

# ENVIRONMENT AND SOCIAL SYSTEMS ASSESSMENT (ESSA) – ADDENDUM ADDITIONAL FINANCING OF THE URBAN TRANSPORT PFORR

## A - Introduction

1. The Government of Morocco (GoM) has expressed interest in an Additional Financing (AF) to the current Urban Transport Program-for-Results (PforR), whose closing date is June 30<sup>th</sup>, 2021. This additional financing (for an amount of USD 150 million) will scale-up the positive impacts of the parent project and will build on its current achievements, while incorporating cross-cutting themes of adequacy, efficiency, sustainability of urban transport services. Such themes are aligned with the emerging challenges to the sector as highlighted by the new National Strategy for Urban Mobility (SNMU) for Morocco, prepared with the support of the World Bank.

2. Demand for urban mobility in Morocco has sharply increased in the last decades and is yet to be fully satisfied. Several issues remain unsolved for the urban transport sector. Users of public urban transport, in particular the poor and women, suffer from inadequate speed and reliability in large agglomerations. The urban transport sector is characterized by rising congestion and poor road safety. Several structural weaknesses explain this situation, among other: significant historic underinvestment, lack of financial sustainability, and insufficient capacity and deficiencies in the institutional management and coordination of the sector, particularly at the local level.

3. The proposed AF aims at expanding the scale of the current Program Development Objectives (PDO) and key results areas, which remain relevant. The Program Disbursement-Linked Indicators (DLIs) will be reformulated and revised in terms of targets and verification protocol in alignment with their expansion in scale. The original geographic scope and institutional arrangements of the Program will be maintained. The implementation period of the Program will be extended by 3 years with a new closing date of June 30<sup>th</sup>, 2024.

4. To ensure that adverse environment and social risks and impacts continue to be avoided, reduced and mitigated adequately, the World Bank team prepared this addendum to the Environmental and Social Systems Assessment (ESSA) to cover potential additional environmental and social (E&S) aspects that may raise from the Additional Financing. The Addendum does not constitute a new ESSA and should be considered together with the ESSA of the parent Program. The ESSA of the parent program assessed, against the requirements of Bank Policy/Bank Directive Program-for-Results Financing (formerly OP/BP 9.00), the national and municipal systems with respect to institutional capacity and performance, policy and regulatory bases, consultation mechanisms and GRM to manage and mitigate the impacts.

### i - Objectives of the ESSA Addendum

5. The objectives of the ESSA Addendum are:
- i. To assess the implementation progress of the recommendations and actions in the PAP of the Program.
  - ii. To identify relevant legislative and procedural changes since the preparation of the ESSA for the Program.
  - iii. To identify new potential environmental and social risks and impacts from the Program AF.
  - iv. To recommend measures to further strengthen the environmental and social system.

## ii - Methodology of the ESSA Addendum

6. The ESSA examines the environmental and social management systems applicable to the Program with a view to assessing their compliance with the provisions of the World Bank Policy and World Bank Directive on Program-for-Results Financing of November 2017, and later amendments, to which the Program must comply with. The methodology follows best practices and Bank Guidance on Program-for-Results Financing Environmental and Social Systems Assessment. The purpose of the ESSA addendum is to ensure that the environmental and social risks of the AF will be well managed and that is aligned with the principles of sustainable development.

7. The preparation of the addendum involved a series of interviews and consultation with stakeholders related to the Program. The updated ESSA addendum reflects the review of several documents, including the original ESSA and subsequent reports of World Bank implementation support missions, as well as interviews of key stakeholders including national level agencies, management and staff of local implementing agencies, and project-affected communities. Field level assessments in select cities (Casablanca and Agadir) have been carried out during the preparation phase in March 2020 prior to the national lockdown in Morocco due to the Covid-19 pandemic. Formal virtual consultations on the ESSA addendum update have been held prior to appraisal. When relevant, environmental and social risk mitigation measures are incorporated into the Program Action Plan (PAP).

### **B - Description of the AF**

8. The AF, amounting to US\$ 150 million at this stage, will be focused for the most part by 2024 on activities similar to those under the current PforR as part of the Government Program. The Program's DLIs would in most cases be maintained and refined to reflect the additional financing.

9. The activities of the AF would focus on strengthening the central capacity to coordinate, support and monitor urban transport at the central level and in the Program Area under Subprogram 1 and Subprogram 2, with a particular focus on financing the sector through the Urban Transport Fund (which was supported in the original Program) by ensuring its sustainability and optimizing the way it performs its intended functions.

10. At the local level, activities under the AF would focus on strengthening the capacity to plan, implement and monitor urban transport in primary and intermediate cities in the Program Area (under Subprogram 1), in particular through the generalization and strengthening of (i) inter-municipal coordination mechanisms for urban transport such as associations of urban agglomerations (or equivalent), among others, (ii) urban mobility master plans based on a structured process and a participatory approach, and (iii) and urban transport enterprises (or equivalent), among others.

11. The subprojects of the additional financing (Subprogram 3) would cover, for a proposed total of 25 kilometers at this stage, investments for the development of infrastructure, systems and equipment along the lines of the initial Program, aimed at improving the level of service for users on urban transport corridors in the form of Bus Rapid Transit (BRT). The AF will not include activities and subprojects that should be excluded from PforR Program Financing as per PforR Policy Para 9 (that is "unlikely to have a significant adverse impact on the environment and/or affected people", as defined in the relevant operational policy). This component would focus particularly on cities such as Casablanca and Agadir, which recently confirmed and/or formalized this type of project, which would be carried out in partnership between the Government of Morocco and the relevant local authorities. In connection with these investments, additional intermediate indicators are proposed to be added to the Program's results framework to, among others, monitor for the urban transport corridors, progress in the implementation of these transport corridors,

finalization of urban mobility concessions, and improvement in user satisfaction (disaggregated by gender), among others.

### **C - Implementation Progress**

12. In preparation for this operation, the World Bank team undertook (i) a preparation mission and field visits to selected sub-projects in March 2020, prior to the national lockdown in Morocco due to Covid-19 (and the declaration of a national state of health emergency with strict movement and meeting restrictions), (ii) a social and environmental assessment of the parent project, and (iii) an analysis of the sub-projects envisaged for the additional financing. The action plan for the environmental and social assessment of the parent project is partly completed (preparation and dissemination of the environmental and social management guide, training of stakeholders on its provisions and use, effective designation of focal points at the level of the participating municipalities, etc.). However, monitoring and reporting on the work sites is not carried out systematically. This relatively poor performance is due to the weak ownership of the procedures by the site-specific focal points, included in the environmental and social management guide, and to the absence of a focal point at the central level, which was not foreseen in the design of the parent project. Such weaknesses were addressed during the design of the AF. In particular, the proposed E&S focal point at the central level will be in charge of raising local capacity, increasing local awareness and ownership, and supervise and provide guidance to local focal points, after being trained by the World Bank. The World Bank team will also directly carry out capacity building to local focal points. This should result in improved performance in the highlighted area. The sub-projects considered for the AF and subject of technical meetings and/or field visits during the preparation mission should not generate significant negative impacts. The preparation of these sub-projects is relatively advanced from an environmental and social point of view, with relevant studies being finalized or updated.

13. The existing Program has been performing mostly satisfactorily with regards to climate-change as a corporate requirement and the proposed AF is anticipated to have a more significant positive impact in this area. The Program has supported the development of traffic management measures and systems to reduce emissions by improving the flow of traffic and by favoring a lower carbon footprint (including electric buses), particularly in congested areas with greater than average air pollution levels as a result, especially in Rabat, Casablanca, and Marrakech. The additional financing intends to continue incorporating climate-oriented benefits through the involvement of the private sector and the systematic inclusion of environmental quality standards of the competitively tendered concessions.

14. The existing Program has been performing mostly satisfactorily with regards to gender. Infrastructure and systems supported by the existing Program included, safety, security, and universal access features that usually have a positive impact on women in urban transport, such as improved lighting in buses and stations (for instance in Rabat and Marrakech), road safety grids and traffic-calming devices for dedicated lanes (for instance in Rabat and Marrakech), upgraded intersections and pedestrian crossings (for instance in Rabat), CCTV<sup>1</sup> for surveillance on buses, stations and traffic management systems (for instance in Rabat and Casablanca), and physical improvements for people with limited mobility on sidewalks (for instance in Rabat and Marrakech). The additional financing intends to continue to incorporate gender-sensitive interventions in its supported activities in the same manner.

15. The current operation has been performing mostly satisfactorily in terms of citizen engagement as a corporate requirement and its additional financing is expected to continue to similarly incorporate such benefits. Most expenditures supported by the parent Program have been informed by planning processes that have included participation from the local population, during public consultations and disclosure of

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<sup>1</sup> Closed-circuit television.

urban mobility master plans. This has resulted in the views of relevant stakeholders being reflected and integrated in their design. The Program has incentivized the finalization of such documents based on a participatory approach for Greater Agadir, El Jadida, Oujda, and Fès, an approach that should be further expanded in the context of the additional financing.

#### **D - Legislative and Procedural Changes**

16. The environmental and social system described in the parent ESSA is still applicable both in terms of laws, regulations, standards and in terms of procedures and actual implementation of those laws and standards. There have been no changes in terms of legislation or procedures.

#### **E - Environmental and Social Risks and Impacts of the AF**

17. The design of the AF does not introduce significant changes in the scope and areas of intervention of the Parent Program. The AF does maintain the activities and institutional arrangements and does not introduce new activities that would change the E&S risks associated with the program. The institutions managing E&S risks centrally and at the municipality are considered robust enough to manage the changes associated with the AF. Generally, the implementation of the Program will likely result in more benefits and positive impacts. The risks associated with the current Covid-19 crisis are going to be mitigated through public health management beyond the PforR scope.

18. None of the Program's activities are likely to have any impact on Sites of Biological and Ecological Interest (SIBE) in Morocco or to significantly transform natural habitats or significantly modify areas of biodiversity and/or potentially important cultural resources. On the other hand, the Program is intended to bring clear environmental benefits as it will contribute to relieve congestion in urban transport networks. As a result, by making traffic flow more smoothly, the operation will significantly reduce local pollutants and improve air quality, thus having a positive impact on the health of their population. The development of public transport can also help to reduce energy consumption. On the one hand, it is generally estimated that a bus consumes half as much energy and emits half as much CO<sub>2</sub> as a car. On the other hand, the energy efficiency of a bus per passenger-km is 16 times higher than that of a car.

19. The ESSA for the parent program concluded that E&S impacts will be mainly related to the construction phase, which may lead to: (i) increased air pollution; (ii) uprooting of trees and removal of green spaces; (iii) disruption of ongoing economic activities and loss of income; and (iv) temporary or permanent occupation of private land by agreement or voluntary transfer or by the use of expropriation for public purposes.

20. The Program will not result in any land acquisition, it will use either the existing right-of-way or state-owned or municipality-owned lands, except limited instances of informal housing encroaching on the right of way (Salmia), that can in principle be avoided with a relatively minor and localized modification of the alignment). However, there are sections among the considered ones that would need to be managed carefully regarding the negative impacts that the works may generate especially in some critical sections in Casablanca (Hay Hassani - Errahma) and Agadir (Terminus). These sections are presently used by traditional informal markets and by itinerant merchants that should be relocated temporarily or permanently during the works. Temporary or permanent relocation and/or economic displacement, anticipated to be limited in scale, will be managed using procedures deemed satisfactory to the World Bank and to be included in the E&S Guide, which will be part of the updated Program Operations Manual (POM).

21. Regarding Grievance Redress Mechanisms (GRM) for the municipalities that are relevant for AF subprojects, the GRM is operational in Casablanca but just initiated in Agadir and it's being developed by the Communications and Information Systems Department of the urban transport enterprise of (Agadir

Mobility) to complement the GRM of the municipality of Agadir. The DGCT, in charge of managing the Program and its AF at the level of the Ministry of Interior, will need to consolidate all data to be communicated in a format and content that are acceptable to the World Bank and in timely fashion.

22. The main institutions involved in the implementation of the Program are the same as for the Parent Program. The Division of Urban Mobility and Transport of the DGCT (DDUT), which was responsible for the monitoring and coordination of day-to-day implementation of the Program, will continue this role for the AF. The DDUT is in the process of being elevated to a Directorate and transformed into the DMUT (Directorate of Urban Mobility and Transport), absorbing most of the units, services and entities previously involved in the sector at the level of the Ministry of Interior, with the technical assistance of the World Bank under the AF, and equipped with an additional amount of human resources including an E&S focal point. Participating municipalities (Casablanca and Agadir) will continue overseeing planning, budgeting, and implementing the AF activities at the municipal level, mostly through urban transport enterprises (Casa Transport and Agadir Mobility). Participating municipalities will therefore continue to be directly or indirectly responsible for execution, supervision, monitoring and reporting of progress of these subprojects to the Ministry of Interior.

23. As for the parent Program, the environmental and social risks and negative impacts associated with the Program are considered moderate. No additional risks are added through the AF. Program impacts will continue to be reversible and easily mitigated with the proposed mitigation measures. They will be easy to identify in advance and to prevent and minimize through effective mitigation measures as recommended in section VI and the action in section VII, and will be subject to an environmental monitoring and follow-up system that will allow for the identification and management of potential risks in real time. The parent Program performance on E&S systems was consistently rated “Satisfactory” and is reassessed in the context of this addendum as “Moderately Satisfactory”. The E&S management systems of the parent Program will be maintained to manage risks and enlarged to cover increased geographical scope and additional activities.

24. In the context of the recent advanced regionalization process and as recommended by the new National Strategy for Urban Mobility, the urban transport sector still requires an accelerated and mainstreamed strengthening in terms of capacity and coordination, including at the municipal level. Since the past decade, most users of public urban transport in large agglomerations have been suffering from inadequate speed and reliability. In terms of timeliness, with the sharply increased demand for urban mobility in Morocco’s main primary and secondary cities, urban transport remains a pressing priority for the Government, municipalities and citizens and will be particularly needed as an enabler of socio-economic recovery post-Covid-19 and aims to address issues strongly relevant to the Government of Morocco.

25. The Program will also give due consideration to the socio-economic and cultural appropriateness of and equitable access to vulnerable groups, including the poor and the disabled.

26. In terms of gender inclusion, the AF will make sure that women benefit from its expanded scope. Specific entry points for gender inclusion rely in DLI#1, DLI#4, and DLI#7. Infrastructure development must take into consideration differences in men and women’s mobility patterns associated to gender roles. Women and men have different mobility needs and patterns. Such differences can be quantified in (i) monetary costs – consisting of all fees/fares charged for use of any public transport systems and (ii) non-monetary costs by factoring in travel time, transfer, reliability, security and comfort. Female preference mostly revolves around the value of time spent, accessing transportation systems, waiting at stations, and in-vehicle travel: (i) transfers i.e. value of the time spent transferring and exiting the system to reach a destination, (ii) reliability i.e. probability at services to occur within an expected time, and (iii) security and comfort i.e. cost of the risk to personal safety experienced during the travel, as well as the general conditions related to comfort and ease of travel experienced on a trip.

27. These preferences need to be taken in better consideration. Women users, in their role as producers are participating in the Moroccan economy, as well as being the main homemakers and responsible for caring for the family, show different perspectives and preferences in matters related to travel time and transport reliability. Stated preferences models have been used in transport planning to analyze user's preferences and define their utility function which might allow to identify modal shift from users. Analysis will have to consider gender perspectives and consider that women and men travel differently and attribute different monetary and non-monetary costs; thus, the utility function should not be homogenous for the transport users.

28. Sexual harassment and violence in public transport impose severe limits women's and girls' mobility and access to jobs and services. They also limit women's labor market participation with negative impacts on economic growth. According to estimates from the IMF, equality in labor force participation in Morocco, could increase the income per capita by 50 per cent<sup>2</sup>. Violence against women and girls in public transport can bring other consequences upon individuals, such as increasing risk of depression, anxiety and post-traumatic stress disorder.

## **F - Recommendations to Strengthen the Environmental and Social System**

29. **Coordination.** To further strengthen E&S management, a focal point at the central level and a focal point at each of the participating municipality involved in the development of urban transport corridors will be assigned. These focal points will also support the strengthening and updating of the Program's E&S management systems taking these emerging issues into account and will update the ESMPs of the sub-projects accordingly.

30. **Studies.** The ESIA of the Casablanca subproject is currently being finalized and will be submitted to the National EIA Committee for analysis with a view to granting environmental acceptability. The ESIA of the Agadir subproject should be updated as planned as it is outdated (having been carried out in 2013), in accordance with Law 12-03 which states that the validity period of an EIA cannot exceed 5 years. This update should be used to (i) better reflect the budget of project environmental and social mitigation measures that are not covered by the project, (ii) define the management of solid and liquid waste generated at the maintenance center, (iii) formulate the mitigation measures that avoids the use of groundwater resources, (iv) assess the capacity of stakeholders to implement mitigation measures, and (v) define environmental and social provisions for contractors to be included in the bidding documents to ensure that the works companies will comply with the recommendations of the ESIA.

31. **Covid-19.** The emerging threat of Covid-19 infections during transport operations and construction works will pose additional risks for health and safety that need to be included and strengthened in the Environmental and Social System of the Parent project. Therefore, the Program will protect users' and public workers' safety against potential Covid-19 risks, transmissible through human-to-human contagion during construction operations and during Program implementation. Occupational health and safety (OHS) and operations management procedures will need to be developed by local environmental and social focal points to protect workers from Covid-19 infections during construction and for transportation personnel during operations, in accordance with World Health Organization (WHO) guidelines. These procedures will be included in the E&S Guide which is a part of the Program Operations Manual

32. **Gender.** The E&S focal points will ensure that a Gender Action Plan is developed to better integrate women's preferences and safety issues in the Urban Transport Program and will develop dedicated consultations with stakeholders around these issues.

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<sup>2</sup><https://www.imf.org/en/News/Articles/2017/03/01/NA030117-Morocco-Reducing-Gender-Inequality-Can-Boost-Growth>

33. **Disability.** Regarding including with people with disability (including physical and visual), the E&S focal points will ensure that a series of actions on this matter will be identified and prepared to better integrate the needs of this category of users. The focal points will carry out specific consultations for this purpose, as appropriate, with the relevant stakeholders on this topic.

34. **Grievance redress.** The GRMs of the Program will be further strengthened to be able to manage the focus and new activities under the AF. The GRMs will need to be enhanced to cover the additional scope and increase the capacity to manage the related grievances. The E&S focal points at central and regional level will establish a monitoring and reporting mechanism to include grievances into the regular program reporting.

35. **Consultations.** The ESSA of the parent Program was subject to public consultations during a workshop with stakeholder representatives in March 2015 and subsequently disclosed. Due to Covid-19 restrictions, the ESSA addendum was not able to be subject to a face to face consultation. Consultations has been conducted remotely on July 8<sup>th</sup>, 2020 (prior to the completion of the AF appraisal), with the participation of representatives from the civil society and the private sector (the minutes of the consultation are annexed to this document). The consultation used non-contact methodologies as appropriate following the established protocols of the World Health Organization (WHO) and the Ministry of Health (MoH) during the pandemic. The addendum of the ESSA will be made available in French and shared with stakeholders. It was disclosed on the Ministry of Interior's website prior to the remote consultations and distributed to stakeholders through electronic means such as e-mails. Further consultations will be conducted during the implementation of the Program to engage with users of public transport, including those with vulnerabilities and to ensure communication with stakeholders and beneficiaries. These consultations will use best practices applicable during the Covid-19 crisis. Most expenditures supported by the existing Program have been informed by planning processes that have included participation from local population (often during public consultations). To the extent possible, data collection and monitoring will be carried out in a gender and age disaggregated manner to contribute to a better understanding of the demographic profile of the affected population.

## G - Action Plan

| N°  | Measure   | Activity  | Responsibility   | Schedule of parent Program  | Status           | Means of measurement             | Schedule AF  |
|---|---|---|--|---|------------------|----------------------------------|--|
| <i>Area 1. Strengthening of the environmental and social system</i> |   |   |  |   |                  |                                  |  |
| 1.1   | Municipal Technical Guide to the environmental and social management of urban transport | - Preparation of the Guide.<br>- Organization of a presentation and information workshop with all stakeholders (on the local level).  | MoI (DGCT)   | December 2016   | Yes<br>Partially | N/A<br>Workshop reporting        | N/A<br>Extended to the new participating municipalities by December 2020 |
| 1.2   | EIA system  | Revision of the decree on the EIA for the integration of public consultation and distribution of the documents <sup>3</sup> .   | Ministry of Environment  | December 2016   | No               |                                  |  |
| 1.3   | Designation of a focal point in each participating municipality                         | Identification of an official to act as the environmental and social focal point in each municipality (for the entire duration of the Program, i.e. 4 years).   | Participating municipalities   | December 2016   | Yes,             | Report                           | Extended to the new participating municipalities by December 2020        |
| 1.4   | Management of requests and grievances.  | Setting up of a simple and efficient request management system based on the mechanisms and procedures already in place within each municipality (even strengthening it, if necessary) and definition of a request follow-up system (see below). | Each participating municipality, with support from the MoI at the territorial level. | December 2017 (in any case at least 2 months before the start of civil works) | Yes              | Grievance data monitoring by PIU | Ongoing  |
|   | GRM for Program AF  | Set up of monitoring and reporting system on AF and parent program GRM systems  | Participating Municipalities, SDLs, and DGCT   |   |                  | Grievance data monitoring by PIU | December 2020  |
|   | Gender Action Plan (GAP)  | Ensure consultations with women are feeding into planning of program activities, in particular security and safety considerations   | Participating Municipalities with DGCT oversight                                     |   |                  | GAP                              | December 2020  |

<sup>3</sup> This action will be encouraged during AF implementation and in support of strategic country dialogue by environmental colleagues as it is much larger than urban transport. In addition, in the framework of the ASA (P172610) on the implementation of the new ESF at the level of IPF projects in Morocco, this component is taken over and developed in order to integrate social aspects into the national EIA procedure.

|  |   |  |  |  |           |  |  |  |
|--|---|--|--|--|-----------|--|--|--|
| 1.5  | Consultations                                   | Consultation and public distribution of the available documentation (ESSA report).   | MoI  |  |           | Consultation report<br>Public disclosure of ESSA | Before effectiveness   |  |
| <b>Area 2. Strengthening of the implementation and follow-up of the environmental and social management system</b> |   |  |  |  |           |  |  |  |
| 2.1  | Environmental and social management procedures. | Implementation of all the environmental and social management procedures and mechanisms defined in the Municipal Technical Guide, in particular, with regards to the following aspects:<br>- Public distribution of the ESSA and of municipal environmental and social management plans.<br>- Preparation of environmental and social review forms.<br>- Supervision of the work by the municipal technical personnel responsible for environmental and social management.<br>- Definition and implementation of procedures applicable to involuntary rehousing.<br>- Follow-up of complaints and requests.<br>- Land purchase follow-up.<br>- Follow-up, implementation and evaluation by the municipalities of attenuation and compensation measures.<br>- Municipal environmental and social reporting.<br>- Establishment and follow-up of agreement protocols between each municipality and specialist bodies (for the follow-up/environmental and social evaluation system). | Each participating municipality (in collaboration with the services of the wilaya, with the possible support of the Ministry of Interior). Each municipality may stress the relevance of these measures based on the planned activities and the selected institutional set-up. | December 2017 and throughout the entire Program. | Partially | Reporting  | Ongoing<br>Extended to the new participating municipalities by December 2020 |  |
|  | Agadir ESIA                                     | Updating ESIA of the Agadir subproject (dated 2013) in accordance with Law 12-03,  | Agadir subproject  |  |           | ESIA document                                    | December 2020  |  |
|  | E&S focal points                                | E&S focal points have to be established at central and municipality level to ensure monitoring and reporting   | Participating Municipalities, urban transport enterprises, and DGCT  |  |           | Reporting  | Extended to the new participating municipalities by December 2020            |  |
| <b>Area 3. Capacity building in environmental and social management</b>  |   |  |  |  |           |  |  |  |
| 3.1  | Capacity building initiatives.                  | Implementation of all capacity-building initiatives defined in the Technical Guide, in particular with regards to the following:   | Each participating municipality (in collaboration with   | December 2017                                    | Partially | Reporting  | Ongoing<br>Extended to the new participating                                 |  |

|          |  |  |  |  |  |                        |                            |
|----------|--|--|--|--|--|------------------------|----------------------------|
|          |  | <ul style="list-style-type: none"> <li>- Principles concerning the environmental and social management of the Program (for the technical personnel and elected municipal officials).</li> <li>- Methods concerning the integration of the environmental and social management into the capacity-building plan of the Program as such.</li> <li>- Procedures and principles concerning involuntary rehousing.</li> <li>- Screening tool applied to projects with a low social impact and broadened involuntary rehousing, including aspects linked to the means of subsistence and vulnerable groups.</li> <li>- Budgetary aspects of environmental and social management.</li> <li>- Procedures concerning the consultations with the public on each of the municipal sub-projects (prior to their approval).</li> </ul> | the services of the the Ministry of Interior, including at the territorial level). Each municipality may stress the relevance of these measures based on the planned activities and the selected institutional set-up. |  |  |                        | municipalities by Dec 2020 |
| Covid-19 |  | Ensure public transport planning is taking into account the risks associated with the Covid-19 pandemic and other public health issues   | Participating municipalities   |  |  | Planning and reporting | December 2020              |

## **Annex : Minutes of the Public Consultation**

### **INTRODUCTION**

36. Organized jointly by the World Bank and the Ministry of Interior, a public consultation on the draft version of the Addendum to the Environmental and Social Systems Assessment (ESSA) of additional financing of the Urban Transport Program-for-Results (PforR) was held by videoconference in Rabat, on July 8<sup>th</sup>, 2020.

37. Around twenty-five people participated in this virtual public consultation, representing the Ministry of Interior, local communities, the private sector of public transport and civil society actors. World Bank team members also took part in the consultation (see the full annexed list of participants).

38. The consultation consisted of two parts, namely: (i) a presentation of the Program, the characteristics of the PforR instrument, as well as the results and recommendations of the addendum to the ESSA (a presentation had been prepared for this purpose); and (ii) a question and answer session.

### **FIRST PART: INTRODUCTION AND PRESENTATION**

39. The Transport Specialist and Task Team Leader (TTL) of the World Bank opened the session by welcoming the participants and presenting the general objectives of the session. All participants were invited to introduce themselves.

40. The TTL then proceeded to present the context and main characteristics of the additional financing to the PPR in question, as follows:

- The Government of Morocco has expressed interest in additional funding for the current PPR, the closing date of which is June 30, 2021. This additional funding will amplify the positive effects of the existing (or parent) PPR based on of its current achievements, while further integrating the cross-cutting themes of the adequacy, efficiency and sustainability of urban transport services. These themes are aligned with the new challenges of the sector as highlighted by the new National Strategy for Urban Mobility (SNMU) of Morocco, prepared with the support of the World Bank.
- The proposed additional financing aims to extend the current Program Development Objectives (PDO) and the key result areas, which remain relevant. The Disbursement-Linked Indicators (DLI) will be reformulated and revised if necessary, in terms of objectives and verification protocol, to reflect when relevant the emphasis placed on the adequacy, efficiency and sustainability of services of urban transport. The additional financing particularly pertains to Bus Rapid Transit (BRT) lines at Casablanca and Agadir. Compared to the parent Program, the additional financing also aims for a clearer and marked integration of gender, climate change and citizen engagement aspects (participatory approach).
- The geographic scope and the initial institutional arrangements of the program will be maintained.
- The implementation period of the Program will be extended by three years, with a new closing date set at June 30, 2024.
- The institutional and implementation arrangements of the parent Program are maintained for its additional financing.

41. The social development specialist at the World Bank presented the framework, objectives, methodology and main results of the ESSA Addendum for the Program. It was reiterated that in accordance with the World Bank operational policies relating to the PforR, the preparation of the Program includes three evaluations: (i) a technical evaluation, (ii) an evaluation of fiduciary systems, and (iii) an evaluation of

environmental and social systems (ESSA) subject of the consultation session. The objective of these evaluations is to identify, prevent and mitigate all the risks of the Program, both during the preparation phase and during implementation. With World Bank support at the programmatic level, the objective is to strengthen and improve the systems applicable to the Program. The main objectives of the World Bank's operational policies relating to environmental and social management were presented. They revolve around the objectives of promotion of environmental and social sustainability, reduction of environmental and social risks linked to the implementation of Program activities, and incorporation of environmental and social issues and risks in decision-making processes. The ESSA assesses the systems of the Program in the light of these general objectives, to assess on the one hand the formal systems, as defined by applicable laws, regulations, and procedures, but also the actual practices and the capacity of the institutions concerned by environmental and social management.

42. In general, the implementation of the Program is likely to have more benefits and positive impacts than the reverse in the targeted communities. The proposed additional financing does not include activities requiring the acquisition of land, since the activities are mainly located in the urban perimeter and will develop to a large extent on existing roads. The additional funding will support and accompany the implementation of sustainable urban transportation management practices, it will also improve air quality in the territories of participating municipalities, with direct positive impacts on living conditions and population health.

43. In line with the parent Program, activities requiring the acquisition of land will be excluded from the Program. However, certain sections must be carefully managed with regard to the negative impacts that the works could generate, in particular in certain critical sections: Casablanca (Hay Hassani and Salmia) and Agadir (Terminus). These sections are respectively encroached upon by a limited amount of informal housing on the right of way and currently used by traditional informal markets and by itinerant merchants who should be temporarily or permanently relocated during the works.

44. The proposed additional financing will have positive social impacts because it aims to ensure equity of access to urban transportation, to strengthen social responsibility and participatory governance and to develop grievance redress mechanisms (GRM) that are easily accessible, culturally appropriate and understandable to affected individuals and communities. The Program contains mechanisms to ensure the inclusion of vulnerable populations (elderly, young, women, etc.), including with regard to communication and access for everyone.

45. Overall, the environmental and social risks associated with the activities of the Program are considered low to moderate, limited to the construction phase. The Program does not finance any investment involving significant or substantial social and environmental risks, in accordance with the requirements of the World Bank Policy on PfoRs.

46. With regard to the social and environmental management systems applicable to the Program, the legal and regulatory frameworks as well as the procedures developed are broadly in line with the provisions of the relevant World Bank's PforR policy. However, (i) focal points at central level and in each of the entities involved in the implementation of the sub-projects must be assigned and their capacity in terms of environmental and social management strengthened as it may be insufficient for some, (ii) the BRT projects of Casablanca and Agadir will have to present the environmental acceptability of their ESIA, and (iii) occupational health and safety procedures and operations management will have to be developed by the local E&S focal points to protect workers from Covid-19 infections during construction and for transport personnel during operations, in accordance with WHO guidelines.

47. At the end of the presentation, the audience was informed that the draft version of the ESSA addendum has been published on the national portal of the territorial collectivities of the Ministry of Interior and that

the summary of comments expressed during the consultation and received by email will be included in the final version of the ESSA addendum, which will also be published on the above-mentioned of the Ministry of Interior and on the World Bank website.

48. The representative of the Ministry of Interior insisted on the implementation and application of the recommendations and action plan resulting from the ESSA addendum in accordance with World Bank directives but above all to the requirements of the national environmental and social regulations as well as the orientations of the sustainable development strategy of Morocco.

49. The representative of Casa Transports highlighted that the Environmental Impact Assessment (EIA) for the Casablanca BRT project has been finalized and will soon be submitted to the national EIA committee for obtaining environmental acceptability.

50. The representatives of Agadir Mobilités clarified that the Environmental and Social Impact Assessment (ESIA) of the Agadir BRT had been carried out in 2013 and therefore was being updated as mandated under Moroccan law. The summary of this study will be published on Agadir Mobilités' website.

## SECOND PART: DISCUSSION WITH THE PARTICIPANTS

51. During the discussion that followed these presentations, participants had the opportunity both to ask their questions to obtain clarification on the Program in general or on the ESES addendum in particular, and to bring their own reflections and comments on a set of relevant themes.

### (A) QUESTIONS AND CLARIFICATIONS

#### 1. Matters pertaining to the ESSA

##### ➤ Questions and suggestions :

- (i) Are public consultations disclosed on the World Bank website?
- (ii) What are the selection criteria for the stakeholders invited to World Bank public consultations?
- (iii) The contacts of the E&S focal points for the Program should be shared with stakeholders.
- (iv) The E&S documents consulted upon should be translated to Arabic.
- (v) Importance of the project for the improvement of air quality and the environment of the city of Agadir.
- (vi) Green spaces should be preserved and expanded.
- (vii) Development of E&S procedures focusing on prevention and management, including grievance redress mechanisms (GRMs).
- (viii) The issue of disability is not clearly addressed in the ESSA addendum.
- (ix) Need to analyze the impact of the works on the accessibility of the surrounding urban space during construction.

##### ➤ Answers:

- (i) All public consultations are disclosed on the websites of the World Bank and the borrower. The reports of the public consultations are an integral part of the final version of the project documents which are published. The same will apply to the ESSA addendum to this Program with the minutes of its public consultation.
- (ii) In general, the basic criterion is the adequacy between the scope of activity of the stakeholders invited as actors of civil society with the activities developed within the framework of the project consulted upon. The World Bank and the borrower jointly finalize the list.

- (iii) E&S focal points are identified and designated at the start of the project. They are appointed within the Ministry of Interior and the respective implementing agencies at local level.
- (iv) The final version of the ESSA addendum will be translated into Arabic and disclosed on the websites of the World Bank and/or the borrower. The preferred choice of the language to conduct public consultations (typically French and/or Arabic) is discussed with the participants at the start of the consultation.
- (v) The Program plans to rehabilitate and expand the green spaces that will be affected by the works.
- (vi) The Grievance Redress Mechanisms (GRMs) implemented or strengthened within the framework of the Program enable the capture, analysis and response to users' grievances.
- (vii) The issue of disability is addressed in the ESSA of the parent project. Given the importance of the comments raised by participants on this aspect, the final report of the ESSA addendum will be revised to address this issue.
- (viii) The impact of civil works on accessibility during this phase has been studied and the mitigation measures proposed integrate this aspect.

## 2. Matters pertaining to the Program:

### ➤ Questions and comments:

- (i) How does the Program plan to improve access for citizens with special needs (i.e. limited physical mobility)?
- (ii) Have satisfaction measurements of urban transport systems for the city of Casablanca been carried out ahead of the parent Program?
- (iii) Ensure the implementation of measures similar to those deployed in urban light rail (i.e. tramways) to ensure the safety of women in BRTs.
- (iv) Difficulties in enforcing social distancing measures in public transport.
- (v) Include an awareness raising program to mitigate acts of vandalism against buses and bus stations.
- (vi) Need to introduce Berber languages in the communication with users in the Agadir region.
- (vii) Need to extend the scope of the Program to include the Agadir-Inezgane axis.
- (viii) How will the contractual aspects for urban transport services be integrated within the framework of this Program?
- (ix) Raising awareness among the youth is important in order to reduce the risk of vandalism and improve user safety in urban transport systems.
- (x) Useful to use behavioral studies to determine the needed urban transport service (including the frequency of use of buses, taxis, etc).
- (xi) Need for further involvement of civil society in the preparation of urban transport master plans to integrate the needs of youth, women, etc.
- (xii) Need for the deployment of intelligent traffic management systems to manage intersections.
- (xiii) Lack of public transport in the peripheral districts (including for instance the road to El Jadida at the outskirts of Casablanca).
- (xiv) Other cities like Fez, Marrakech and Oujda should benefit from the BHNS experience of Casablanca and Agadir.
- (xv) Need for a single public transport pass for multiple modes as well as interchanges in the main access hubs of the city.
- (xvi) Awareness raising of drivers and users on people with reduced mobility and their needs.
- (xvii) Adaptation of fares in order to ensure access to the most vulnerable.
- (xviii) Accessibility must also be thought of for people with visual, intellectual and hearing impairments (both in terms of access to transport services, adaptation of waiting areas, and accessibility to information on journeys and stops).

- (xix) Analysis and consultation relating to the routes in order to ensure local urban transport connectivity to social services (health and education).

➤ Answers:

- (i) Physical accessibility, including for users with special needs, has been taken into account in the planned acquisition of rolling stock which must be equipped with a dedicated access ramp as well as special doors for this purpose.
- (ii) Several measurements of the satisfaction of users had been carried out in Casablanca by several actors prior to the preparation of the parent PforR and the results confirmed the specific conditions of Casablanca compared to other cities. The city of Casablanca in general has been the subject of actions aimed at improving the sense of security for women in particular.
- (iii) A recent study on gender in transport confirmed that women felt safer on urban light rail (i.e. tramways) than on buses. The recently formalized concession contracts for the operation of bus lines in several cities take this into account and work to improve the safety of women on bus lines.
- (iv) Communication with the youth in particular and users in general is the responsibility of the operator with the supervision, control and guidance of local entities.
- (v) Similar to (iv).
- (vi) This measure should be integrated into the BRT project in Agadir to ensure communication with Berber-speaking users.
- (vii) The development of a BRT on the Agadir-Inezgane axis along the RN10 is underway. On the other hand, the proposed BRT line which is the subject of this PPR provides for feeder lines and interchange stations to ensure the connection and the flow of traffic with the other bus lines connecting the above-mentioned axis to the one proposed BHNS.
- (viii) The current concession contract is likely to be amended to take into account the management of the future BRT line. In addition, the municipality of Agadir has just launched a study on traffic and parking which is based on its recent urban transport master plan and which will enable it to decide on the restructuring of the bus network of Agadir by integrating the BRT line and therefore, inform potential amendments to the current concession contract.
- (ix) Similar to (iv) et (v).
- (x) The design of the projects is based on the analysis of the needs (definition of the route, frequencies, hourly amplitudes, fare, etc.) of the different users (the youth, women, users with special needs, etc.), users who are consulted at this stage of project development to confirm expectations.
- (xi) Similar to (x).
- (xii) Casa Transports is in the process of developing and implementing a central control station to ease traffic, with more than 200 intersections targeted. In addition, a parking master plan has been drawn up to support all measures to improve urban mobility in this area.
- (xiii) As part of the Grand Casablanca Development Plan 2015-2022 (33 billion dirhams in total), substantial efforts are being made to improve the mobility and urban transport of citizens, especially in peripheral areas. This should allow a limitation of informal transport which has gradually taken hold to make up for the fact that the public transport service was weak or nonexistent for these peripheral districts.
- (xiv) Other cities will benefit from the experience acquired by the participating cities in the framework of the Program and its additional financing.
- (xv) Fare integration is often technically possible and depends, mainly on a financial level, on the will (or lack thereof) at the local level, knowing that the operators' incentives are often contradictory.
- (xvi) Actions at this level are planned at the operator level, in cities for which this issue is important.

- (xvii) The question of fares is complex and largely depends on the possibility of financing any operating deficits generated by the State and/or the local authorities concerned.
- (xviii) The issue of accessibility for people with visual, intellectual and hearing impairments has been largely incorporated into the design of the BRT.
- (xix) The routes and the level of service of the BRT have been defined after extensive analysis and consultation, with the objective of efficient and prompt service to social and administrative establishments and services.

## (B) GENERAL COMMENTS

52. At the end of the discussions, it became clear that both the results and the recommendations of the ESES addendum were shared and adopted by the participants.

## CONCLUSION

53. The representatives of the World Bank thanked those present for their participation in the consultation. They assured that all of their comments and suggestions will be taken into account during the next stages of the preparation of the Program as well as in the finalization of the ESSA addendum. The final version of the ESSA addendum, which will include the consultation proceedings, will be published on the Ministry of Interior's website and on the World Bank website.

### List of people invited for the virtual public consultation

| #  | Name      | Surname        | Entity  | Title                    | Email  | Attendance (Y/N) |
|----|-----------|----------------|---|--------------------------|--|------------------|
| 1  | Hicham    | Benzine        | Association Marocaine d'Ecologie Urbaine  | President                | <a href="mailto:hichambenzi@yahoo.fr">hichambenzi@yahoo.fr</a>                 | N                |
| 2  | Hlima     | Razkaoui       | Care International Maroc  | President                | <a href="mailto:razkaoui@caremaroc.org">razkaoui@caremaroc.org</a>             | Y                |
| 3  | Céline    | Abric          | Handicap International  | Head of Office           | <a href="mailto:c.abric@hi.org">c.abric@hi.org</a>                             | N                |
| 4  | Rajae     | Azami          | EMI   | Professor                | <a href="mailto:azami@emi.ac.ma">azami@emi.ac.ma</a>                           | N                |
| 5  | Khadija   | Rhamiri        | UMT   | Membre                   | <a href="mailto:rhamirikhadija176@gmail.com">rhamirikhadija176@gmail.com</a>   | N                |
| 6  | Abdelhai  | Rais           | Association de Fès pour la Sécurité Routière  | President                | <a href="mailto:abdelhai.raisl@gmail.com">abdelhai.raisl@gmail.com</a>         | Y                |
| 7  | Houda     | Zouhri         | Comité National de Prévention des Accidents de la Circulation (CNPAC)                 | Head of unit             | <a href="mailto:zouhri@cnpac.gov.ma">zouhri@cnpac.gov.ma</a>                   | N                |
| 8  | Youssef   | Errkhis        | Association Amal des Handicapés   | President                | <a href="mailto:handicapamal@gmail.com">handicapamal@gmail.com</a>             | N                |
| 9  | Fanida    | Oubenaissa     | ESPOD Rabat   | President, Rabat section | <a href="mailto:fanida_oubenaissa@hotmail.fr">fanida_oubenaissa@hotmail.fr</a> | Y                |
| 10 | Yasmina   | Bennis Bannani | ADFM  | Professor                | <a href="mailto:yasbenn@gmail.com">yasbenn@gmail.com</a>                       | N                |
| 11 | Oussama   | Khoms          | SETEC   | Engineer                 | <a href="mailto:oussama.khoms@setec.com">oussama.khoms@setec.com</a>           | N                |
| 12 | Yamna     | Ghabbar        | Organisation Marocaine des Droits Humains (OMDH)                                      | Member                   | <a href="mailto:gghabbary@gmail.com">gghabbary@gmail.com</a>                   | Y                |
| 13 | Abdelaziz | Ilegh          | Observatoire Marocain des Déchets et des Emissions (OMDE)                             | President                | <a href="mailto:ailegh7@gmail.com">ailegh7@gmail.com</a>                       | Y                |
| 14 | Mohammed  | Ezzaouaq       | Association Marocaine des Experts en Gestion des Déchets et en Environnement (AMEGDE) | Secretary General        | <a href="mailto:m.ezzaouaq@gmx.fr">m.ezzaouaq@gmx.fr</a>                       | N                |
| 15 | Ahmed     | Berkia         | Union Marocaine des Organisations des Droits des Personnes Handicapés                 | President                | <a href="mailto:ahmed.berkia@gmail.com">ahmed.berkia@gmail.com</a>             | N                |

| #  | Name       | Surname        | Entity   | Title                                | Email   | Attendance (Y/N) |
|----|------------|----------------|--|--------------------------------------|---|------------------|
| 16 | Jennate    | Cherkaoui      | Ecole Mohammadia d'ingénieurs (EMI)  | Professor                            | <a href="mailto:jennate@emi.ac.ma">jennate@emi.ac.ma</a>  | N                |
| 17 | Imane      | Taaime         | Fondation Norsys   | Director                             | <a href="mailto:itaime@norsys.fr">itaime@norsys.fr</a>  | N                |
| 18 | Hassan     | Chqormani      | Association Initiatives et Développement (AID) - Marrakech                                 | President                            | <a href="mailto:chqormani1@yahoo.fr">chqormani1@yahoo.fr</a>  | N                |
| 19 | Mohammed   | Itouhar        | Association des Enseignants des sciences de la vie et de la Terre (AESVT) - Section Agadir | Director                             | <a href="mailto:aesvt.agadir@gmail.com">aesvt.agadir@gmail.com</a>  | Y                |
| 20 | Brahim     | Aarab          | Coalition Marocaine pour la Justice Climatique (CMJD)                                      | Officer                              | <a href="mailto:cmjusticeclimatique@gmail.com">cmjusticeclimatique@gmail.com</a> / <a href="mailto:b.aarab@yahoo.fr">b.aarab@yahoo.fr</a> | Y                |
| 21 | Samira     | Arjdal         | Association Dar Si Hmad  | Officer                              | <a href="mailto:info@darsihmad.org">info@darsihmad.org</a> / <a href="mailto:s.arjdal@darsihmad.org">s.arjdal@darsihmad.org</a>           | N                |
| 22 | Salwa      | Hilali         | Association Awrach Litanmia  | President                            | <a href="mailto:hilali.mustapha@gmail.com">hilali.mustapha@gmail.com</a>  | N                |
| 23 | Alberto    | Perez          | Alsa   | President                            | -   | Y                |
| 24 | Nasreddine | Lhafi          | Association Al Jisr  | Secretary general                    | <a href="mailto:n_lhafi@hotmail.com">n_lhafi@hotmail.com</a>  | N                |
| 25 | Karim      | Sbai           | Ordre des Architectes  | President - Central section          | <a href="mailto:Sbai.karim@gmail.com">Sbai.karim@gmail.com</a>  | N                |
| 26 | Aicha      | Chenna         | Association Solidarité Féminine  | President                            | <a href="mailto:solfem.n@gmail.com">solfem.n@gmail.com</a> / <a href="mailto:solfem@hotmail.fr">solfem@hotmail.fr</a>                     | N                |
| 27 | Leila      | Benhima Cherif | Association Heure Joyeuse  | President                            | <a href="mailto:leila.cherif@gmail.com">leila.cherif@gmail.com</a>  | N                |
| 28 | Idir       | Ouguindi       | Association Amicale Marocaine des Handicapés   | Director                             | <a href="mailto:Id.ouguindi@gmail.com">Id.ouguindi@gmail.com</a>  | Y                |
| 29 | Mohamed    | Laazri         | Association Amicale Marocaine des Handicapés (Région Casablanca)                           | Member                               | <a href="mailto:Laazri@gmail.com">Laazri@gmail.com</a>  | Y                |
| 30 | Nadia      | Hmaity         | Association Démocratique des Femmes du Maroc   | Member                               | <a href="mailto:nadiahmaity@gmail.com">nadiahmaity@gmail.com</a>  | Y                |
| 31 | Mourad     | Mawhoub        | Université Hassan II de Casablanca   | Dean                                 | <a href="mailto:mawhoub63@hotmail.com">mawhoub63@hotmail.com</a>  | N                |
| 32 | Youssef    | Naimi          | Université Hassan II Casablanca  | Professor                            | <a href="mailto:youssefnaimi@outlook.com">youssefnaimi@outlook.com</a>  | Y                |
| 33 | Basma      | Aissaoui       | Ministry of Interior   | Head of unit - DPE                   | <a href="mailto:baissaoui@interieur.gov.ma">baissaoui@interieur.gov.ma</a>  | Y                |
| 34 | Samah      | Boukhlet       | Ministry of Interior   | Officer - DPE                        | <a href="mailto:boukhlet@interieur.gov.ma">boukhlet@interieur.gov.ma</a>  | Y                |
| 35 | Aziz       | Berrahou       | Casa Transports  | Director                             | <a href="mailto:aberrahou@casatramway.ma">aberrahou@casatramway.ma</a>  | Y                |
| 36 | Jamal      | Bargach        | Agadir Mobilités   | Director                             | -   | Y                |
| 37 | Fatima     | Miyal          | Agadir Mobilités   | Consultant                           | <a href="mailto:fmiyal@aremo.ma">fmiyal@aremo.ma</a>  | Y                |
| 38 | Redouan    | El Ouafi       | Agadir Mobilités   | Consultant                           | <a href="mailto:relouafi@aremo.ma">relouafi@aremo.ma</a>  | Y                |
| 39 | Nabil      | Samir          | World Bank   | Transport specialist                 | <a href="mailto:nsamir@worldbank.org">nsamir@worldbank.org</a>  | Y                |
| 40 | Khalid     | Anouar         | World Bank   | Environmental specialist             | <a href="mailto:kanouar@worldbank.org">kanouar@worldbank.org</a>  | Y                |
| 41 | Markus     | Vorpahl        | World Bank   | Senior social development specialist | <a href="mailto:mvorpahl@worldbank.org">mvorpahl@worldbank.org</a>  | Y                |
| 42 | Thierry    | Desclos        | World Bank   | Senior urban transport specialist    | <a href="mailto:tdeslos@worldbank.org">tdeslos@worldbank.org</a>  | Y                |
| 43 | Ibtissam   | Alaoui         | World Bank   | Communication officer                | <a href="mailto:ialaoui@worldbank.org">ialaoui@worldbank.org</a>  | Y                |
| 44 | Monica     | Vidili         | World Bank   | Senior social development specialist | <a href="mailto:mvidili@worldbank.org">mvidili@worldbank.org</a>  | Y                |
| 45 | Houcine    | Gabi           | World Bank   | Social development specialist        | <a href="mailto:hgabi@worldbank.org">hgabi@worldbank.org</a>  | Y                |
| 46 | Julie      | Babinard       | World Bank   | Senior transport specialist          | <a href="mailto:jbabinard@worldbank.org">jbabinard@worldbank.org</a>  | Y                |
| 47 | Elsa       | Abi Akl        | World Bank   | Temporary                            | <a href="mailto:eabiakl@worldbank.org">eabiakl@worldbank.org</a>  | Y                |

| #  | Name    | Surname | Entity     | Title             | Email  | Attendance (Y/N) |
|----|---------|---------|------------|-------------------|--|------------------|
| 48 | Khadija | Sebbata | World Bank | Program assistant | <a href="mailto:ksebbata@worldbank.org">ksebbata@worldbank.org</a> | Y                |