

PPMR Program (“The Program”)

| Result Area | Expected Results | Activities to be Supported | Implementing Agency | Targeted Users |
|---|---|---|--|---|
| Result Area 1. Transparency and Access to Services. Objective: to improve citizens’ access to information provided by targeted departments and facilitate access to key services. | <ul style="list-style-type: none"> Improved citizen access to information about key services. Targeted organizations and implementing agencies publishing information. | <ul style="list-style-type: none"> Proactive disclosure of official information; establishing automated record management systems within key departments; and geomapping and publishing online development schemes. Offering information services to citizens on key public services by using ICT interfaces (the Web, helplines, SMS). Using ICT to automate service delivery (electronic payments, online application, and back-end automation) in key services. | <ul style="list-style-type: none"> PRMP (also the executing agency) PITB | Implementing agencies and targeted departments as per Table 10.2 of Annex 10. Key services as per Table 10.3 of Annex 10. |
| Result Area 2. Performance monitoring. Objective: to support smart monitoring and make performance information available for decision-making. | <ul style="list-style-type: none"> Reliable service delivery information available to citizens and decision-makers. Performance monitoring systems implemented and used by line departments to monitor personnel delivering field services. | <ul style="list-style-type: none"> Implementing a data collection system based on smartphones in key services provided by field workers. Producing performance reports for decision making, gathering administrative and citizen’s feedback and public disclosure of performance information. | PITB | Departments in charge of delivering key services specified in Table 10.4 of Annex 10. |
| Result Area 3. Resource Management. Objective: to improve the capacity of the province for resource mobilization and better expenditure management. | <ul style="list-style-type: none"> Property registries functional at the district level. Procurement MIS system implemented and used by cost centers | <ul style="list-style-type: none"> Developing a digital database of property records and implementing revised ICT-based business processes to improve tax collection. Developing and implementing a procurement performance management system, disclosing key procurement documents, and implementing e-procurement. | <ul style="list-style-type: none"> E&T Department PPRA | <ul style="list-style-type: none"> All districts in the province. Selected organizations as per Table 10.5 of Annex 10. |