: TF018162</th>
<th>Total GPSA approved Budget</th>
<th>Consulting Services $</th>
<th>Goods $</th>
<th>Training $</th>
<th>Operating Costs $</th>
<th>Total for the Quarter $</th>
<th>% of milestone achieved</th>
<th>Amount Eligible for Disbursement</th>
</tr>
</thead>
<tbody>
<tr>
<td>PROJECT ACTIVITY</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5=(1+2+3+4)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Opening Balance</td>
<td>0.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Promoting citizen monitoring of hospital performance</td>
<td>0.00</td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Strengthening performance based incentive program in family medicine through social audits of primary healthcare institution</td>
<td>0.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td>3. Creating an enabling environment for informed public dialogue in health</td>
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<td>4. Facilitate Knowledge and Learning to Enhance Effectiveness of Social Accountability Interventions and Project Management</td>
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<tr>
<td>GPSA Approved Budget in Activity</td>
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<tr>
<td>A. GPS Sub-Total Project Expenditure</td>
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<td>B. Amount Eligible for Disbursement</td>
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<tr>
<td>C. Amount documented in Withdrawal Application</td>
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<tr>
<td>D. Closing Balance</td>
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</table>

1/ Assessment of completion of milestones per project component as described in attachment four.
## Forecasted Expenditures (period)

<table>
<thead>
<tr>
<th>PROJECT ACTIVITY</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>(5=(1+2+3+4))</th>
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<tbody>
<tr>
<td><strong>Trust Fund No:</strong> TF018162</td>
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<tr>
<td><strong>Total GPSA approved Budget</strong></td>
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<tr>
<td><strong>Consulting Services $</strong></td>
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<td><strong>Goods $</strong></td>
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<td><strong>Training $</strong></td>
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<td><strong>Operating Costs $</strong></td>
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<td><strong>Total for the Quarter $</strong></td>
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<tr>
<td><strong>Cumulative Expenditure up to the reporting period</strong></td>
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<tr>
<td><strong>Exchange Rate applied</strong></td>
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<td><strong>Opening Balance</strong></td>
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<tr>
<td>1. Promoting citizen monitoring of hospital performance</td>
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<td>2. Strengthening performance based incentive program in family medicine through social audits of primary healthcare institution</td>
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<tr>
<td>3. Creating an enabling environment for informed public dialogue in health</td>
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<tr>
<td><strong>GPSA Approved Budget on Activity</strong></td>
<td>0.00</td>
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<tr>
<td><strong>A. GPS Sub-Total Project Expenditure</strong></td>
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<tr>
<td><strong>Less amount remaining in DA.</strong></td>
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<td><strong>Funding Amount Required for Next Period</strong></td>
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<tr>
<td><strong>Amount of Advance/Reimbursement request in Withdrawal Application Request</strong></td>
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</table>
Payments Made during Reporting Period

Against Contracts Subject to the World Bank's Prior Review

<table>
<thead>
<tr>
<th>Contract Number</th>
<th>Supplier</th>
<th>Contract Date</th>
<th>Contract Amount</th>
<th>Date of WB's Non Objection to Contract</th>
<th>Amount Paid to Supplier during Period</th>
<th>WB's Share of Amt Paid to Supplier during Period</th>
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DESIGNATED ACCOUNT RECONCILIATION STATEMENT

TRUST FUND NUMBER ______________
ACCOUNT NUMBER ______________ WITH (BANK) ______________

1. TOTAL ADVANCED BY WORLD BANK (OR COFINANCER) $ ______________
2. LESS: TOTAL AMOUNT RECOVERED BY WORLD BANK - $ ______________

3. EQUALS PRESENT OUTSTANDING AMOUNT ADVANCED TO THE DESIGNATED ACCOUNT (NUMBER 1 LESS NUMBER 2) = $ ______________

4. BALANCE OF DESIGNATED ACCOUNT PER ATTACHED BANK STATEMENT AS OF DATE $ ______________

5. PLUS: TOTAL AMOUNT CLAIMED IN THIS APPLICATION NO. ______________ + $ ______________ *

6. PLUS: TOTAL AMOUNT WITHDRAWN AND NOT YET CLAIMED REASON: ______________ + $ ______________ *

7. PLUS: AMOUNTS CLAIMED IN PREVIOUS APPLICATIONS NOT YET CREDITED AT DATE OF BANK STATEMENTS

APPLICATION NO. AMOUNT *

__________________ ______________

SUBTOTAL OF PREVIOUS APPLICATIONS NOT YET CREDITED + $ ______________

8. MINUS: INTEREST EARNED - $ ______________ *

9. TOTAL ADVANCE ACCOUNTED FOR (NO. 4 THROUGH NO. 9) = $ ______________

10. EXPLANATION OF ANY DIFFERENCE BETWEEN THE TOTALS APPEARING ON LINES 3 AND 9:


11. DATE: ______________ SIGNATURE: __________________________
    TITLE: __________________________

* ALL ITEMS SHOULD BE INDICATED ON THE BANK STATEMENT