



Combined Project Information Documents / Integrated Safeguards Datasheet (PID/ISDS)

Appraisal Stage | Date Prepared/Updated: 17-Jan-2017 | Report No: PIDISDSA19822



BASIC INFORMATION

A. Basic Project Data

Country Argentina	Project ID P157136	Project Name Modernization and Innovation for Better Public Services in Argentina	Parent Project ID (if any)
Region LATIN AMERICA AND CARIBBEAN	Estimated Appraisal Date 13-Jan-2017	Estimated Board Date 21-Feb-2017	Practice Area (Lead) Governance
Lending Instrument Investment Project Financing	Borrower(s) Republic of Argentina	Implementing Agency Ministry of Modernization	

Proposed Development Objective(s)

To improve the quality and accessibility of selected government administrative services and enhance transparency in the public administration.

Components

- Component 1. Improvements in Service Delivery to Citizens, Businesses and Government
- Component 2. Strengthening of Cross-Cutting Public Sector Management Systems and Platforms
- Component 3. Enabling Technology and Reform Management

Financing (in USD Million)

Financing Source	Amount
Borrower	8.90
International Bank for Reconstruction and Development	80.00
Total Project Cost	88.90

Environmental Assessment Category

C - Not Required

Decision

The review did authorize the preparation to continue

Other Decision (as needed)

N/A



B. Introduction and Context

Country Context

After taking office in December 2015, the new Argentine Government moved with significant speed to implement reforms. The Government has rapidly implemented various macroeconomic reforms and initiated a program of structural reforms. These include *inter alia* (a) the elimination of export taxes on major crops, beef, and most industrial manufacturing products and the reduction by 5 percent of export taxes on soy; (b) unification of the exchange rate, effectively ending most foreign exchange restrictions; (c) moving from a system of discretionary to automatically provided import licenses in line with World Trade Organization procedures; (d) resolution of the dispute with holdout creditors; and (e) measures to enhance public transparency and accountability. In addition, the National Institute for Statistics launched a new inflation index and improved the overall quality of statistics. Electricity tariffs and transport fees were increased to reduce subsidies, while protecting low-income users with a social tariff. Broader efforts to reduce energy subsidies (which account for a large portion of fiscal deficit) are under way.

Economic activity is estimated to have contracted in 2016, but growth is expected in 2017. Economic activity is estimated to have contracted by 2.3 percent¹ during 2016, taking a toll on labor markets, where 92,000² formal private sector jobs were lost since October 2015 (1.5 percent of total employment). However, the economic contraction has been decelerating during the second semester of 2016 and economic growth is expected in 2017 (+2.7 percent³) on the assumption that the positive impact of recent policy changes kicks in and the global economy recovers. The median estimate for inflation for 2016 is 40 percent⁴, mostly due to currency depreciation and the reduction of energy and transport subsidies. However, inflation has decelerated since August 2016. The central government primary deficit in 2016 was in line with the target established (-4.8 percent). Fiscal consolidation in 2017 will be more gradual than originally planned due to increased social spending, including the adjustment of pension transfers.

The Argentine Government has made important steps to address the key macroeconomic imbalances with the objective of creating an environment conducive to economic growth and employment creation. Argentina offers many opportunities in a weak global environment, and there is a strong interest from foreign investors and firms. Going forward, Argentina aims to continue building a growth enabling policy framework to enhance credibility and support broad based growth and quality employment. In particular, the following policies will be important to permanently reduce inflation and put Argentina on a sustainable growth path: (a) increase public spending efficiency as well as its efficacy and reduce the fiscal deficit in line with government targets; (b) continue fostering the credibility of the

¹ Source: World Bank Group. 2017. *Global Economic Prospects, January 2017 Weak Investment in Uncertain Times*. Washington, DC: World Bank. doi:10.1596/978-1-4648-1016-9.

² Source: Ministerio de Trabajo, Empleo y Seguridad Social

³ Source: World Bank Group. 2017. *Global Economic Prospects, January 2017 Weak Investment in Uncertain Times*. Washington, DC: World Bank. doi:10.1596/978-1-4648-1016-9.

⁴ Source: Banco Central de la República Argentina. 2016. *Resultados del Relevamiento de Expectativas de Mercado (REM)*, Diciembre 2016.



Central Bank so that monetary policy can further anchor inflation expectations; (c) strengthen competitiveness and productivity through an improved business environment and investments in infrastructure and increasing competition in markets and improving the regulatory framework in sectors; (d) continue strengthening the credibility of official statistics; and (e) continue improving the provision of public goods (including transportation, health, and education) and reducing regional disparities.

Sectoral and Institutional Context

In the early 1990s, the role of the state in Argentina was redefined through the privatization of state enterprises and the transfer of many basic service provision responsibilities to provincial governments. However, the speed at which changes occurred did not allow for the needed adjustments to the administration's internal organization and coordination mechanisms. Over the last fifteen years, various efforts, accompanied by World Bank support, were undertaken to carry out the required adjustments. Led by the Chief of Cabinet's Office, efforts in the early 2000s laid out an ambitious and comprehensive reform agenda for the modernization of the national public administration. However, following the economic and political crises in late 2001 and the corresponding political and institutional instability they induced, the scale of objectives was adjusted. By 2005, the Government had adopted an approach of "strategic incrementalism" to state modernization, which focused on the implementation of specific management tools and the modernization of selected agencies with the goal of generating future demand for further reforms through demonstration effects.

As a result of this work, important advances were made. With the support of the World Bank financed State Modernization I (P057449) and II (P101170) Projects, several public sector management tools were strengthened, and the process of generating inter-ministerial support initiated. Achievements under the more recently closed State Modernization II operation included, among others, the piloting and use of a Ministerial Goals Dashboard by 18 national ministries and agencies and the development of the Digital Files for the Public Administration platform, which introduced the capability to design inter-entity Government to Citizen (G2C) services.

However, the horizontal diffusion of reforms proved to be more challenging than expected and, while supporting mechanisms that allow for citizen engagement, the model did not fully incorporate the citizen as an integral part of the modernization process. Frequent changes in the overall strategy resulting from uneven political commitment meant that by 2015, the absorption of modernization tools was asymmetrical – requiring the investment of significant political capital to nudge ministries and agencies to adopt changes – and that reforms had not prioritized transparency or access to information. Key horizontal public management solutions in areas like results-based management, procurement, and human resources (HR) management were not fully developed and deployed across the central government, limiting advances' positive impact on Government efficiency and leaving citizens without the information needed to fully participate in the policy-making process. Within procurement, challenges such as inefficient practices; a lack of transparency in terms of the information and data disclosed; and low levels of competition persisted, complicating accountability. Planning in public procurement also remained weak, with procurement officials lacking specialized training and gaps in systematic collection and dissemination of procurement information and statistics persisting –thereby reducing the possibilities for implementing competition and savings-inducing instruments such as



framework agreements. Similarly, fragmented HR management systems and poor reporting capabilities make it difficult for the Government to obtain actionable data to address issues in career and performance management.

Pending challenges in Argentina point to the impact of these suboptimal public management processes on the Government's capacity to provide effective administrative services to citizens and businesses. Today, most government administrative processes are still paper-based processes which do not take full advantage of widely available information and communication technologies (ICT) technologies to improve workflows and facilitate transactions. Lacking centralized and complete administrative data on basic elements like the number of public employees, or, common cross-entity public purchases, even diagnosing challenges in the Government's administrative processes is currently complicated. As a result, policy responses are not able to be fully evidence-based and inefficiencies are more likely to persist. Similarly, G2C and Government-to-Business (G2B) channels – including how individuals interact with the Government to request needed administrative processes (e.g. identification, licenses, permits) or report service delivery issues (e.g. non-functioning streetlights or potholes) as well as how they can seek information on the Government's operation and provide feedback – tend to be complicated and time consuming due to a reliance on often fragmented, non-user-friendly, and manual solutions. Procedures show signs of slowness and complexity that could be improved by more automated processing – in 2015, for example, starting a business required 14 processes spanning 25 days (Latin America and the Caribbean (LAC): 8.3 processes, 29.4 days; high income Organization for Economic Cooperation and Development (OECD): 4.7 processes, 8.3 days)⁵. Moreover, electronic channels have not been highly utilized- according to a 2012 report⁶, less than half of small and medium enterprise internet users in Argentina used it to access e-government services, with even smaller percentages of respondents used e-services for processes like registering for official government documents (27 percent) or contacting government officials (15 percent).⁷

Recognizing these challenges and identifying the need to further advance on the state modernization agenda from a transparent and citizen-centric perspective, in March 2016, the Government approved the State Modernization Plan (Decree 434/2016). The plan, which is to be implemented by the recently created Ministry of Modernization, aims to achieve a public administration at the service of citizens within a framework of efficient, effective, and good-quality service delivery. Its objectives span five axes – Technology and Digital Government; Integrated Management of Human Resources; Results-based Management and Public Commitments; Open Government and Public Innovation; and Digital Country Strategy.

This agenda draws heavily upon the administration's previous successful experience working towards similar objectives from 2009-2014 in the Autonomous City of Buenos Aires (*Ciudad Autónoma de Buenos Aires, CABA*). In 2009, CABA's administration was paper-based, operating using a variety of

⁵ World Bank Group, Doing Business 2016: Measuring Regulatory Quality and Efficiency, October 27, 2015, <<http://www.doingbusiness.org/reports/global-reports/doing-business-2016>>

⁶ McKinsey and Company, *Online and upcoming: The Internet's impact on aspiring countries*, January 2012, Olivia Nottebohm, James Manyika, Jacques Bughin, Michael Chui, and Abdur-Rahim Syed. <<http://www.mckinsey.com/industries/high-tech/our-insights/impact-of-the-internet-on-aspiring-countries>>.

⁷ Such situations do not seem to have improved much in recent years based on recent discussions with Government counterparts and other non-government sources.



outdated and unintegrated systems. Following a comprehensive diagnostic exercise to understand the technical, institutional, and cultural aspects of the existing situation and research into the modernization experiences of other cities, the administration developed an electronic document management (workflow) platform⁸, on top of which various workflow modules in areas including public procurement, online services, and online processing of subsidies, among others were then implemented. As a result of this automation of processes and digitalization, the response time to citizens' requests for copies of official documents was reduced from 72 hours to a maximum of 24 hours.⁹

The current administration's emphasis on improving citizen-centered public administration through the broad deployment of e-government and open government principles offers the opportunity to overcome the existing challenges by building from the foundations and lessons learned from these past experiences at the national level and in CABA. By focusing the scope of the proposed Project on key areas of the Government's broader agenda, activities aim to highlight advances in selected areas that will help to make modernization efforts more visible and effective.

C. Proposed Development Objective(s)

Development Objective(s) (From PAD)

To improve the quality and accessibility of selected government administrative services and enhance transparency in the public administration.

Key Results

Successful achievement of the **Project Development Objective (PDO)** above will be measured with the following outcome level indicators:

- (a) Number of users registered on the argentina.gob.ar portal using the Citizen Digital profile
- (b) Improved performance in the Open Data Barometer Index
- (c) Number of government processes mapped and modelled with eDMS

The Project will also focus on delivering results in four selected activities – capturing the absorption of key tools and the impact of their downstream use. These activities were chosen based on their relevance to citizens/businesses, service providers' demand for modernization, and strategic importance to the PDO. Progress observed in each of these prioritized activities will be used to trigger a portion of disbursements through Disbursement Linked Indicator (DLI) mechanisms.

D. Project Description

Working backwards from the goal of improving the quality and accessibility of Government services and enhancing the transparency of the public administration, the proposed operation will develop and strengthen the cross-cutting administrative and management systems that provide the shared management tools needed to do so, supported by accompanying technological infrastructure and

⁸ The electronic document management platform feeds electronically generated documents into government workflow processes for the creation, circulation, registry and sharing of information between entities.

⁹ Pablo Clusellas, Eduardo Martelli, and María José Martelo. *Gestión Documental Electrónica: Una transformación de raíz hacia el gobierno electrónico en la ciudad de Buenos Aires 2009-2014*, Autonomous City of Buenos Aires: Government Secretariat of the City of Buenos Aires, 2014.



enabling reforms that ensure the availability of standardized, reliable and secure information. Within this structure, the improved services to be offered represent the most visible place in which the results of the reform will appear, but in fact, they represent only the *tip of the iceberg* in terms of the advances in tools and data that will make these results possible.

Specifically, the Project has three components. Component 3 supports a foundation of needed technological infrastructure and technical assistance for effective management of the reform. Component 2 then builds upon these foundations, and supports the development of the upstream cross-cutting public management systems which provide shared and standardized management tools. Finally, Component 1 supports the implementation and use of these tools in selected areas of the public administration. In order to incentivize the achievement of results across the results-chain and consequently the achievement of the PDO, DLIs in selected areas have been identified within each component. These DLI areas were selected through discussion with the Government based on activities' expected impact and their falling principally within the Ministry of Modernization's sphere of control.

Overall, the proposed Project has a strong citizen engagement orientation, supporting both specific, key interfaces for citizen engagement with the Government through administrative channels, as well as the underlying technological and technical reforms needed to enable the broad and effective implementation of such. In particular, the relaunching of argentina.gob.ar as the single entry point for citizen interaction with the Government (Area 1, Subcomponent 1.1) is expected to have important implications for citizen engagement, by making it easier for citizens to access information on Government processes and procedures, and providing access to user-friendly services through which citizens can interact with the Government. Additionally, activities linked to open government, open data, and innovation (Subcomponent 2.4) will also play an important role in facilitating and strengthening citizen engagement through their focus on supporting access to public data, capacity building on open government principles, and activities to promote innovation by a wide range of stakeholders to resolve public sector challenges.

Component 1. Improvements in Service Delivery to Citizens, Businesses and Government

This component aims to support the implementation and effective use of improved administrative services to citizens, businesses, and government agencies at the national and subnational levels. Improvements will initially be prioritized in five areas (selected based on existing demand and opportunities for improvement), as a final step in translating advances in public management solutions into enhanced accessibility and quality of selected government administrative services.

Subcomponent 1.1 – Improvements in Government-to-Citizen (G2C) and Government-to-Business (G2B) services: This subcomponent will provide support to improve the quality, accessibility, and transparency of selected citizen and business services at the national and subnational levels. In particular, it includes a focus on redesigned digital services for citizens, expanded online services for small and medium enterprises (SMEs), as well as work to computerize the civil registry in the Province of Buenos Aires. In addition, this subcomponent also contemplates support to a set of other pilot interventions in government-to-citizen services (G2C).



Subcomponent 1.2 – Improvements in Government-to-Government (G2G) services: This subcomponent will support improvements in the efficiency and transparency of selected internal government administrative services through the implementation of streamlined back-office public management solutions in two selected areas which have broad implications across the national administration - the expansion of framework agreements through the centralized e-procurement system to be deployed under Component 2 and electronic processing and analysis of public employees' financial declarations. This subcomponent also contemplates support to pilot interventions in other government-to-government services at the subnational level.

Component 2. Strengthening of Cross-Cutting Public Sector Management Systems and Platforms

This component aims to support the development and streamlining of the content and processes of key public management systems required to simplify and improve public service delivery. Four cross-cutting systems and platforms have been identified as the building blocks of the renewed public administration to be supported by the Project.

Subcomponent 2.1 – Performance Management System: In order to strengthen the Government's Management-by-Results orientation, this subcomponent will provide support to the Chief of Cabinet Office (supported by the Ministry of Treasury and Public Finance and Ministry of Modernization) and to other national line ministries, as applicable, for the development of a performance management system through: (a) the development of a two-level strategic planning methodology to provide parameters and guidance for: (i) strategic planning and monitoring; and (ii) monitoring methodologies and problem-solving protocols; (b) the design and development of a software application to support the operation of: (i) customized dashboard applications to support strategic planning and monitoring of progress and results; and (ii) an aggregated dashboard to monitor and inform interventions in selected priority areas; and (c) the deployment of the methodology and dashboards referred to in (a) and (b) through a participatory and gradual implementation process, including installation of the software application referred to in (b) and the provision of training to users.

Subcomponent 2.2 –Electronic Procurement System: This subcomponent will support the provision of support for (a) the upgrading and adaptation of an e-procurement system for the national public administration, including the development of an interface with the national integrated budget and accounting information system (e-SIDIF); (b) the installation and roll out of the updated e-procurement system across purchasing units of the national public administration; (c) the provision of training to personnel responsible for public procurement and the creation of a help-desk; and (d) the elaboration of a national procurement strategy covering market analysis, opportunities for innovation, and policy options to further improve practices in public procurement and contract management for goods, services and public works.

Subcomponent 2.3 –Human Resource Management Systems: This subcomponent will support the implementation of modern human resource (HR) management practices and systems through: (a) the implementation of a HR management system based on electronic document management, automated workflows and business intelligence systems; (b) the harmonization of payroll systems across national line ministries and selected decentralized entities; (c) the carrying out of a workforce planning exercise to analyze each line ministry's stock of human capital, establish its business needs and design action



plans to reach optimum levels; and (d) the development of management and technical competencies of public administration officials at the national and subnational levels and the promotion of a shared vision of the Government's strategic goals and shared set of values, including service excellence, ethics, transparency and integrity.

Subcomponent 2.4 –Open Government, Open Data, and Innovation Platforms: This subcomponent will support the promotion of open government, open data and open innovation principles, through: (a) the strengthening of the National Open Data Initiative, and the promotion of access, use and re-use of public data by broader audiences; (b) the carrying out of activities related with the Argentina's Open Government Strategy; (c) the development of Gob Lab, a platform to seek innovative solutions to specific public management and service delivery challenges; (d) the generation, testing, and implementation of innovation processes to identify and propose solutions to public sector challenges; and (e) the carrying out of pilot for public innovation activities at the Autonomous City of Buenos Aires.

Component 3. Enabling Technology and Reform Management

This component aims to support the Government in specific investments required to enable the successful development and implementation of the modernized transversal management systems and platforms by ensuring that information is standardized, timely available, reliable, and secure. As such, the three-fold purpose of this component is to develop a change management strategy to support the implementation of the various project innovations and reforms; to establish a modern, centralized information management (eDMS) and information technology (IT) services structure within the government; and to expand the capacity and consolidate a state-of the-art data processing center following international good practices and standards.

Subcomponent 3.1 – Change Management Strategy and Project Management: This subcomponent will support the development and implementation of a comprehensive and centrally managed change management and communication strategy, including: (a) the preparation of a high level risk assessment to prioritize interventions and develop a well-targeted change management plan; (b) the execution of specific stakeholder analyses; (c) the preparation of change management plans; (d) the development and implementation of a comprehensive communication strategy; (e) the development and implementation of targeted training programs for stakeholders; (f) the provision of support for overall Project coordination and management, and (g) the execution of Project audits.

Subcomponent 3.2 – Electronic Document Management Platform and Information Services: This subcomponent will support: (a) the adoption and implementation of an electronic workflow management platform for documents; (b) the implementation of electronic identification document authentication mechanisms and expansion of the use of the digital signature; and (c) the installation of data warehouse and business intelligence tools aimed at enabling the relevant national authorities to store and exploit the data generated through digital services.

Subcomponent 3.3 – ICT Infrastructure: While ARSAT (*Empresa Argentina de Soluciones Satelitales Sociedad Anónima*), the decentralized company which provides telecommunications services to key Government entities and also hosts the National Data Center¹⁰ is recognized as the most reliable data



center in the country and classified as *Tier 3* quality international standard level, as the envisaged digital transformation proceeds, ARTSAT's capacity will become limited and additional ICT infrastructure will be needed to meet increased demand. As such, This subcomponent contemplates the provision of support for the expansion of ARSAT's capacity to respond to increased data processing and storage demands, including: (a) the enhancements of ARSAT's capacity to host information and communication services for the relevant agencies; (b) the expansion of ARSAT's information technology capacity at its secondary center in the Province of Tucuman to strengthen business continuity services; (c) the establishment of an emergency response center team to provide cyber-security services; and (d) the provision of technical assistance to relevant public institutions to: (i) support the effective provision of ARSAT's services; and (ii) develop and implement environmentally friendly information and communication management protocols, including the design of protocols for the disposal of outdated equipment and hardware.

E. Implementation

Institutional and Implementation Arrangements

The Project will be implemented by the Ministry of Modernization. Within the Ministry, the International Financing Directorate will serve as the Project Implementation Unit (PIU). The PIU, which will be led by a full time Project Coordinator, will be responsible for all of the Project's fiduciary safeguards, administrative, and monitoring duties. Activities in Component 1 will require coordinated efforts between the Ministry of Modernization and other agencies (the Ministry of Production, the Office of Public Ethics, Transparency and Fight against Corruption (Anti-Corruption Office, *Oficina de Anticorrupción*, OAC), and the Government of the Province of Buenos Aires). Implementation teams (one for each subcomponent/set of related activities), with support from an administrative management unit and the change management firm, will report to the PIU, which will depend upon the Chief of Staff of the Minister of Modernization, under the Minister's oversight, for overall strategic leadership and coordination of the Project.

Preparation and execution of a Project Procurement Strategy for Development (PPSD) and procurement plan following the Procurement Regulations for Investment Project Financing (IPF) Borrowers applicable to this operation will be required for all activities. In the case of results-based activities, the PIU will be responsible for collecting evidence of achievement of disbursement linked results (DLRs) (to be verified by an external reviewer) and associated expenses to report to the Bank and request reimbursements. The processes and procedures governing project implementation as well as the means for verification of DLRs are reflected in detail in the Project Operational Manual.

F. Project location and Salient physical characteristics relevant to the safeguard analysis (if known)

Project activities will be primarily concentrated at the national level of government, in Buenos Aires. A small number of activities (e.g. piloting of subnational public management platforms) are planned in selected provinces and municipalities to be identified during Project implementation. Additionally, work to computerize the civil registry in the Province of Buenos Aires is planned.



G. Environmental and Social Safeguards Specialists on the Team

Tuuli Johanna Bernardini, German Nicolas Freire

SAFEGUARD POLICIES THAT MIGHT APPLY

Safeguard Policies	Triggered?	Explanation (Optional)
Environmental Assessment OP/BP 4.01	No	<p>The Project is rated as Category C for environmental assessment purposes consistent with the provisions of OP 4.01. It does not trigger the policy as its likely environmental impacts have been screened to be limited due to the type and scope of the activities to be financed. The ICT infrastructure investments planned under Subcomponent 3.3 will complement existing equipment at the National Data Center and the secondary center in Tucuman, and establish the CERT, all hosted by ARSAT. Said investments will not imply civil works as the existing ARSAT buildings have the necessary space to locate the new ICT equipment. The latter will not replace, but complete existing equipment that ARSAT has purchased and still has years of useful life ahead. The ICT equipment purchased and to be purchased is and will be of the latest and most energy efficient type, and ARSAT equips and manages the National Data Center overall with environmentally efficient lightning and cooling systems. The Project will support ARSAT to develop and implement environmentally friendly ICT management protocols that include proper disposal of outdated equipment and hardware. Overall, ARSAT manages critical, top-quality security systems in the related buildings, and is interested in taking advantage of the Project to expand said systems to cover wider quality management in terms of environmental efficiency; furnish the National Data Center as a model building of modern management systems.</p>
Natural Habitats OP/BP 4.04	No	<p>OP 4.04 is not triggered as none of the planned Project activities imply impacts on natural habitats of any type.</p>



Forests OP/BP 4.36	No	OP 4.36 is not triggered as none of the planned Project activities imply impacts on forests or communities whose livelihoods depend on forests.
Pest Management OP 4.09	No	OP 4.09 is not triggered as the planned Project activities imply no direct or indirect purchase nor use of pesticides or other agrochemicals.
Physical Cultural Resources OP/BP 4.11	No	OP 4.11 is not triggered as none of the planned Project activities imply impacts on any type of physical cultural resources.
Indigenous Peoples OP/BP 4.10	Yes	<p>Given that some Project activities (e.g. those related to Open government at the national level, and the civil registry in the Province of Buenos Aires) have the potential to impact indigenous peoples, OP 4.10 has been triggered.</p> <p>The primary objectives of triggering the Indigenous People’s Policy are to ensure that: (i) indigenous people groups are afforded opportunities to participate in planning that affects them; (ii) opportunities to provide such groups with culturally appropriate benefits are considered; and (iii) any project impact that adversely affect them are avoided, or otherwise minimized and mitigated.</p> <p>Although the majority of the interventions financed by the Project will indirectly benefit indigenous peoples, there will be a specific focus on benefiting these groups under Subcomponents 2.4 (Open Government, Open Data, and Innovation) and 1.1 (Improvements in Government-to-Citizen (G2C) and Government-to-Business (G2B) service); and the specific activities to be implemented under these subcomponents have been incorporated in an Indigenous Peoples Plan (IPP) which has been prepared in coordination with the National Undersecretariat of Human Rights and the National Institute of Indigenous Affairs (INAI).</p>
Involuntary Resettlement OP/BP 4.12	No	OP 4.12 is not triggered, Given the characteristics of the Project it is not expected that any activities will imply neither physical and/or economic displacement process, nor any other impact considered as Involuntary Resettlement under this Policy.
Safety of Dams OP/BP 4.37	No	OP 4.37 is not triggered as the planned Project activities do not include construction/rehabilitation



		of dams nor other interventions which rely on the performance of existing dams.
Projects on International Waterways OP/BP 7.50	No	OP 7.50 is not triggered as the planned Project activities will not be conducted in or influence international waterways.
Projects in Disputed Areas OP/BP 7.60	No	OP 7.60 is not triggered as the Project will not be implemented in areas known to involve disputed areas.

KEY SAFEGUARD POLICY ISSUES AND THEIR MANAGEMENT

A. Summary of Key Safeguard Issues

1. Describe any safeguard issues and impacts associated with the proposed project. Identify and describe any potential large scale, significant and/or irreversible impacts:
The Safeguards policy on Indigenous Peoples (OP 4.10) is triggered. The indigenous population in Argentina is close to 1 million (representing 2.4 percent of the total population, based on the 2010 census) and is dispersed all over the country. Given the nature of the Project, no negative impacts are expected. On the contrary, the Project is expected to help to reduce barriers that have historically limited the access to and use of public information and services by citizens, including indigenous people, ethnic minorities and other vulnerable groups.
2. Describe any potential indirect and/or long term impacts due to anticipated future activities in the project area:
Any potential long term impacts are expected to be positive given the Project's support to reducing barriers that have historically limited the access to and use of public information and services by citizens, including indigenous people, ethnic minorities and other vulnerable groups.
3. Describe any project alternatives (if relevant) considered to help avoid or minimize adverse impacts.
N/A
4. Describe measures taken by the borrower to address safeguard policy issues. Provide an assessment of borrower capacity to plan and implement the measures described.
Although the majority of the interventions financed by the Project will indirectly benefit indigenous peoples, there will be a specific focus on benefiting these groups under Subcomponents 2.4 (Open Government, Open Data, and Innovation) and 1.1 (Improvements in Government-to-Citizen (G2C) and Government-to-Business (G2B) service); and the specific activities to be implemented under these subcomponents have been incorporated in an Indigenous Peoples Plan (IPP) which has been prepared. The activity under Subcomponent 2.4 will consist of the inclusion of the National Institute of Indigenous Affairs (Instituto Nacional de Asuntos Indígenas, INAI) under the Open Data and Open Government Initiatives. The activity under Subcomponent 1.1 will consist in the analysis of potential impacts that the activities under this Subcomponent may have on indigenous communities in the Province of Buenos Aires. The recommendations that result from this analysis will only be addressed by the Project if they are within its scope and means of resolution.
5. Identify the key stakeholders and describe the mechanisms for consultation and disclosure on safeguard policies, with an emphasis on potentially affected people.



The IPP was prepared by the Ministry of Modernization in coordination with the Undersecretariat for the Promotion of Human Rights (Subsecretaría de Promoción de Derechos Humanos), and discussed with INAI authorities during November and December 2016. The document was published in-country and sent for publication on the World Bank's external webpage on January 13, 2017. In addition, the Ministry of Modernization has established a simplified grievance and redress mechanism in order to support any feedback from indigenous peoples related to the planned activities.

B. Disclosure Requirements

Indigenous Peoples Development Plan/Framework

Date of receipt by the Bank	Date of submission to InfoShop
13-Jan-2017	13-Jan-2017

"In country" Disclosure

Argentina
13-Jan-2017

Comments

C. Compliance Monitoring Indicators at the Corporate Level (to be filled in when the ISDS is finalized by the project decision meeting)

OP/BP 4.10 - Indigenous Peoples

Has a separate Indigenous Peoples Plan/Planning Framework (as appropriate) been prepared in consultation with affected Indigenous Peoples?

Yes

If yes, then did the Regional unit responsible for safeguards or Practice Manager review the plan?

Yes

If the whole project is designed to benefit IP, has the design been reviewed and approved by the Regional Social Development Unit or Practice Manager?

NA

The World Bank Policy on Disclosure of Information

Have relevant safeguard policies documents been sent to the World Bank's Infoshop?



Yes

Have relevant documents been disclosed in-country in a public place in a form and language that are understandable and accessible to project-affected groups and local NGOs?

Yes

All Safeguard Policies

Have satisfactory calendar, budget and clear institutional responsibilities been prepared for the implementation of measures related to safeguard policies?

Yes

Have costs related to safeguard policy measures been included in the project cost?

Yes

Does the Monitoring and Evaluation system of the project include the monitoring of safeguard impacts and measures related to safeguard policies?

Yes

Have satisfactory implementation arrangements been agreed with the borrower and the same been adequately reflected in the project legal documents?

Yes

CONTACT POINT

World Bank

Alberto Leyton
Lead Public Sector Specialist

Borrower/Client/Recipient

Republic of Argentina

Implementing Agencies

Ministry of Modernization
Bruno Domeniconi
International Finance Directorate
bdomeniconi@modernizacion.gob.ar



FOR MORE INFORMATION CONTACT

The World Bank
1818 H Street, NW
Washington, D.C. 20433
Telephone: (202) 473-1000
Web: <http://www.worldbank.org/projects>

APPROVAL

Task Team Leader(s):	Alberto Leyton
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Approved By

Safeguards Advisor:		
Practice Manager/Manager:	May Cabilas Olalia	17-Jan-2017
Country Director:	Renato Nardello	17-Jan-2017