

Table 3.2 DLI Verification Protocol Table

#	DLI	Definition/ Description of achievement	Scalability of Disbursements (Yes/No)	Protocol to evaluate achievement of the DLI and data/result verification		
				Data source/agency	Verification agent (VA)	Procedure ⁴³
1	Targeted organizations publishing updated institutional information on their websites for information of the public Unit of measure: Number of compliant targeted organizations (as per Table 10.2)	Proactive disclosure of key institutional information will promote transparency. Targeted organizations as per Table 10.2 publishing on their website up-to-date information as per Table 10.1.	No	Relevant organization websites/ Official data	A qualified entity	Contracted VA to conduct audit verifying the available information on the website against official up to date information, of targeted organizations' websites. New organizations will be verified during the fourth quarter. To be compliant, the targeted organization must disclose 100% of the information listed in Table 10.1. The information has to be up to date and materially complete. Targeted organizations that have already complied with the information publishing requirements in previous years will need to continue to update the information to be deemed compliant. Organizations sustaining maintenance of updated information over the next years will be verified semi-annually, during the second and fourth quarters.

⁴³ Actual sampling methodology and size may be subject to modification.

#	DLI	Definition/ Description of achievement	Scalability of Disbursements (Yes/No)	Protocol to evaluate achievement of the DLI and data/result verification		
				Data source/agency	Verification agent	Procedure
2	<p>Number of telephone calls received by the Citizen Contact Centers (CCC) to seek information about key services</p> <p>Unit of measure: Number of telephone calls received at the Citizen Contact Centers for information about targeted services as per Table 10.3</p>	<p>Citizens face challenges in accessing information on key services thus increasing their transaction cost. Information about key services of the targeted departments will be made available on helplines to increase access, especially for rural population. The DLI will measure the number of telephone calls received at the contact center. Since citizens will have to pay some of the cost of the call, this will be a good measure to assess the quality of information offered. Services for which information will be made available include those listed in Table 10.3.</p>	No	PITB system reports	A qualified entity	<p>Contracted VA to conduct IT and desk audit, during the fourth quarter, of call data provided by PITB based on information compiled by CCC to verify system reports, review call logs, and data about the content (subject, location, gender etc) of the call. Calls received to enquire about the services of the targeted departments listed in table 10.3 will be counted towards DLI achievement. To verify the accuracy of recording of the subject of the call, a sample audit on 5% basis will be done on calls, checking that the subject is accurately recorded, and extrapolation will be used to determine the final number of accurate calls for the year.</p> <p>The information made available for each service will include the following: application form availability, eligibility, documentation requirements, intermediary approvals required, fee/taxes/levies, payment mechanisms, offices/locations, timings, process details, turn-around time, delivery mechanism, information channels, and grievance redressal mechanisms.</p> <p>Only dial-in (in-bound) calls to the defined numbers advertised by PITB for the CCC for enquires about targeted services will qualify for inclusion. Extension related calls will not be included. Any outbound calls made to citizens will be disregarded. The list of services as per Table 10.3 may change over time and new services may be added as and when required.</p> <p>All calls should have been answered by agents and/or reached a recorded message delivering actual process information resulting in a call time of at least 15 seconds for information provision. Calls must have phone number, time stamp for start and end, and audio recording to qualify for inclusion.</p>

#	DLI	Definition/ Description of achievement	Scalability of Disbursements (Yes/No)	Protocol to evaluate achievement of the DLI and data/result verification		
				Data source/agency	Verification agent	Procedure
3	<p>Services as defined in Table 10.4 are being monitored by smart management tools</p> <p>Unit of measure: Number of district services using “smart management tools”. For the purposes of this DLI, adoption in one district by one targeted service counts as one “district service”. Adoption in 36 districts for the same service counts as 36 “district services”.</p>	Utilization of smart management tools aided by ICT is meant to increase the capacity of managers to manage the service providers delivering key services. This DLI will measure such adoption in the 36 Punjab districts as per Table 10.4.	No	PITB Electronic dashboards will provide compiled field delivery data	A qualified entity	<p>For a district service to be deemed compliant for a month, 50% of the targeted field officials as in Table 10.4 delivering a particular service in a district must submit the required smart-phone “forms” or other mobile phone based data entry tools for 50% of their required monthly activities. Such data entry must be compliant for a minimum of six months during a period to be deemed compliant. For a new district service, compliance of three months during the year will be sufficient. Additional requirements may be agreed in writing between the World Bank and the recipient for any particular service from time to time.</p> <p>The verification agent shall audit and analyze the entries submitted by field workers and officers in the dashboard to evaluate the volume, completeness and regularity of data entry and functionality of the dashboards for each district service based on the mandated activity and indicator reporting requirements display of that particular service. These audits will be conducted in the second and fourth quarters.</p>
4	<p>Properties added to the property registry</p> <p>Unit of measure: Number of new properties in the Form-1 registers maintained under the Urban Immovable Property Tax Rules 1958.</p>	After the GIS mapping digitization intervention to include properties in the tax base, the historical annual rate of addition of new properties in the UIPT registers is expected to increase.	No	Excise and Taxation Dept. property registry	A qualified entity	The contracted VA will conduct an annual audit, on a 5% sample basis of 9 districts (Lahore, Rawalpindi, Faisalabad, Gujranwala, and Multan and four other districts to be selected on a random basis annually from each of the other nine divisions) to verify the addition of new properties in the property registry as reported in the reports prepared by the Excise and Taxation Department. The audit will be conducted once a year during the fourth quarter and extrapolation will be used to determine the final number of new properties for the year.

#	DLI	Definition/ Description of achievement	Scalability of Disbursements (Yes/No)	Protocol to evaluate achievement of the DLI and data/result verification		
				Data source/agency	Verification agent	Procedure
5	<p>Targeted organizations as per Table 10.5 using PPRA MIS for targeted contracts.</p> <p>Unit of measure: Number of compliant organizations</p>	<p>Indicator measures the number of organizations of targeted departments that use PPRA management information system (MIS) for targeted contracts for better management of procurement performance and for increased comparability and transparency.</p>	No	PPRA MIS and targeted departments' procurement documents	A qualified entity	<p>All targeted organizations are required to enter details of their procurement for the targeted contracts in the PPRA MIS. Targeted organizations are defined as administrative departments and attached organizations, as per Table 10.5 of Annex 10. All the cost centers of these organizations, which procure any of the targeted contracts, are also included. Targeted contracts are all contracts requiring competitive bidding as per PPRA rules.</p> <p>The procurement details to be entered into MIS will include, but will not be limited to: procurement plans, invitation for bids, bidding documents, minutes of bid opening, summary of evaluations, contract awards, contract implementation milestones, and contract completion dates.</p> <p>Contracted VA will verify: i) for Period 1, ensure that the MIS is designed, developed and tested functioning as per specifications in the relevant procurement documents issued by PPRA; and ii) For Period 2 through 5, whether targeted organizations are consistently using the standard procurement MIS as stipulated in the PPRA/government administrative instructions by matching details of procurement activities of targeted contracts entered into the MIS with files of the contract maintained by respective organizations.</p> <p>The VE will use a 5% sample audit to verify that contracts that require competitive bidding as per PPRA rules are entered into the MIS for all the constituent cost centers of the organization for it to be deemed compliant. The VA will conduct this audit during the fourth quarter and extrapolation will be used to determine the final number of compliant organizations for the year.</p>

Table 3.3. Detailed disbursement schedule (US\$)

	<i>Allocation per DL</i>					
	<i>Year or Period 1</i>	<i>Year or Period 2</i>	<i>Year or Period 3</i>	<i>Year or Period 4</i>	<i>Year or Period 5</i>	TOTAL
DLI 1: Targeted organizations publishing updated institutional information on their websites for information of the public						
Disbursement per organization	40,000	20,000	13,333	13,333	13,333	
New organizations ⁴⁴	25	25	25	-	-	
Organization sustaining the results ⁴⁵	-	25	50	75	75	
Allocated Amount:	1,000,000	1,000,000	1,000,000	1,000,000	1,000,000	5,000,000
DLI 2: Number of telephone calls received by the Citizen Contact Centers to seek information about key services						
Disbursement per hundred telephone calls	1,538	1,333	1,200	750	133	
Telephone calls additional to sustaining the previous year's traffic ⁴⁶	15,000	85,000	100,000	150,000	350,000	
Telephone calls sustaining the previous year's traffic ⁴⁷	50,000	65,000	150,000	250,000	400,000	
Allocated Amount:	1,000,000	2,000,000	3,000,000	3,000,000	1,000,000	10,000,000
DLI 3: Services being monitored by smart management tools						
Disbursement per district service	60,000	55,556	23,077	16,667	5,556	
New district services ⁴⁸	50	40	40	50	-	
Services sustaining the results ⁴⁹	-	50	90	130	180	

⁴⁴ Allocations for New Targeted Organizations under DLI 1 can be disbursed in sequential order if the relevant DLR for such Targeted Organizations is met at any time during Period 1 to Period 3.

⁴⁵ Allocations for Sustaining Targeted Organizations are time bound and can only be disbursed in the specific period in which the DLRs for Sustaining Targeted Organizations are met.

⁴⁶ Allocation for Additional Calls can be disbursed in sequential order if the relevant DLRs for these additional calls are met at any time during Period 1 to 5.

⁴⁷ Allocations for the maximum numbers of Core Calls under DLI 2 are time bound and can only be disbursed in the specific period in which the DLRs for these Core Calls are met.

⁴⁸ Allocations for New District Services under DLI 3 can be disbursed in sequential order if the relevant DLR for New District Services is met at any time during Period 1 to Period 5; DLRs for Period 1 to Period 4 are indicative. The targets in this row may be met at any time during Period 1 to Period 5.

⁴⁹ Allocations for Sustaining District Services are time-bound and can only be disbursed in the specific Period in which the DLRs for Sustaining District Services are met.

Allocated Amount:	3,000,000	5,000,000	3,000,000	3,000,000	1,000,000	15,000,000
DLI 4: Properties added to the property registry	97,000	133,000	138,000	144,000	150,000	
Disbursement per hundred properties added	4,124	4,511	1,449	1,389	667	
Allocated Amount:	4,000,000	6,000,000	2,000,000	2,000,000	1,000,000	15,000,000
DLI 5: Targeted organizations using PPRA MIS for targeted contracts						
Disbursement per organization		40,000	20,000	13,333	10,000	
New organization ⁵⁰	MIS tested ⁵¹	25	25	25	25	
Organizations sustaining the results ⁵²	-	-	25	50	75	
Allocated Amount:	1,000,000	1,000,000	1,000,000	1,000,000	1,000,000	5,000,000

⁵⁰ Allocations for New DLI5 Targeted Organizations under DLI 5 can be disbursed in sequential order if the relevant DLR for New DLI 5 Targeted Organizations is met at any time in Period 2 to Period 5.

⁵¹ For Period 1 under DLI 5, the only target is 'MIS developed and tested'. Allocation for this target is time bound and can only be disbursed in this Period 1 in which the PPRA MIS is developed, tested and verified to the satisfaction of the Bank.

⁵² Allocations for Sustaining DLI5 Targeted Organizations are time bound and can only be made in the specific period in which the DLRs for Sustaining DLI5 Targeted Organizations are met.