

SPECIAL PURPOSE PROJECT FINANCIAL STATEMENTS

MODERNIZATION OF GOVERNMENT SERVICES PROJECT

IMPLEMENTED BY E-GOVERNANCE AGENCY MOLDOVA (E-GOV)

IBRD LOAN AGREEMENT 8774-MD (INCLUDING PPA IBRD AGREEMENT P487-MD)

IDA FINANCING AGREEMENT 6126-MD

GOVERNMENT CONTRIBUTION

FOR THE PERIOD FROM 1 JANUARY 2023 TO 31 DECEMBER 2023

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INDEPENDENT AUDITORS' REPORT

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To the management of the "Modernization of Government Services" project

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Report on the project financial statements

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Opinion

- [1] We have audited the project financial statements of the "Modernization of Government Services" Project (the "Project"), which comprise the balance sheet, the statement of source and uses of funds, the designated account statement for the year ended December 31, 2023, and a summary of significant accounting policies and other explanatory information (the "Notes to the special purpose Project Financial Statements").
- [2] In our opinion, the accompanying project financial statements present fairly, in all material respects, the balance sheet, the statement of source and uses of funds and the designated account statement of the Project for the year ended December 31, 2023, in accordance with the accounting policies as described in Note 2 to the special purpose financial statements and the financial reporting provisions of the finance contracts referred to in the paragraph 6.

Basis for opinion

- [3] We conducted our audit in accordance with International Standards on Auditing (ISAs). Our responsibilities under those standards are further described in the auditor's responsibilities for the audit of the project financial statements section of our report. We are independent of the Project in accordance with the International Ethics Standards Board for Accountants' Code of Ethics for Professional Accountants (IESBA Code) together with the ethical requirements that are relevant to our audit of the financial statements, and we have fulfilled our other ethical responsibilities in accordance with these requirements and the IESBA Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of matter

- [4] Without qualifying our opinion, we draw attention to Note 2 to the project financial statements, which describes the basis of accounting. These project financial statements were prepared for complying with the appropriate World Bank and IDA Guidelines and Financing agreements requirements.

Other matter

- [5] The project financial statements are prepared to assist the Project to comply with the requirements of the World Bank and IDA. As a result, the project financial statements may not be suitable for another purpose.

Responsibilities of management and those charged with governance for the project financial statements

- [6] Management is responsible for the preparation and fair presentation of the project financial statements in accordance with International Public Sector Accounting Standard "Financial Reporting Under the Cash Basis of Accounting" (the "IPSAS") issued by the International Public Accounting Standards Board of the International Federation of Accountants, and the World Bank's Financial Management Sector Board's "Guidelines: Annual Financial Reporting and Auditing for World Bank Financed Activities" (the "WB Guidelines"), and for such internal control as management determines is necessary to enable the preparation of the project financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's responsibilities for the audit of the project financial statements

- [7] Our objectives are to obtain reasonable assurance about whether the project financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the project financial statements.

As part of an audit in accordance with ISAs, we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the project financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
 - Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Project's internal control.
 - Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
 - Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Project's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the project financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Project to cease to continue as a going concern.
 - Evaluate the overall presentation, structure and content of the project financial statements, including the disclosures, and whether the project financial statements represent the underlying transactions and events in a manner that achieves fair presentation.
- [8] We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.
- [9] We also provide those charged with governance with a statement that we have complied with relevant ethical requirements regarding independence, and to communicate to them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards.

Baker Tilly Klitou and Partners SRL

Chişinău, Republic of Moldova

June 20, 2024

Baker Tilly Klitou and Partners



MODERNIZATION OF GOVERNMENT SERVICES PROJECT
IBRD LOAN AGREEMENT 8774-MD (INCLUDING PPA IBRD AGREEMENT P487-MD)
IDA FINANCING AGREEMENT 6126-MD
GOVERNMENT CONTRIBUTION
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(ALL AMOUNT IN USD, UNLESS STATED OTHERWISE)

Balance Sheet

	31 December 2023		31 December 2022
	XDR	USD	USD
ASSETS			
Cash and cash equivalents			
Cash under IBRD 8774-MD		97.730	97.730
Cash under IDA 6126-MD		631.554	159.542
		729.284	257.272
Undisbursed funds			
IBRD 8774-MD (including PPA IBRD P487-MD) Undisbursed balance		4.538.845	4.374.533
IDA 6126-MD Undisbursed balance	2.070.351	2.778.577	7.034.837
Government contribution Undisbursed balance		495.225	839.637
TOTAL UNDISBURSED FUNDS	2.070.351	7.812.646	12.249.007
TOTAL CASH AND CASH EQUIVALENTS	2.070.351	8.541.931	12.506.279
Cumulative project expenditures			
IBRD 8774-MD (from PPA IBRD P487-MD) - Project Expenses		258.324	258.324
IDA 6126-MD - Project Expenses		11.468.591	7.639.990
Government Contribution - Project Expenses		1.934.747	1.590.335
Gain (-)/Loss from USD/MDL		(146)	467
Gain (-)/Loss from Government Contribution		712	712
TOTAL CUMULATIVE PROJECT EXPENSES		13.662.228	9.489.828
TOTAL ASSETS		22.204.159	21.996.107
Source of funds (Funding)			
IBRD 8774-MD (including PPA IBRD P487-MD)		5.000.000	5.000.000
Gain/ (Loss) from reevaluation of Undisbursed amount		(105.101)	(269.413)
IDA 6126-MD		15.000.000	15.000.000
Translation exchange difference XDR/USD (for IDA 6126-MD)		(371.328)	(493.844)
Gain/ (Loss) from reevaluation of Disbursed XDR (for IDA 6126-MD)		249.905	328.680
Government Contribution		2.430.684	2.430.684
TOTAL FUNDING		22.204.159	21.996.107
TOTAL FUNDS AND LIABILITIES	2.070.351	22.204.159	21.996.107

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STATEMENT OF SOURCES AND USES OF FUNDS

The following report summarizes sources and the use of funds for the Modernization of Government Services Project (hereinafter "Project") for the period of 1 January 2023 – 31 December 2023, according to the provisions of the Project Appraisal Document (hereinafter "PAD") no. PAD1673 dated 17 July 2017, of the International Bank for Reconstruction and Development (IBRD)/ the International Development Association (IDA) (hereinafter "World Bank") on a Proposed Loan in the amount of USD 5.0 mil, a Proposed Credit in the amount of XDR 10.9 mil (USD 15.0 mil Equivalent) to the Government of the Republic of Moldova and a contribution of the Government of the Republic of Moldova in the amount of 2,43 mil. USD, (*Note: according to the WB Client Connection web site, the contribution of Government of the Republic of Moldova is 2,430,684 USD*).

This statement and the notes have been prepared based on accounting and other records of the Project and is compiled to reflect the amounts received and spent in relation to the PAD.

	01 January 2023 31 December 2023 USD	01 January 2022 31 December 2022 USD
OPENING CASH BALANCES		
IBRD 8774-MD (including PPA IBRD P487-MD) Designated Account	97.730	97.730
IDA 6126-MD Designated Account	159.542	605.827
Government Contribution	-	-
TOTAL OPENING CASH BALANCES	257.272	703.557
FINANCING		
IBRD 8774-MD (including PPA IBRD P487-MD)	-	-
Designated account	-	-
Direct payments	-	-
IDA 6126-MD		
Designated account	4.300.000	1.500.000
Direct payments	-	-
Government contribution*	344.412	294.305
Total Financing	4.644.412	1.794.305
EXPENDITURES		
IBRD 8774-MD (from PPA IBRD P487-MD) sources		
PPA MGSP	-	-
1 Goods, works, Training, operating cost	-	-
2 Consultants' services under Part 4.2	-	-
Total Expenditures IBRD 8774-MD (from PPA IBRD P487-MD)	-	-
IDA 6126-MD sources		
1 Goods, works, Training, operating cost	3.742.498	1.872.672
2 Consultants' services under Part 4.2	86.103	73.576
Exchange rate difference	(613)	36
Total Expenditures IDA 6126-MD	3.827.988	1.946.285
Government Contribution sources		
Government Contribution	344.412	294.305
Exchange rate differences	-	-
Total Expenditures Government Contribution	344.412	294.305

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	01 January 2023 31 December 2023 USD	01 January 2022 31 December 2022 USD
Total EXPENDITURES	4.172.400	2.240.589
CLOSING CASH BALANCES		
IBRD 8774-MD (including PPA IBRD P487-MD) Designated Account	97.730	97.730
IDA 6126-MD Designated Account	631.554	159.542
Government Contribution		
TOTAL CLOSING CASH BALANCES	729.284	257.272

DESIGNATED ACCOUNT STATEMENT

For the purposes of Project implementation, the e-Gov used the Designated Accounts No. 3261584073/59410C00511AA in USD and No. 227201/59410C0051AA in MDL, opened at the National Bank of Moldova (the State Treasury of Moldova). The account movements were as follows:

	1 January 2023 - 31 December 2023 USD	1 January 2022 - 31 December 2022 USD
Opening balance		
IBRD 8774-MD (including PPA IBRD P487-MD)	97.730	97.730
IDA 6126-MD	159.542	605.827
	257.272	703.557
Add:		
Sources of funds – IBRD 8774-MD (including PPA IBRD P487-MD)	-	-
Sources of funds – IDA 6126-MD	4.300.000	1.500.000
Less:		
Use of funds - IBRD 8774-MD	-	-
Uses of funds – IDA 6126-MD	3.828.601	1.946.248
Exchange Rate Differences	(613)	36
Closing balance		
IBRD 8774-MD (including PPA IBRD P487-MD)	97.730	97.730
IDA 6126-MD	631.554	159.542
	729.284	257.272

Mr. Andrei Prisacar
Director

Mrs. Lilia Luca
Chief Accountant

The special purpose Project financial statements and related notes on pages 8 to 12 were signed and approved by e-Gov on 20 June 2024.

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Notes to the special purpose Project Financial Statements

1. GENERAL INFORMATION

Modernization of Government Services Project. The design of the project takes into account the Government's vision, stated in the Public Administration Reform (PAR) Strategy 2016-2020 and relies on the Government Services Modernization Action Plan for 2017-2021, approved in July 2016 and included in the Roadmap on Priority Government Reforms related to the EU Association Agreement. The project aims to achieve improvements in access, efficiency, and quality of delivery of selected administrative services through four components:

Component 1: Administrative Service Modernization (US\$5.14 million)

The citizens of Moldova face a series of barriers in accessing Government administrative services: long and unpredictable waiting times in the offices of central public administration authorities; excessive demands for documents and information; inefficient processing of service applications; ineffective communication; and incomplete information about available administrative services. The conditions for service provision in some institutions do not comply with the EU or international standards. Citizens seeking access to services are often required to travel long distances and waste time, effort, and money to obtain information or services from institutions.

Component 2: Digital Platform and Services (US\$11.26 million)

The objective of this component is to digitize select reengineered Government services, strengthen a common ICT infrastructure and mechanisms for rapid deployment of ICT-enabled administrative services, and introduce Government-wide IT Management and Cyber Security standards and procedures. It finances the acquisition of additional shared ICT infrastructure elements, digitization of services needed to deliver Government services electronically, and development of IT Management and Cyber Security standards and procedures as well as learning management system to mainstream them within the Government. By the end of the project, under this component, at least 21 Government services will be digitized; all intended upgrades to existing digital platforms will be completed; and IT Management and Cyber Security Standards will be developed, institutionalized, and mainstreamed throughout the Government. Implementation of the digital platform and services will be guided by the principles of open data.

Component 3: Services Delivery Model Implementation (US\$1.16 million)

The objective of this component is to ensure that the institutional capabilities of key Government agencies are aligned with and support the new model of public services delivery. This may entail internal restructuring and staffing adjustments, such as reassignment and natural attrition, as administrative processes are streamlined and automated. It may also result in an increase in the number of staff requiring IT and analytical skills who can operate and manage e-Government systems. The component also addresses the capacity of partner entities participating in CUPS pilots as well as structural units in the Government responsible for Government administrative services modernization reform management and coordination.

Component 4: Project Management (US\$4.87 million)

This component finances the Project Implementation Unit, based in e-Governance Center and co-finances the core e-Governance Centre's management team.

PROJECT FUNDING

IDA 6126-MD and IBRD 8774-MD (including PPA IBRD P487-MD) Financing and Loan Agreements

The IDA 6126-MD and IBRD 8774-MD were signed between the Republic of Moldova and International Development Association and the International Bank for Reconstruction and Development, respectively, on 28 November 2017, in amount of Special Drawing Right ("SDR") 10,900,000 and USD 5,000,000,

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respectively. Project Preparation Advance ("PPA") IBRD P487-MD (initially PPA no. V0620001) Loan Agreement constitutes an integral part of IBRD 8774-MD Loan Agreement. PPA IBRD P487-MD was signed between the International Bank for Reconstruction and Development (18 April 2017) and the Republic of Moldova (4 May 2017), effective as of 1 September 2017, in the amount of USD 1,753,221. The Financing and Loan Agreements were signed in order to achieve the objective of the Project: to strengthen Modernization of Government Services through increased accessibility, efficiency and quality of delivery of selected government services. On March 4, 2019, the undisbursed amount under the IBRD Loan 87740 was converted from USD 4,643,946 to EUR 4,097,540.

2. ACCOUNTING POLICIES

Basis of accounting

These Project Financial Statements are prepared solely for the purpose of complying with the terms of the IDA 6126-MD and IBRD 8774-MD (including PPA IBRD P487-MD) Financing and Loan Agreements, signed between the Republic of Moldova and the International Bank for Reconstruction and Development ("IBRD") and the International Development Association ("IDA"). As a result, the Project Financial Statements may not be suitable for another purpose.

The Project Financial Statements have been prepared in accordance with the basis of preparation and significant accounting policies described below.

Basis of preparation

The Project Financial Statements have been prepared in accordance with the accounting policies listed below.

The cash basis of accounting was used in the preparation of these special purpose Project financial statements since the recording of cash receipts and payments is the primary interest. Under the cash basis system income (or expenditure) is recognized when cash is received (or paid) irrespective of when goods or services are received.

The amounts are expressed in USD and are prepared for the period from 1 January 2023 to 31 December 2023.

Functional and presentation currency

The Project's functional and presentation currency is the United States Dollars (USD). The transactions performed in other currencies are converted and reported in USD using the official exchange rate of the National Bank of Moldova on the date of payment. The total funding has been accounted at the historical rate at the approval of the Project Financing. The Undisbursed balance under the Credit IDA 6126-MD in the Financial Statement is calculated using the USD/XDR rate at the period end. The exchange rate of XDR/USD as of 31 December 2023 is 1.34208000. On 4 March 2019 the undisbursed balance of the loan agreement with IBRD was converted from USD to EURO at the rate of 1.13335. The EURO/USD exchange rate as of 31 December 2023 was 1.10770000.

Procurement

All goods and services required for the project were procured in accordance with the requirements set forth or referred to in the:

- "Guidelines of Procurement of Goods, Works, and Non-Consulting Services under IBRD Loans and IDA Credits and Grants by World Bank Borrowers" dated January 2011, revised July 2014.
- "Guidelines of Selection and Employment of Consultants under IBRD Loans and IDA Credits and Grants by World Bank Borrowers" dated January 2011, revised July 2014.

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Designated account

The Designated account is opened by the State Treasury at the National Bank of Moldova and is the account through which the replenishments are drawn. All payments for eligible expenses are made from this Designated account and if the payment is in local currency it is made through a transitory account.

Transitory accounts

The transitory accounts are held at the State Treasury for the amounts in MDL, since the payments within the country can be done only in the local currency (MDL).

Sources of funding

The sources of funding are the amounts committed by the International Bank for Reconstruction and Development (IBRD)/ the International Development Association (IDA), and by the Government of Republic of Moldova according to the Financing and Loan agreements.

Uses of funds (Project expenditure)

The uses of funds are the amounts spent for covering eligible expenditures for the needs of the Project.

Undisbursed funds

Represents the balance of funds which are not yet drawn from the Sources of funds.

Closing balance and Refund of unused funds

Closing balance represents the total cash and cash equivalents held at State Treasury in the designated account, drawn from the Sources of funds and which are not yet used for project expenditure.

3. PROJECT FINANCING

3.1 Withdrawal application for IDA 6112-MD source for 2023

Withdrawal application	Application date	SOEs reference period	Payments made (USD)
No. 31	13/02/2023	Payments made during 01.01.2023-31.01.2023	500.000
No.33	25/04/2023	Payments made during 01.03.2023-31.03.2023	300.000
No.37	07/06/2023	Payments made during 01.05.2023-31.05.2023	1.000.000

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No.39	19/07/2023	Payments made during	1.000.000
No.44	13/11/2023	Payments made during	500.000
No.46	14/14/2023	Payments made during	1.000.000
Total disbursed during 2023			4.300.000

3.2 Government Contribution source for 2023 – 344.412 USD.

4. EXPENDITURE DETAIL BY PROJECT ACTIVITY

Below are presented the actual Uses of Funds by project component and category for the reporting period.

	01 January 2023 31 December 2023 USD	Accumulated to-Date USD
IBRD 8774-MD (from PPA IBRD P487-MD)		
Component 1. Administrative Service Modernization	-	55.737
1.1 Business process re-engineering	-	-
1.2 Reform management and coordination	-	43.162
1.3 Expanding access points for central government e-Services	-	-
1.4 Citizen Feedback and Outreach	-	12.575
Component 2. Digital Platforms and Services	-	11.609
2.1 Digital platform and Services	-	-
2.2 Strengthening digital infrastructure	-	11.609
2.3 IT Management and Cyber security	-	-
Component 3. Services Delivery Model Implementation	-	-
3.1 Institutional Capabilities Development, Sizing and Shaping Org Structures and HR	-	-
3.2 Capacity Development and Adaptation of Staff Skills to the New Model of Service Delivery	-	-
3.3 Enhancing Performance in Service Delivery	-	-
Component 4. Project Management	-	190.978
4.1 Project Management Unit	-	111.754
4.2 eGC Management	-	79.224
IBRD 8774-MD Total	-	258.324
IDA 6126-MD		
Component 1. Administrative Service Modernization	1.239.679	3.454.587
1.1 Business process re-engineering	16.663	936.779
1.2 Reform management and coordination	64.508	454.394

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	01 January 2023 31 December 2023 USD	Accumulated to-Date USD
1.3 Expanding access points for central government e-Services	888.388	1.481.973
1.4 Citizen Feedback and Outreach	270.121	581.442
Component 2. Digital Platforms and Services	1.940.236	5.677.583
2.1 Digital platform and Services	1.413.141	2.743.723
2.2 Strengthening digital infrastructure	527.095	2.762.814
2.3 IT Management and Cyber security	0.00	171.046
Component 3. Services Delivery Model Implementation	400.874	629.794
3.1 Institutional Capabilities Development, Sizing and Shaping Org Structures and HR	252.874	319.852
3.2 Capacity Development and Adaptation of Staff Skills to the New Model of Service Delivery	148.000	245.348
3.3 Enhancing Performance in Service Delivery	-	64.594
Component 4. Project Management	247.812	1.706.626
4.1 Project Management Unit	161.709	834.339
4.2 eGC Management	86.103	872.287
IDA 6126-MD Total	3.828.601	11.468.591
Government Contribution	344.412	1.934.747
Component 4. Project Management	344.412	1.934.747
4.2 eGC Management	344.412	1.934.747
Government Contribution Total	344.412	1.934.748
Exchange rate differences	(613)	(146)
Total Expenditures	4.172.400	13.661.517