

INTEGRATED SAFEGUARDS DATA SHEET CONCEPT STAGE

Report No.: ISDSC2953

Date ISDS Prepared/Updated: 27-Mar-2013

Date ISDS Approved/Disclosed: 28-Mar-2013

I. BASIC INFORMATION

A. Basic Project Data

Country:	Ghana	Project ID:	P144140
Project Name:	GH eTransform Ghana (P144140)		
Task Team Leader:	Mavis A. Ampah		
Estimated Appraisal Date:	28-May-2013	Estimated Board Date:	30-Jul-2013
Managing Unit:	TWICT	Lending Instrument:	Specific Investment Loan
Sector(s):	General information and communications sector (100%)		
Theme(s):	e-Government (50%), e-Services (25%), Managing for development results (25%)		
Financing (In USD Million)			
Total Project Cost:	78.00	Total Bank Financing:	78.00
Total Cofinancing:		Financing Gap:	0.00
Financing Source			Amount
BORROWER/RECIPIENT			0.00
International Development Association (IDA)			78.00
Total			78.00
Environmental Category:	C - Not Required		
Is this a Repeater project?	No		

B. Project Objectives

11. The Project Development objective of eTransform Ghana is to improve efficiency and coverage of government services through ICT, and enhance ICT-enabled entrepreneurship.

12. The interventions are expected to lead to more efficient and transparent targeting and use of limited public resources. They would improve the delivery of public and private sector services,

especially in rural and underserved areas. They would promote trust in payment systems, and enhance confidence in electronic commerce and financial transactions. They would also lead to diversified employment opportunities, and a more integrated and coordinated public sector that is able to make better policies and do more to respond to citizens' needs using trusted and open data.

C. Project Description

The proposed project is expected to be structured along four major components to reflect (a) government's efforts to develop more coherent and robust foundation for e-government (b) scaled use of ICT to transform priority areas of development; (c) enabling environment conducive to e-government applications; and (d) Project management support. Details on components are given below:

Component 1 – Common services and Infrastructure for Electronic Government (US\$64.5 million) - This component will develop shared systems, processes and information for use across government, and facilitate a trusted exchange for government-to-citizen (G2C) services and business-to-citizen (B2C) services. Specific activities will include:

- i) Electronic Repository of Citizen Identity and Passport Information (e-ID and ePassport, US \$50 million) – The component will support the development of a consolidated system for national electronic identity (e-ID) and an electronic registry for passport information (e-Passport).

National e-ID systems help establish the identity of citizens and offer a more secure, robust mechanism for government and businesses to engage with citizens. With e-ID, government can target beneficiaries and more efficiently offer services to citizens using electronic delivery channels. Businesses can authenticate customer identity, and develop and offer new products and services through internet or mobile phones. Citizens can gain access to a larger universe of online applications and services that can be used more securely in a variety of industries and public services. e-ID can have potential linkages with downstream applications to support a host of public and private services, including travel documents (such as passports), driver's license, taxation, voter registration, financial accounts, health records, immunization records, etc.

The National Identification Authority (NIA) of Ghana is responsible for developing and managing a comprehensive National ID system and issuing cards to Ghanaian citizens. To date, they have had some minimal success, resulting in the proliferation of different ID systems under multiple institutional structures. The multiplicity of ID systems is making it challenging for government agencies, businesses and financial institutions to properly authenticate citizens and their personnel data. This, in turn is contributing to the limited and high cost of doing electronic business in Ghana. The inefficient ID system is also challenging the Government's ability to offer targeted services and generate revenue. The Government is requesting support from the World Bank to develop a more robust electronic identification system which would serve as the primary form of identity for all Ghanaians. The e-ID system would host linkages with and be interoperable with the disparate ID systems that currently exist in Ghana. The development of the e-ID system would entail an upgrade of the operational procedures used in identification, both within NIA and in downstream agencies looking to authenticate citizens for the delivery of public or private services. Project funds will support institutional strengthening and capacity building for developing, operating and maintaining a state-of-the-art e-ID system. Project funds will also support an identity management system with public key infrastructure (such as biometrics for authenticating citizens at e-ID service centers) to enable authentication of online or mobile users.

To link e-ID with the issuance of passports, the Government is also requesting support for a new ePassport system to improve the efficiency and security of people traffic at the country's borders. The current system for passport continues to be analogue, and lacks the requisite digital and security features to support globally interoperable applications. The system does not conform to the standards of International Civil Aviation Organization (ICAO). The project will therefore support the use of advanced passports such as a chip-embedded passport system which can facilitate biometric comparison at domestic and international borders and improve security and trust of Ghanaian identification systems. The ICAO requires all countries to have such biometric features by 2015.

ii) Digitized Government Data (US\$10m) – Digitizing data is often a first step to making information-based services online, and, where applicable, to launch open data. Automated processes and information systems may be incomplete when vast archives continue to be left in paper form, and the citizen is unable to access data electronically at their convenience. Government has requested the support of World Bank to digitize information from selected government agencies such as Births and Deaths registry, Registrar General's Department (RGD), and Ghana Revenue Authority. Digitized information can go a long way to improve interoperability across government agencies (such as between Births and Deaths registry and e-ID system in order to verify the identity of Ghanaians), upgrade workflow, and achieve business continuity in government agencies by securely retaining important electronic records. Project funds will support scanning, indexing and management of paper records into searchable and re-usable electronic databases. The digitization program is expected to be extended to medical and educational records based on need. The work will build on earlier support from the Rockefeller Foundation which trained and employed disadvantaged youth to digitize the first batch of RGD records through an Impact Sourcing Program. Ten regional innovation centers, built under eGhana project, may serve as possible venues for carrying out or administering the digitization work. Partnerships with business process outsourcing centers may be explored to provide additional business opportunities for small and medium IT companies. There is also opportunity to use this process to create opportunities for a large number of Ghanaian youth to get connected to platforms like Samasource, oDesk, CloudFactory etc. which might provide them with enduring opportunities for income and skills development through Microwork.

iii) Electronic Service Delivery Platform for Mobile, Online and Payment Applications (US \$3m): The project will support the development of online and mobile applications at scale for selected government services so that citizens nationwide can apply for services online or via mobile phones, check status of their accounts or applications, and pay for services electronically. Project will build on pilot e-service applications conducted under current eGhana project. Pilot e-services have included: (a) content management application for hosted services on online portals; (b) payment gateway to enable electronic payments for online services; (c) electronic form application to collect citizen information electronically; and (d) application to electronically manage documents. Several government agencies including the following have shown an interest to deliver electronic services: Ministry of Food and Agriculture, Ministry of Employment and Labor Relations, Ministry of Water Resources, Works and Housing, Ministry of Local Government and Rural Development, Ministry of Tourism, Ghana News Agency, Ghana Investment Promotion Center, SSNIT, National Health Authority and Public Service Commission.

Component 2 – Transformational Applications (US\$25 million) – This component will be aimed at transforming the efficiency and outreach of service delivery in selected government agencies and sectors. State of the art technology relevant to Ghana will be used to simplify administrative and business processes within and between agencies. The component will focus on improving the

outcomes of the priority sectors of Health and Education, but will also allocate funds to complete e-government applications for 3 agencies and departments for which have the procurement packages have been completed under the eGhana Project. Details of this component are as follows:

iv) Improvements in Health and Education service delivery using ICT (US\$10 million) – Government considers investments in and impact of these two sectors so closely intertwined as drivers of poverty alleviation and critical to achieving the Millennium Development Goals that they must be considered together.

In the area of health, the project will focus on: i) improving management and tracking of health information at major hospitals, polyclinics and health service providers in Ghana using management information systems, mobile-based feedback channels and mobile health applications; ii) extending outreach of medical services to rural and peri-urban areas using low-cost technologies, mobile-based remote tracking and improved training of healthcare professionals; iii) improving communications between rural and urban healthcare professionals, and collaboration between Ghana's Medical Professionals and counterparts abroad; and iv) providing basic information on health information in local languages to citizens via the web/mobile etc. in order to help improve basic health, hygiene, reproductive health etc. in cooperation with local NGOs already working on mHealth and neo-natal services. ICT can help address challenges in the health sector including in the following ways: (a) health information systems and electronic health records; (b) disease and emergency tracking; (c) efficient supply of pharmaceutical and critical life-saving drugs; (d) point of care diagnostics and remote patient monitoring; (e) remote data collection and surveillance; (f) public health awareness and education using mobile or email broadcast; (g) health behavior change using ICT-enabled public education campaign; (h) nutrition management using online and mobile applications; (i) emergency medical services with national calling number for medical emergencies and ambulance dispatch; and (j) telemedicine and ICT-equipped community workers (US\$5million)

Under education, the objective is to upgrade the quality of teachers and improve educational content for students and teachers. The project will therefore: i) leverage the Tertiary Institutions Connectivity Program currently being developed under eGhana to create a National Research and Education Network (NREN) to provide collaborative learning opportunities (with national and international players), develop possible educational content, and improve educational, technical and medical research; ii) use low-cost and climate-friendly technologies to improve teacher training and student learning; and iii) increase access to distance education opportunities and open education resources. (US\$5million)

v) Improvements in National Procurement, Parliamentary and Judicial Processes using ICT (US \$15 million)

Under the eGhana Project, extensive preparatory work has been completed for the launch of selected e-government applications to improve National Procurement, Parliamentary and Judicial processes. The e-Procurement, e-Parliament and e-justice Projects are respectively focusing at increasing transparency, coordination and competition in the public procurement process; improving the transparency, accessibility, accountability, and effectiveness in the Parliamentary processes; and improving the efficiency of the country's legal system. Under the eTransform project, support will be given to develop electronic applications for improving related operating processes; increase the transparency and reliability of government activities; and ensure citizen participation in the governance processes.

Component 3 Enabling Environment for Digital Ghana US\$7m – policies and regulations to promote electronic delivery of services using shared platforms, transformational applications, and a transparent, secure and open environment. These include:

- i) policies and regulations for electronic commerce and electronically managing citizen data for identification, passports, health, education, immunization and related applications;
- ii) policies and activities for fostering entrepreneurship development in key technology areas e. g. climate change, smart cities, and mobile services. Opportunity to collaborate with private sector on an IdeaFAB that could be located in the Kofi Annan Center of Excellence, GIMPA, or the Kwame Nkrumah University of Science and Technology or some similar institution for identifying future opportunities in emerging technologies and innovation and leveraging digital platforms.
- iii) policies and regulations for cybersecurity and privacy of data, transactions, signatures contracts and related provisions for electronic applications and services, This sub-component could include a detailed study on safeguarding digital infrastructures for Ghana which could lead to recommendations on policies, laws, regulations, institutions, partnerships and investments that would be needed for ensuring a safe cyber security environment in Ghana. This would have important implications for future investment flows into the country.
- iv) provide capacity building support for innovation hubs, including iHubs and Living Labs, in collaboration with infoDev, to promote ICT-enabled entrepreneurship and innovation in Ghana;
- v) provide institutional strengthening and capacity building support for government agencies involved in the ICT applications under eTransform project; and
- vi) support policies and regulations for open data and innovative analytics methods (such as big data analytics) to gather government data, make information public, promote engagements with the private sector, civil society and academia; and develop government capacity to gain insights and intelligence from public data. Government of Ghana, through NITA, has initiated a portal with some 100 datasets and an open data application. More public datasets are expected with the proliferation of new e-government applications and electronic service delivery. NITA expects to establish a central platform for open data. Project resources will support initiatives including (a) availability of additional datasets for open data ; (b) upgrade of any shared facilities such as portal and related applications; and (c) institutional capacity building.

Component 4 – Project Management Support – US\$5.0million

The MoC will serve as the Project executing agency and will have overall responsibility for the management of the project. The MoC has had extensive experience in implementing the eGhana through a dedicated Project Implementation Unit, complemented by core group of consultants from the National IT Agency (NITA) and the ITeS Secretariat who have managed the day-to-day implementation and supervision of the e-Government and ITES components as well the financial management, procurement, disbursement, monitoring and evaluation, progress reporting and communication functions. It is expected that the new project will leverage the expertise of some of these experts. The World Bank will work with the Ministry to assess the requisite expertise for the eTransform project

D. Project location and salient physical characteristics relevant to the safeguard analysis (if known)

Ghana

E. Borrowers Institutional Capacity for Safeguard Policies

Ministry of Communications has received assistance from external consultants on safeguard issues.

F. Environmental and Social Safeguards Specialists on the Team

Moses Yao Duphey (AFTN3)

Beatrix Allah-Mensah (AFTCS)

II. SAFEGUARD POLICIES THAT MIGHT APPLY

Safeguard Policies	Triggered?	Explanation (Optional)
Environmental Assessment OP/BP 4.01	No	
Natural Habitats OP/BP 4.04	No	
Forests OP/BP 4.36	No	
Pest Management OP 4.09	No	
Physical Cultural Resources OP/BP 4.11	No	
Indigenous Peoples OP/BP 4.10	No	
Involuntary Resettlement OP/BP 4.12	No	
Safety of Dams OP/BP 4.37	No	
Projects on International Waterways OP/BP 7.50	No	
Projects in Disputed Areas OP/BP 7.60	No	

III. SAFEGUARD PREPARATION PLAN

A. Tentative target date for preparing the PAD Stage ISDS: 10-May-2013

B. Time frame for launching and completing the safeguard-related studies that may be needed.
The specific studies and their timing¹ should be specified in the PAD-stage ISDS:

Launch April 5, 2013

Complete Draft May 10, 2013

IV. APPROVALS

Task Team Leader:	Name: Mavis A. Ampah	
Approved By:		
Regional Safeguards Coordinator:	Name: Cary Anne Cadman (RSA)	Date: 27-Mar-2013
Sector Manager:	Name: Randeep Sudan (SM)	Date: 28-Mar-2013

¹ Reminder: The Bank's Disclosure Policy requires that safeguard-related documents be disclosed before appraisal (i) at the InfoShop and (ii) in country, at publicly accessible locations and in a form and language that are accessible to potentially affected persons.