Digital Government for Resilience (P167588)

LATIN AMERICA AND CARIBBEAN | Grenada | Governance Global Practice |
IBRD/IDA | Investment Project Financing | FY 2020 | Seq No: 1 | ARCHIVED on 02-Dec-2019 | ISBR39145 |

Implementing Agencies: Ministry of Infrastructure Development, Public Utilities, Energy, Transport and Implementation, Grenada

Key Dates

Key Project Dates

Bank Approval Date: 29-Aug-2019
Planned Mid Term Review Date: --
Original Closing Date: 30-Sep-2024

Effectiveness Date: --
Actual Mid-Term Review Date: --
Revised Closing Date: 30-Sep-2024

Project Development Objectives

Project Development Objective (from Project Appraisal Document)
To enhance the efficiency, usage and resilience of selected government digital services.

Has the Project Development Objective been changed since Board Approval of the Project Objective?
No

Components

Name
Developing the enabling environment to modernize service delivery(Cost $5.90 M)
Leveraging digital technologies to deliver selected services(Cost $5.00 M)
Strengthening institutions and managing change for digital literacy and inclusion(Cost $4.10 M)

Overall Ratings

<table>
<thead>
<tr>
<th>Name</th>
<th>Previous Rating</th>
<th>Current Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Progress towards achievement of PDO</td>
<td>--</td>
<td>Satisfactory</td>
</tr>
<tr>
<td>Overall Implementation Progress (IP)</td>
<td>--</td>
<td>Satisfactory</td>
</tr>
<tr>
<td>Overall Risk Rating</td>
<td>--</td>
<td>Substantial</td>
</tr>
</tbody>
</table>

Implementation Status and Key Decisions

The project has been approved by the Board and will become effective once the final legal documents have been received.
## Risks

### Systematic Operations Risk-rating Tool

<table>
<thead>
<tr>
<th>Risk Category</th>
<th>Rating at Approval</th>
<th>Previous Rating</th>
<th>Current Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Political and Governance</td>
<td>□ Moderate</td>
<td>--</td>
<td>□ Moderate</td>
</tr>
<tr>
<td>Macroeconomic</td>
<td>□ Moderate</td>
<td>--</td>
<td>□ Moderate</td>
</tr>
<tr>
<td>Sector Strategies and Policies</td>
<td>□ Moderate</td>
<td>--</td>
<td>□ Moderate</td>
</tr>
<tr>
<td>Technical Design of Project or Program</td>
<td>□ Substantial</td>
<td>--</td>
<td>□ Substantial</td>
</tr>
<tr>
<td>Institutional Capacity for Implementation and Sustainability</td>
<td>□ Substantial</td>
<td>--</td>
<td>□ Substantial</td>
</tr>
<tr>
<td>Fiduciary</td>
<td>□ Substantial</td>
<td>--</td>
<td>□ Substantial</td>
</tr>
<tr>
<td>Environment and Social</td>
<td>□ Moderate</td>
<td>--</td>
<td>□ Moderate</td>
</tr>
<tr>
<td>Stakeholders</td>
<td>□ Moderate</td>
<td>--</td>
<td>□ Moderate</td>
</tr>
<tr>
<td>Other</td>
<td>--</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>Overall</td>
<td>□ Substantial</td>
<td>--</td>
<td>□ Substantial</td>
</tr>
</tbody>
</table>

## Results

### PDO Indicators by Objectives / Outcomes

To enhance the efficiency, usage and resilience of selected government digital services

- Reduction in time spent on tax related transactions (Hours, Custom)

<table>
<thead>
<tr>
<th></th>
<th>Baseline</th>
<th>Actual (Previous)</th>
<th>Actual (Current)</th>
<th>End Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Value</td>
<td>140.00</td>
<td>--</td>
<td>140.00</td>
<td>59.00</td>
</tr>
<tr>
<td>Comments:</td>
<td>Number of hours that businesses spend on tax related transactions reduced by 25% each year</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Percentage of daily civil registry transactions processed digitally (Percentage, Custom)

<table>
<thead>
<tr>
<th></th>
<th>Baseline</th>
<th>Actual (Previous)</th>
<th>Actual (Current)</th>
<th>End Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Value</td>
<td>0.00</td>
<td>--</td>
<td>0.00</td>
<td>90.00</td>
</tr>
</tbody>
</table>
Comments: Number of daily civil registry transactions subjected to digital processes

<table>
<thead>
<tr>
<th>Reduction in the percentage of time that selected government services are not available (Percentage, Custom)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Baseline</td>
</tr>
<tr>
<td>Value</td>
</tr>
<tr>
<td>Comments:</td>
</tr>
</tbody>
</table>

Intermediate Results Indicators by Components

Developing the enabling environment to modernize service delivery

<table>
<thead>
<tr>
<th>Establishment of selected cross-cutting platforms (Text, Custom)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Baseline</td>
</tr>
<tr>
<td>Value</td>
</tr>
<tr>
<td>Comments:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Archive of newly digitized key public records (Percentage, Custom)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Baseline</td>
</tr>
<tr>
<td>Value</td>
</tr>
<tr>
<td>Comments:</td>
</tr>
</tbody>
</table>

Leveraging digital technologies to deliver selected services

<table>
<thead>
<tr>
<th>Reduction of processing time for delivery of selected civil registry services (Hours, Custom)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Baseline</td>
</tr>
<tr>
<td>Value</td>
</tr>
<tr>
<td>Comments:</td>
</tr>
</tbody>
</table>
### Reduction of time to receive VAT assessment notices (Days, Custom)

<table>
<thead>
<tr>
<th></th>
<th>Baseline</th>
<th>Actual (Previous)</th>
<th>Actual (Current)</th>
<th>End Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Value</td>
<td>30.00</td>
<td>--</td>
<td>30.00</td>
<td>11.00</td>
</tr>
<tr>
<td>Comments</td>
<td>Reduction of time to receive VAT assessment notices</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Tax transactions performed online (registration, filing, payment) (Percentage, Custom)

<table>
<thead>
<tr>
<th></th>
<th>Baseline</th>
<th>Actual (Previous)</th>
<th>Actual (Current)</th>
<th>End Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Value</td>
<td>2.00</td>
<td>--</td>
<td>2.00</td>
<td>80.00</td>
</tr>
<tr>
<td>Comments</td>
<td>Percentage of all tax transactions done online (registration, filing, payment) vs total transactions</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Tax transactions performed online (registration, filing, payments) by women-owned businesses (Percentage, Custom Supplement)

<table>
<thead>
<tr>
<th></th>
<th>Baseline</th>
<th>Actual (Previous)</th>
<th>Actual (Current)</th>
<th>End Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Value</td>
<td>2.00</td>
<td>--</td>
<td>2.00</td>
<td>80.00</td>
</tr>
</tbody>
</table>

### Strengthening institutions and managing change for digital literacy and inclusion

#### Civil servants trained in digital literacy programs (cumulative) (Number, Custom)

<table>
<thead>
<tr>
<th></th>
<th>Baseline</th>
<th>Actual (Previous)</th>
<th>Actual (Current)</th>
<th>End Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Value</td>
<td>0.00</td>
<td>--</td>
<td>0.00</td>
<td>1,250.00</td>
</tr>
<tr>
<td>Comments</td>
<td>Number of civil servants trained in digital literacy programs, disaggregated by sex</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Number of citizen engagement/ interactive/ outreach activities (Number, Custom)

<table>
<thead>
<tr>
<th></th>
<th>Baseline</th>
<th>Actual (Previous)</th>
<th>Actual (Current)</th>
<th>End Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Value</td>
<td>0.00</td>
<td>--</td>
<td>0.00</td>
<td>125.00</td>
</tr>
<tr>
<td>Comments</td>
<td>Activities and events to promote and inform citizens of digital transformation initiatives</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Number of interactive/outreach activities to inform citizens of actions taken based on their feedback (Number, Custom Supplement)

<table>
<thead>
<tr>
<th></th>
<th>Baseline</th>
<th>Actual (Previous)</th>
<th>Actual (Current)</th>
<th>End Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Value</td>
<td>0.00</td>
<td>--</td>
<td>0.00</td>
<td>45.00</td>
</tr>
</tbody>
</table>
### Digital Government for Resilience (P167588)

#### Number of outreach activities to the business community on tax administration system (Number, Custom)

<table>
<thead>
<tr>
<th>Value</th>
<th>Baseline</th>
<th>Actual (Previous)</th>
<th>Actual (Current)</th>
<th>End Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.00</td>
<td>--</td>
<td>0.00</td>
<td></td>
<td>35.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date</th>
<th>Baseline</th>
<th>Actual (Previous)</th>
<th>Actual (Current)</th>
<th>End Target</th>
</tr>
</thead>
</table>

Comments: Number of trainings, seminars, workshops and other outreach events for local businesses

#### Number of outreach activities targeting women-owned businesses (Number, Custom Supplement)

<table>
<thead>
<tr>
<th>Value</th>
<th>Baseline</th>
<th>Actual (Previous)</th>
<th>Actual (Current)</th>
<th>End Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.00</td>
<td>--</td>
<td>0.00</td>
<td></td>
<td>20.00</td>
</tr>
</tbody>
</table>

Data on Financial Performance

#### Disbursements (by loan)

<table>
<thead>
<tr>
<th>Project</th>
<th>Loan/Credit/TF</th>
<th>Status</th>
<th>Currency</th>
<th>Original</th>
<th>Revised</th>
<th>Cancelled</th>
<th>Disbursed</th>
<th>Undisbursed</th>
<th>% Disbursed</th>
</tr>
</thead>
<tbody>
<tr>
<td>P167588</td>
<td>IDA-64860</td>
<td>Not Effective</td>
<td>USD</td>
<td>15.00</td>
<td>15.00</td>
<td>0.00</td>
<td>15.00</td>
<td>0.00</td>
<td>0%</td>
</tr>
</tbody>
</table>

#### Key Dates (by loan)

<table>
<thead>
<tr>
<th>Project</th>
<th>Loan/Credit/TF</th>
<th>Status</th>
<th>Approval Date</th>
<th>Signing Date</th>
<th>Effectiveness Date</th>
<th>Orig. Closing Date</th>
<th>Rev. Closing Date</th>
</tr>
</thead>
</table>

Cumulative Disbursements
Restructuring History

There has been no restructuring to date.

Related Project(s)

There are no related projects.