

## TC ABSTRACT

### I. Basic Project Data

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| ▪ Country/Region:  | HAITI/CID - Isthmus & DR   |
| ▪ TC Name:   | Strengthening Public Management for Improved Service Delivery  |
| ▪ TC Number:   | HA-T1254   |
| ▪ Team Leader/Members:   | MOSQUEIRA MEDINA, EDGARDO (IFD/ICS) Team Leader; PAREJA GLASS, ALEJANDRO (IFD/ICS) Alternate Team Leader; KAUFMANN, JORGE (IFD/ICS); ALEXIS, CATHERINE (CDH/CHA); MAHFOUZ, GIOVANNA L. (IFD/ICS); CHRETIEN, LOUIS-FRANCOIS (LEG/SGO) |
| ▪ Taxonomy:  | Operational Support  |
| ▪ Number and name of operation supported by the TC:                | Strengthening Public Management for Improved Service Delivery-HA-L1131   |
| ▪ Date of TC Abstract:   | 12 March 2018  |
| ▪ Beneficiary:   | Government of Haiti (GoH)  |
| ▪ Executing Agency:  | Inter-American Development Bank (IDB) through the Innovation in Citizens Services Division (IFD/ICS)   |
| ▪ IDB funding requested:   | \$ 350,000.00  |
| ▪ Local counterpart funding:                                       | \$ 0.00  |
| ▪ Disbursement period:   | 36 months  |
| ▪ Types of consultants:  | Individuals  |
| ▪ Prepared by Unit:  | Institutional Capacity of State  |
| ▪ Unit of Disbursement Responsibility:                             | Institutions for Development   |
| ▪ TC included in Country Strategy (y/n):                           | No   |
| ▪ TC included in CPD (y/n):  | No   |
| ▪ Alignment to the Update to the Institutional Strategy 2010-2020: | Social inclusion and equality; Gender equality and diversity; Institutional capacity and rule of law.  |

### II. Objective and Justification

- 2.1 To contribute to the institutional strengthening of selected functions and services of the GoH with the aim of improving public sector performance
- 2.2 The Government Effectiveness Indicator shows that Haitians have a very poor perception on the quality of services, the civil service performance and its degree of independence from political pressures, the quality of policy formulation and implementation, and the credibility of the government's commitment to such policies. Specifically, in 2006 only 8% of the countries in the world rated worse than Haiti in this indicator; in 2016, the number dropped to only 1%. The Doing Business report ranks Haiti 181th out of 185 countries and determines that 97 days are needed to start a business, while 312 days are required to register a property in Haiti.

### III. Description of Activities and Outputs

- 3.1 Component 1: Supporting transversal public management systems. Activities: a) Diagnostics and proposal on Human resources and wage bill; b) Analysis on Budget system; Component 2: Supporting the improvement of sectors' functions and services. Activities: a) Updating of the MARNDR Functional Review, Operational Review and Personnel Composition Assessment to use them as a roadmap for MARNDR reform plans to be supported by the operation HA-L1131. b) Elaboration and implementation of Action Plans to improve selected services. This will comprise the assessment of functions and service delivery in two pilot services: the MARNDR Sanitary Protection

Sub-Program and the MTPTC Planning Division. The methodology to be used will be based in a problem-driven and iterative approach (PDIA) to implement measures to adjust the organization, processes operation, resources allocation, human resources composition and front office arrangements required to improve the selected services. Component 3: Design of a new management model to improve the deconcentrated service delivery based on the CASC network. Activities: a) Design of a Business (services to be provided, demand assessment, etc.) and Management (operational) Model to improve the operation of CASC and their integration with the other contact channels (phone and web). b) A definition of design standards for centers encompassing both administrative and service functions.

- 3.2 **Component 1: Supporting transversal public management systems.** This component is to strengthen public management systems in civil service and the budget.
- 3.3 **Component 2: Supporting the improvement of sectors' functions and services.** To design and implement pilots to support the implementation of functions and services reforms in the MARNDR and MTPTC.
- 3.4 **Component 3: Design of a new management model to improve the deconcentrated service delivery based on the CASC network. T.** The objective of this component is to improve citizens access to services.

#### IV. Budget

##### Indicative Budget

| Activity/Component  | IDB/Fund Funding | Counterpart Funding | Total Funding |
|---|------------------|---------------------|---------------|
| Component 1: Supporting transversal public management systems.  | \$ 120,000.00    | \$ 0.00             | \$ 120,000.00 |
| Component 2: Supporting the improvement of sectors' functions and services.   | \$ 130,000.00    | \$ 0.00             | \$ 130,000.00 |
| Component 3: Design of a new management model to improve the deconcentrated service delivery based on the CASC network. T | \$ 100,000.00    | \$ 0.00             | \$ 100,000.00 |

#### V. Executing Agency and Execution Structure

- 5.1 Inter-American Development Bank (IDB) through the Innovation in Citizens Services Division (IFD/ICS).
- 5.2 The executing agency will be the Bank, through the Division of Innovation in Citizen Services (IFD/ICS). All administrative and technical oversight procedures will be the responsibility of IFD/ICS in coordination with the teams designated by the Haitian government. The IFD/ICS team will coordinate with Bank's relevant sector divisions (CSD/RND and INE/TSP), and contract the consultants, organize the activities and supervise the developed products. Coordination with the Haitian authorities will be carried out through technical and administrative coordination meetings and joint review of terms of reference and evaluations of technical reports.

#### VI. Project Risks and Issues

- 6.1 Some of the activities are delayed due to difficulties faced by the GoH to provide the data and information needed; Some of the activities are delayed due to lack of coordination between main actors; Lack of GoH ownership of and commitment with the

reforms. Mitigation measures are: The data has been requested to the GoH and is expected to be provided before the implementation of the TC; GoH agencies and individuals responsible for coordination of activities required for the execution of the analysis are being identified; The TC was requested by the GoH as a priority. The Office of the Prime Minister jointly with the MOF and both ministries have held meetings with the team ratifying their interest in the proposed studied and their importance for project preparation purposes.

## **VII. Environmental and Social Classification**

7.1 The ESG classification for this operation is "undefined".