Global Forum on Adaptive Social Protection

Protecting lives and livelihoods in times of crisis

13-15 June 2023 • Berlin

June 14, 2023, 11 am – 12:30 pm

Parallel Session: Rethinking Social Registries in the Face of Multiple Crises

Federal Ministry for Economic Cooperation and Development

WORLD BANK GROUP
Social Protection & Jobs

Systems approach to social protection at the center, aiming to strengthen coordination and integration at all levels

Need to think about Social Protection Systems at three levels

Policy Level: Coherent vision for the SP system

- Social protection programs need to work together as a system of complementary, integrated initiatives

Program Level: Reduce Fragmentation and improve coordination

- Improve the design of existing programs and harmonize objectives

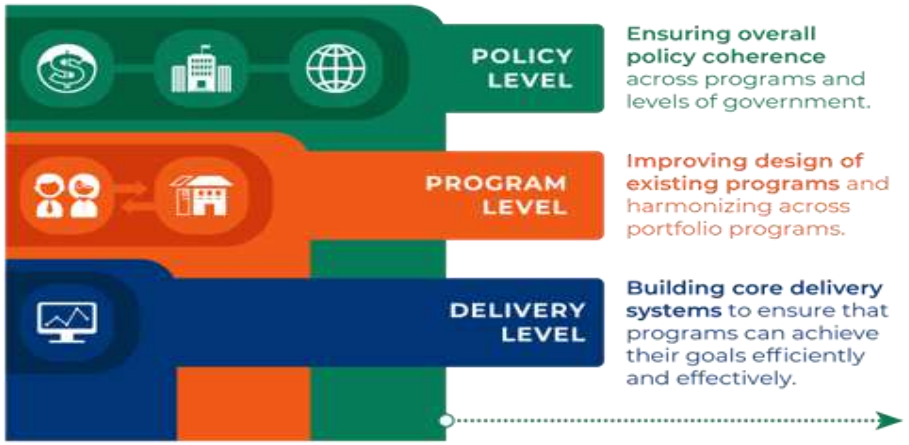
Delivery Level: Support broader systems agenda

- Enable efficient and effective provision of social protection programs

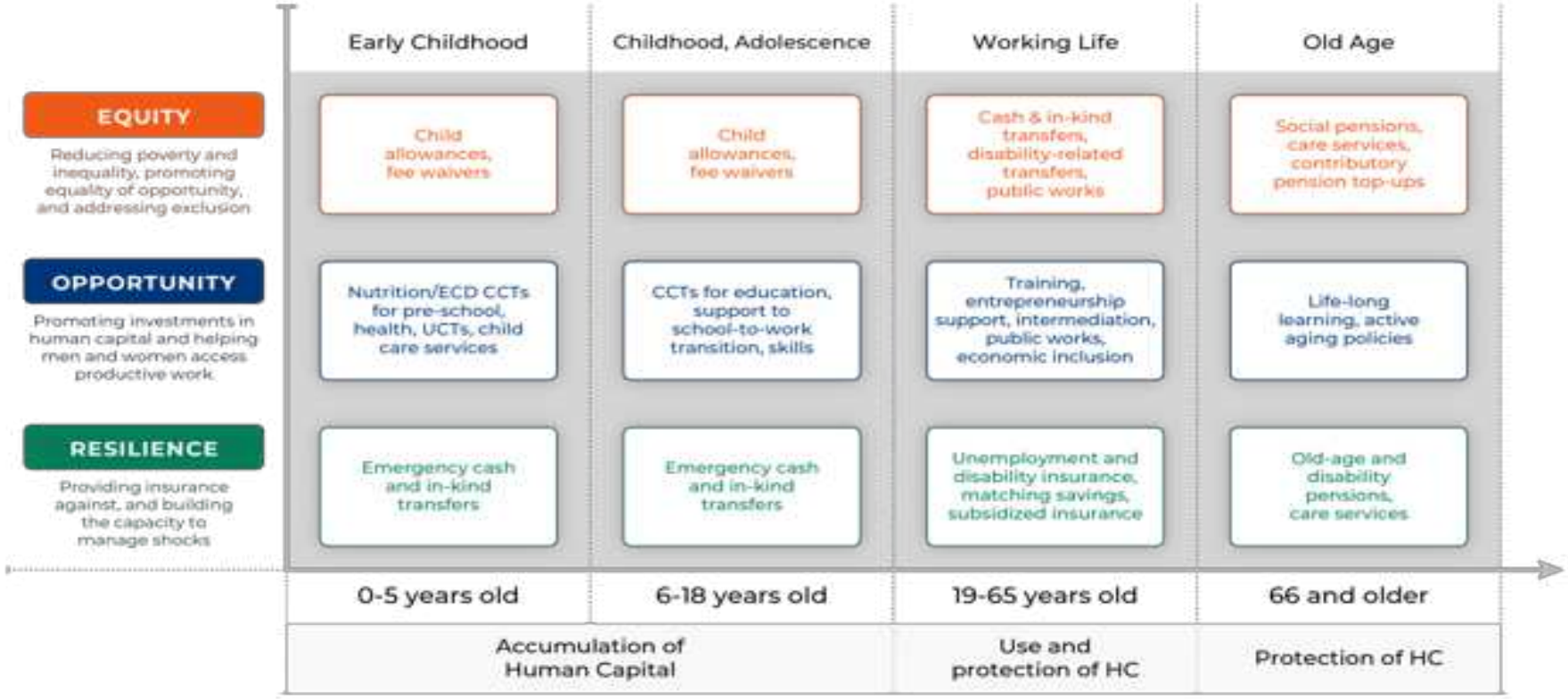
SP aims to achieve three goals



Countries need to move from fragmented approaches to integrated SPJ systems



People have many needs -- countries offer a myriad of programs across the life cycle which may lead to fragmentation

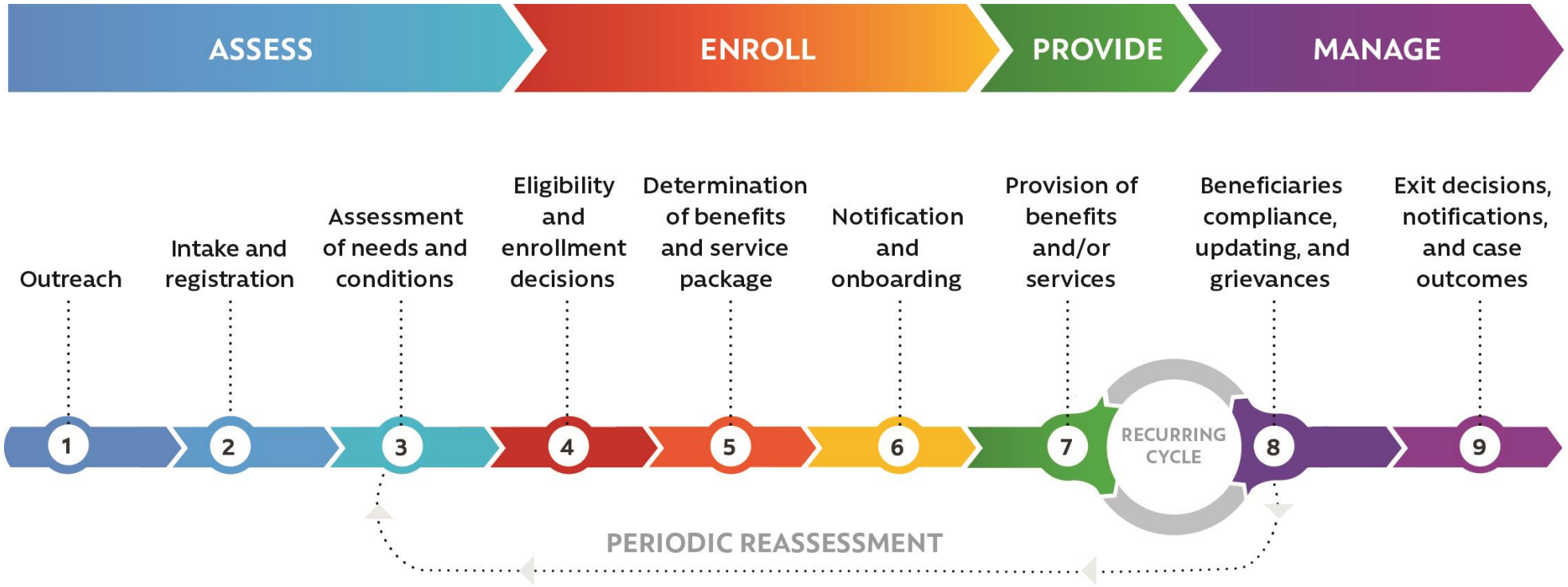


Many programs, multiple institutions, and resources but not enough results to improve well-being of the poor and vulnerable

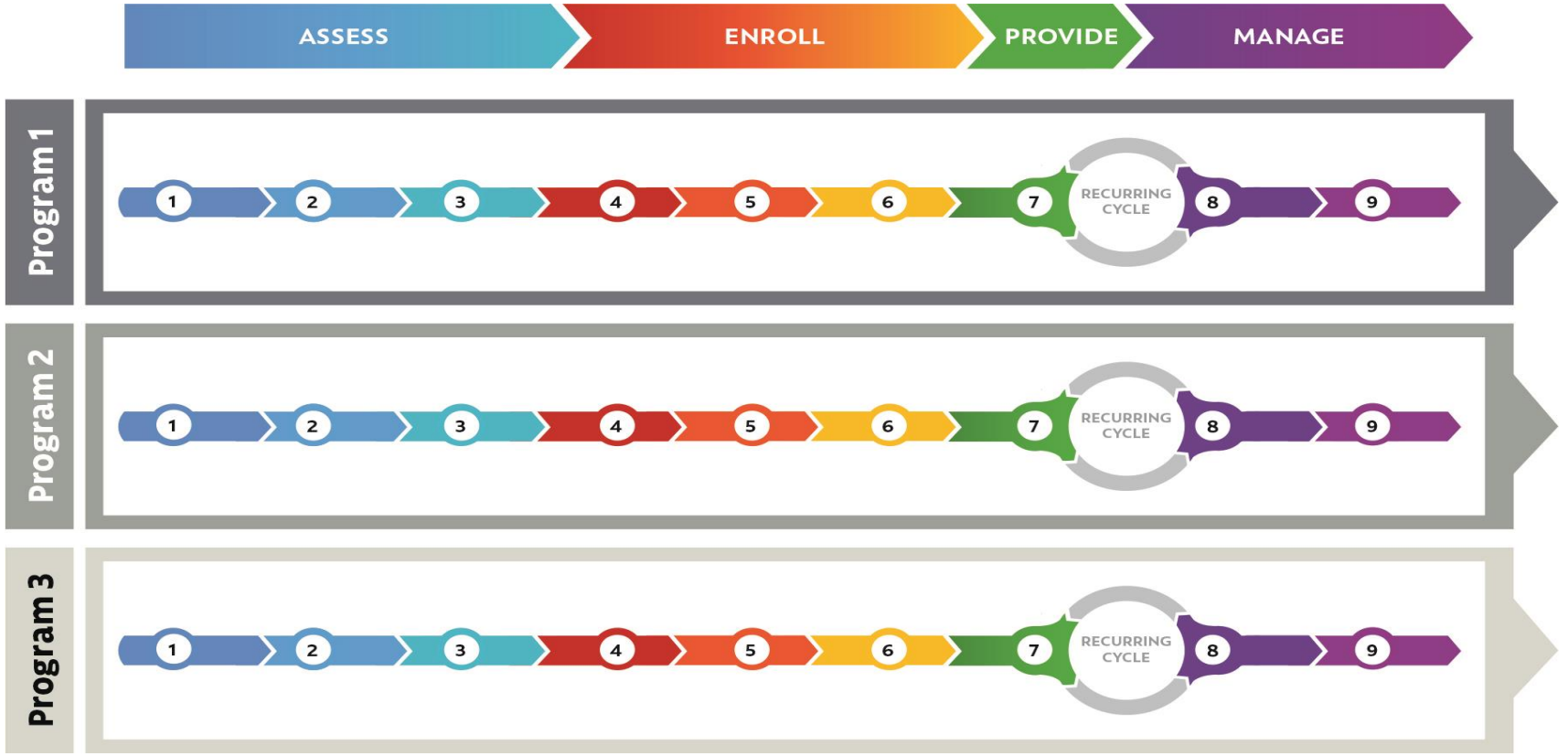
Intake & registration for programs can be costly… especially with fragmentation across multiple programs



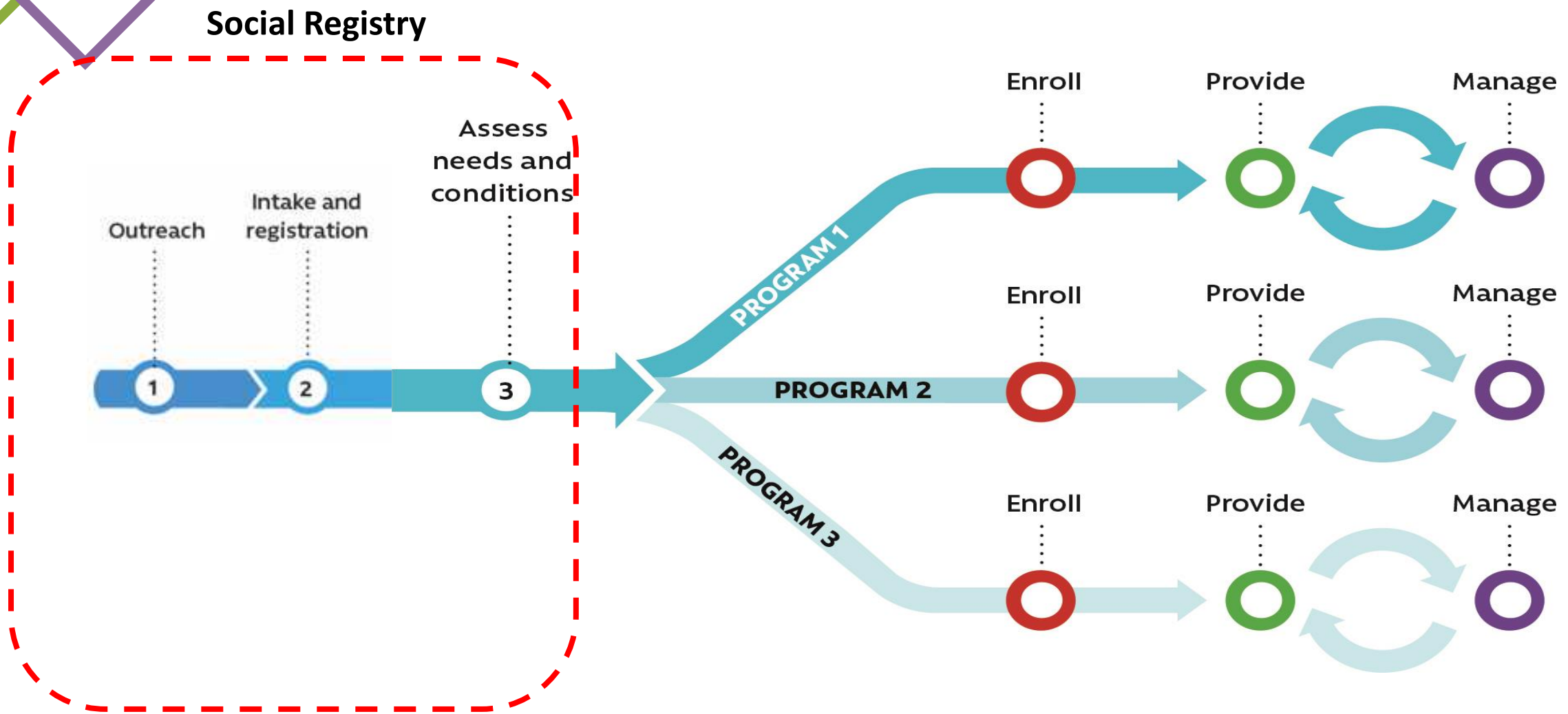
Diverse benefits & services pass through similar implementation phases along the Delivery Chain



With many programs, complexity multiplies.....and coordination becomes challenging

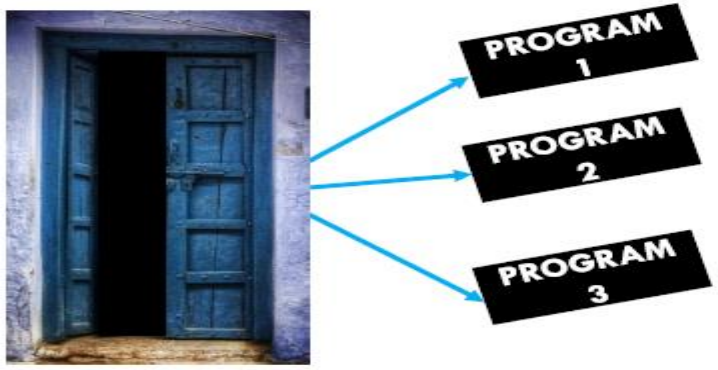


What if we reduce that complexity and combine different phases....



This could create important efficiencies...

for people



for government agencies





- People can apply for multiple benefits and services through a common application
- Administrators and government agencies can pool resources on the front lines through common intake & registration; and in the back-end social registry systems can integrate information for better quality; accuracy; efficiency, and savings in administrative costs

A key feature of Social Registries is the degree to which they support dynamic inclusion



Dynamic Social Registries

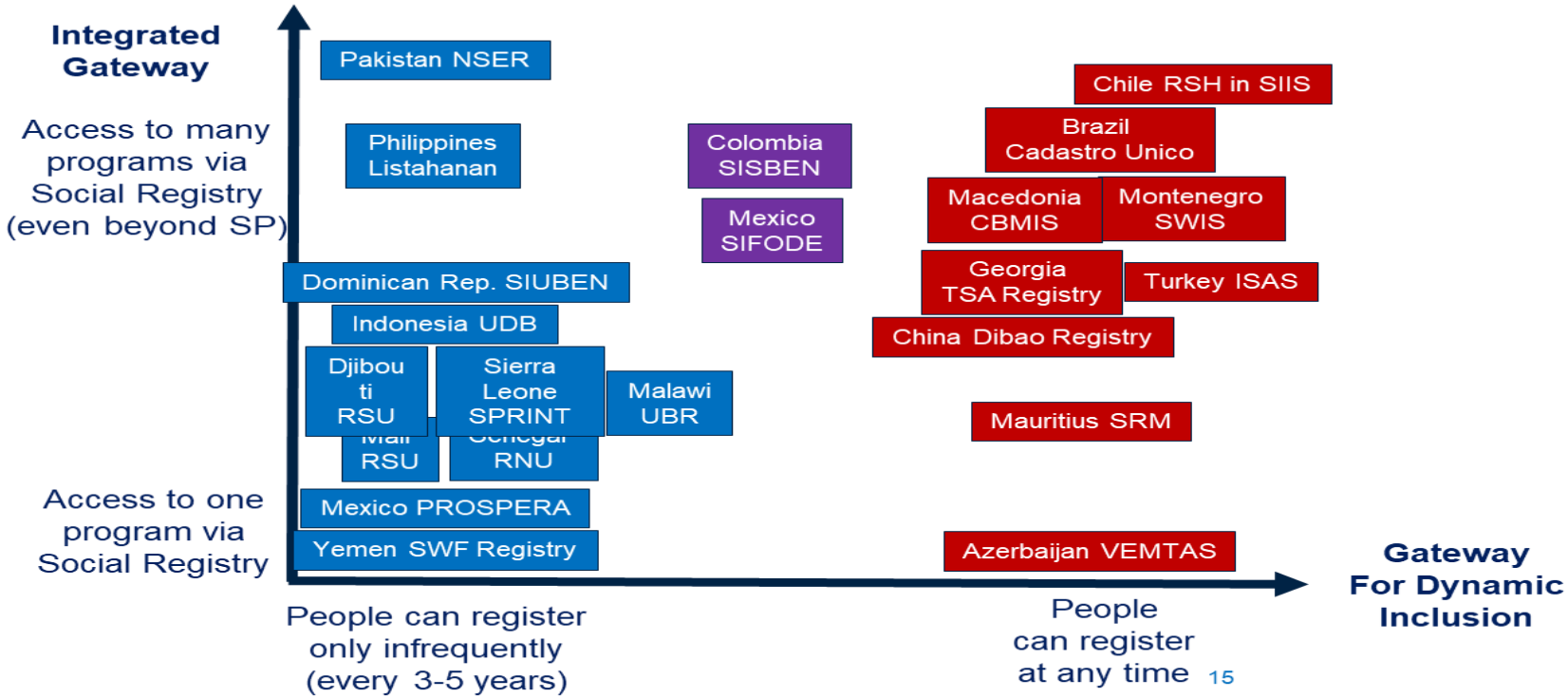
- The window for registration is open and continuous:
  - Usually with on-demand applications
  - And ideally with simple "user-friendly" intake, registration, and updating procedures
- Interoperability with other databases supports dynamic social registries
- Also relevant for:
  - progressive realization of universal social protection: anyone who needs social protection can access it at any time
  - Adaptive Social Protection (Crisis response)

But not all Social Registries are dynamic.....



- Many countries operate social registries with "fixed lists" of applicants and beneficiaries
  - Often via en masse registration waves every 3-8 years
  - Registration "closed" in interim years
- This is a common "starting point" and it can make sense in countries with:
  - Limited administrative capacity – particularly with lack of a network for citizen interface
- But, with these "static systems," the risks for errors of exclusion and inclusion increase over time as information becomes out of date

Countries do not build social registries in a liner fashion and initial conditions and existing ecosystem matters



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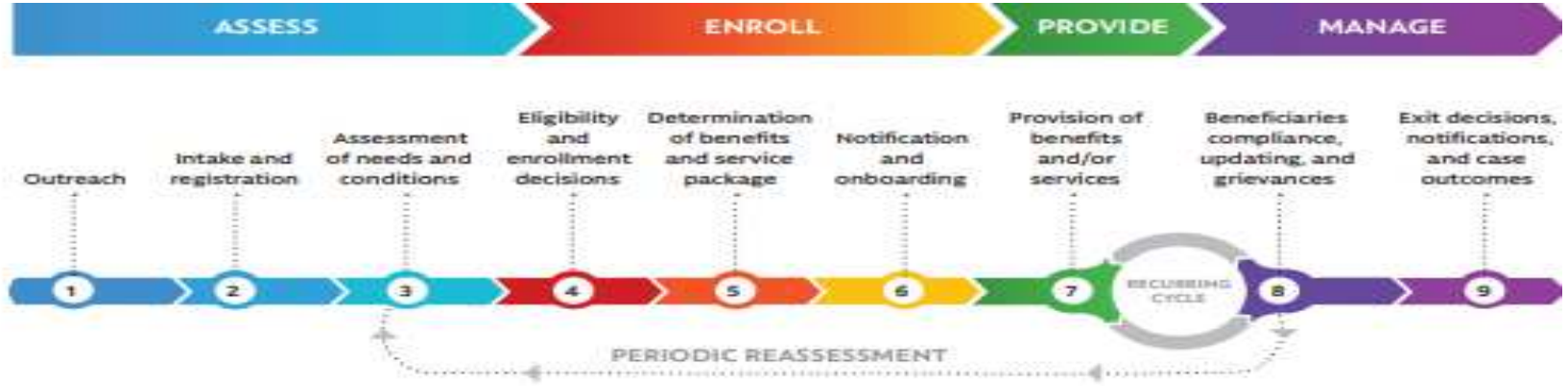
Need to continuously review the effectiveness of the registry and impact of programs, and adapt



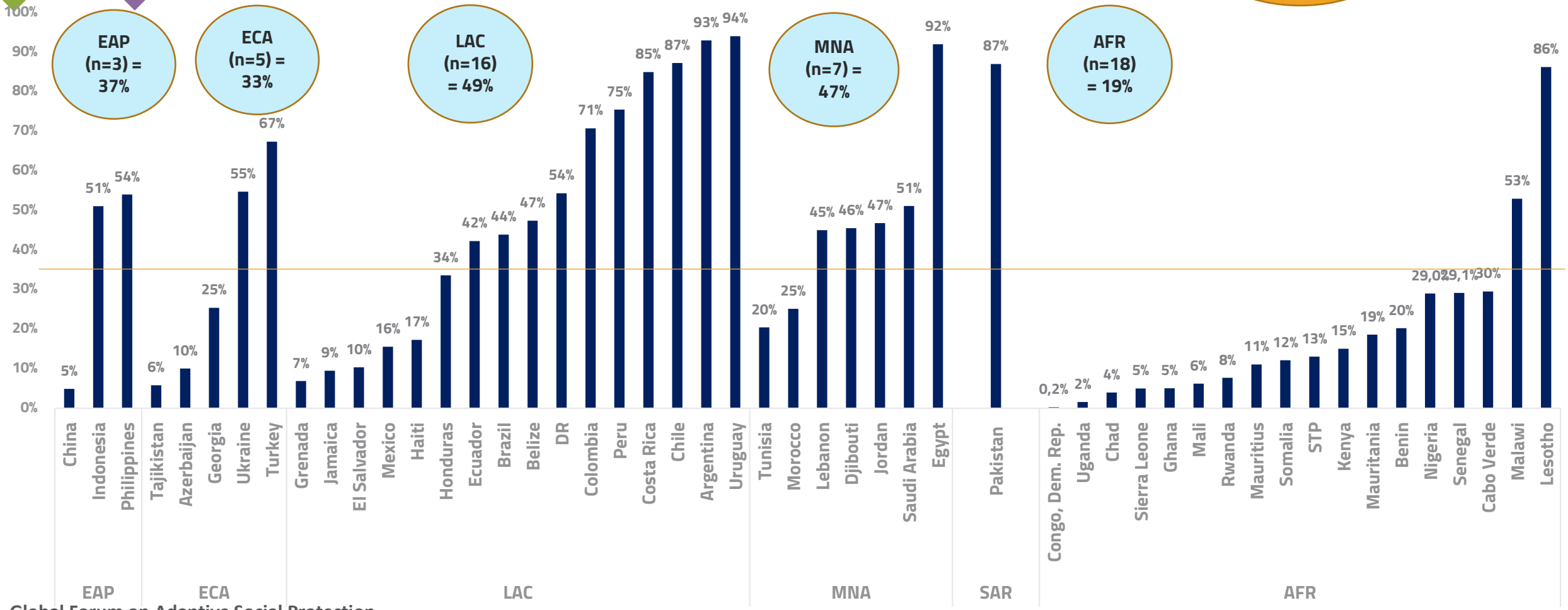
Communications and outreach to build awareness is critical

- Ensure intended populations and vulnerable groups are informed and understand the interventions, and are willing to engage, apply, and provide information.
- Focus on program information, core messages, and communications and use "active search" tools

Governance and accountability and M & E

- Strengthening grievance redress mechanisms (GRMs) is critical for reducing exclusion as well as for monitoring all aspects of service delivery and governance.
- Providing beneficiaries with a voice in the program's management giving beneficiaries/others capacity to provide positive/negative feedback to program administrators to reinforce good delivery practices
- Monitoring & Evaluation through spot checks, third-party monitoring, etc. help support learning and improvements

Status of Social Registries Globally



Thank you!

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National Social Safety-Nets Coordinating Office Nigeria



Kabir Mohammed Abdullahi – National Coordinator

Overview of SP in Nigeria

Policy Framework

Background

- Human Capital Development not proportional to IGR
- This necessitate the SP policy in 2017 by the FG addressing HCD

The Social Protection Policy

- Designed for PVHH in Nigeria for poverty reduction, prevent economic shocks, enhance food and nutrition, inclusive growth, etc

Implementation Strategy of the

- Establishment of National Social Safety – Net Project with credit from the WB
- Central Coordination Units for Targeting & Cash Transfers
- Establishment of implementation MoUs with states

Governance

Hosted under FMHDMSD

- National Social Safety-Net Coordinating Office (NASSCO)
- National Cash Transfer Office (NCTO)

State Structure

- SOCU–Ministry of Budget and Economic Planning
- SCTU- State's Appropriate Ministry

Functions

- NASSCO/SOCU- Building blocks, Coordination & Build NSR
- NCTO/SCTU-Cash Transfers & Livelihood

Support Facilities/Services

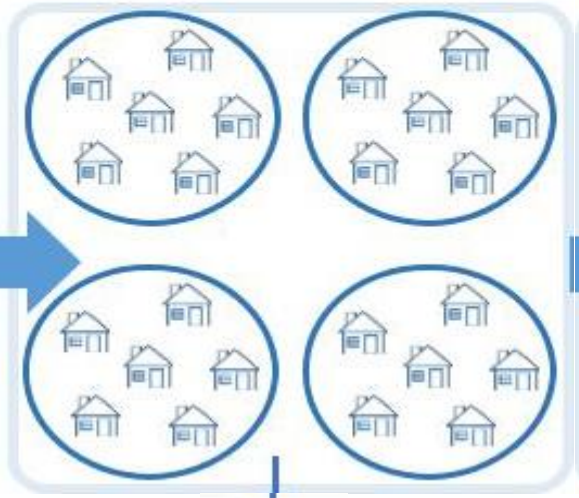
- CAPI – Field Data capture
- Efficient MIS for data processing and storage.
- Integrate a proactive M&E system

Source: GDSA (2016)

STRENGTH/INNOVATION: ESTABLISHING SSR/NSR

1. Geographical Selection



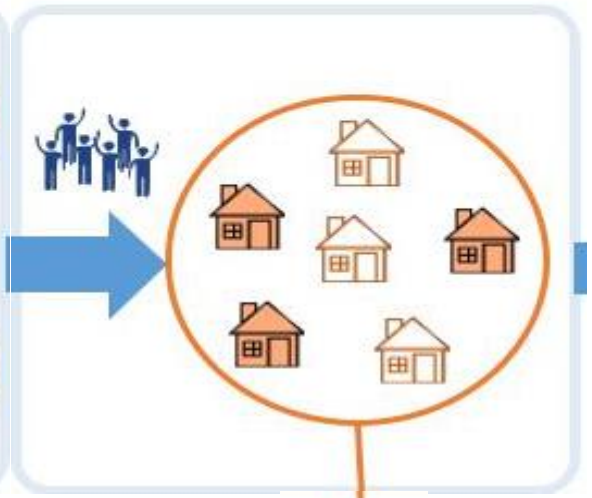




Poverty Map

- Satellite Remote Sensing
- Poverty Ranking
- Community Profile

2. Community-based selection





Community List

- Pre-Sensitization
- Sensitization & Mobilization
- Community Engagement
- Enumeration

3. Enumeration, Data Processing and storage

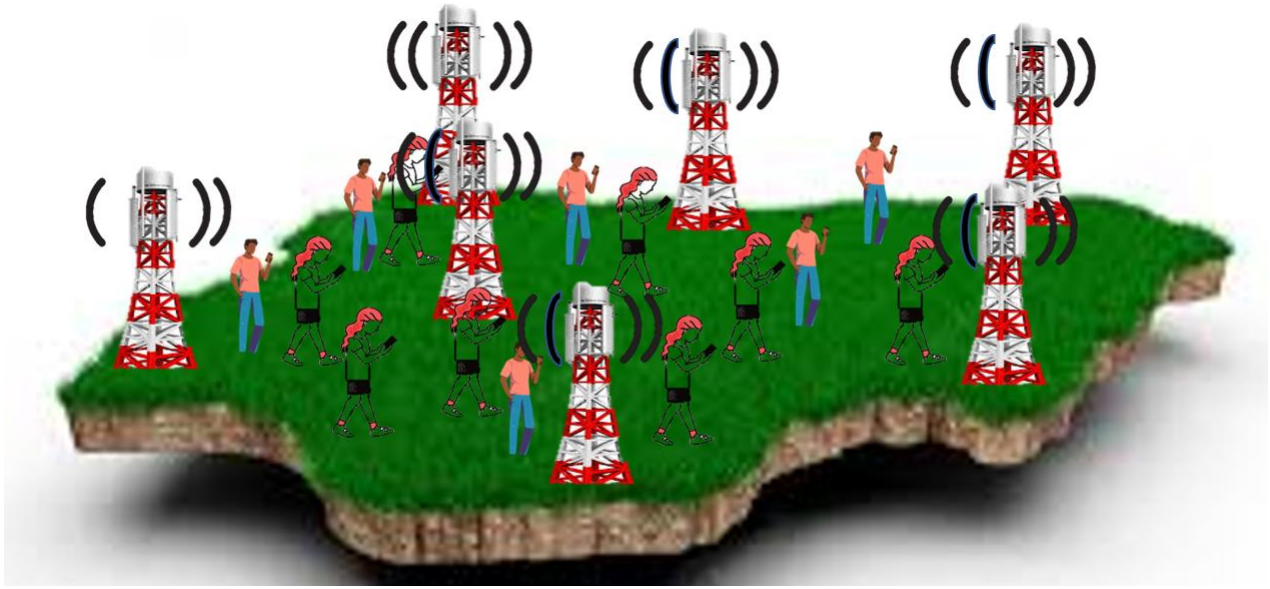




Key Variables/Add-on

- HHs Geocoordinates
- HHs Assets
- Demography
- Dwelling Xtics
- Rapid Response Mechanism

INNOVATIONS/STRENGTH: SHOCK RESPONSE SYSTEM



- Carry out electronic transfer of funds to the identified, validated and enumerated beneficiaries.



- Data Integration with National Identifiers (NIN, BVN)
- Adaption to climate change shocks

- SMS is blasted through cell towers as broadcast message by TELCOs
- Beneficiaries apply through codes designates at targeted areas

ENABLING FACTORS

Governance



MOU signed with all States for implementation

Inclusiveness/ Accountability



Community Ownership (State Offices) with Grievance redress Mechanism, M&E, Gender, etc

Human Resources



Built capacity Use of Civil Servants and Consultants for the project

Systems



Robust MIS systems integrating ML, big Data & Satellite Technology

Authentication/Financial inclusion



Integration of the unbanked with National Identifiers

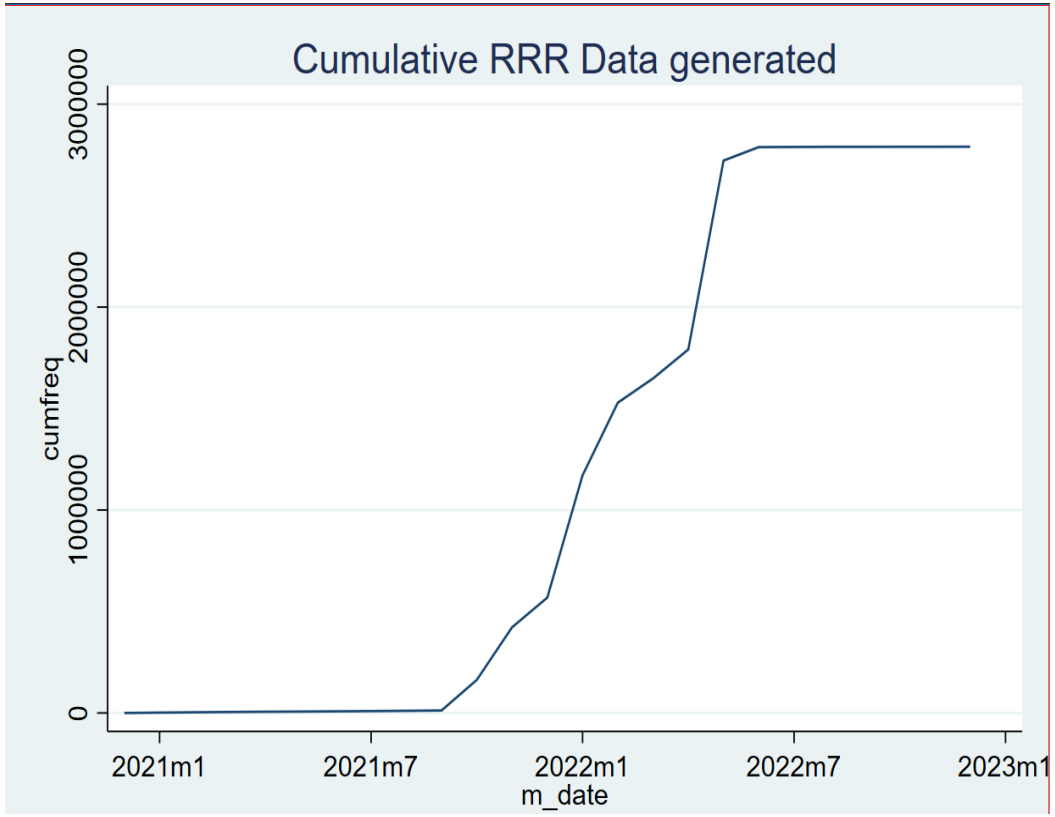
Climate change/Shocks

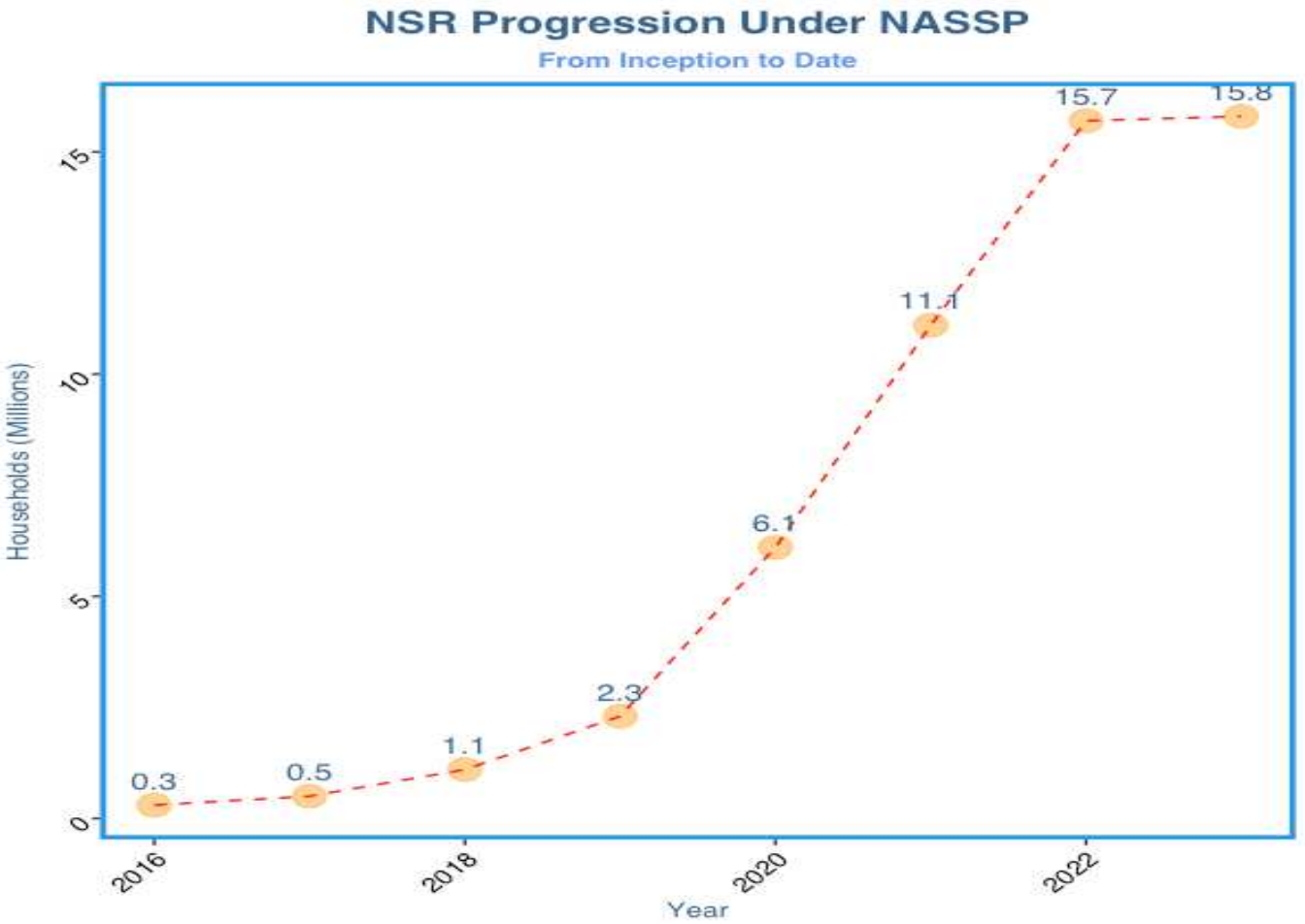


Pandemic/natural disaster /Economic shock recovery system

SOCIAL REGISTRY JOURNEY

Shock Response Register





National Social Register

CHALLENGES

01 More efforts on awareness and sensitization

02 Project Initial set-up and administrative bureaucracy

03 Onboarding the rural unbanked population

04 More efforts for Data integration with other databases

05 Mainstreaming of SP in states MDAs



NEXT STEP

01 Roll-out Scale – Up project using Advanced Targeting Technology

01 Integrate wallet systems to enhance financial inclusion

01 Improve institutional arrangement and smoothen processes

01 Strengthen staff capacity & increase coverage

Thank you!

14 June 2023

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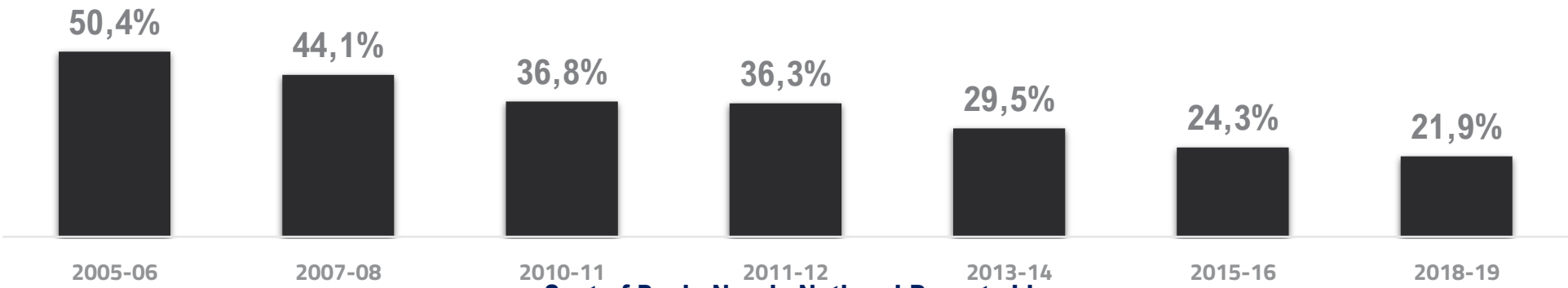
Dynamic National Socio-Economic Registry Pakistan



Naveed Akbar, Director General (NSER/CCT), BISP, Pakistan

BENAZIR INCOME SUPPORT PROGRAMME
GOVERNMENT OF PAKISTAN

Key Drivers of Social Protection in Pakistan

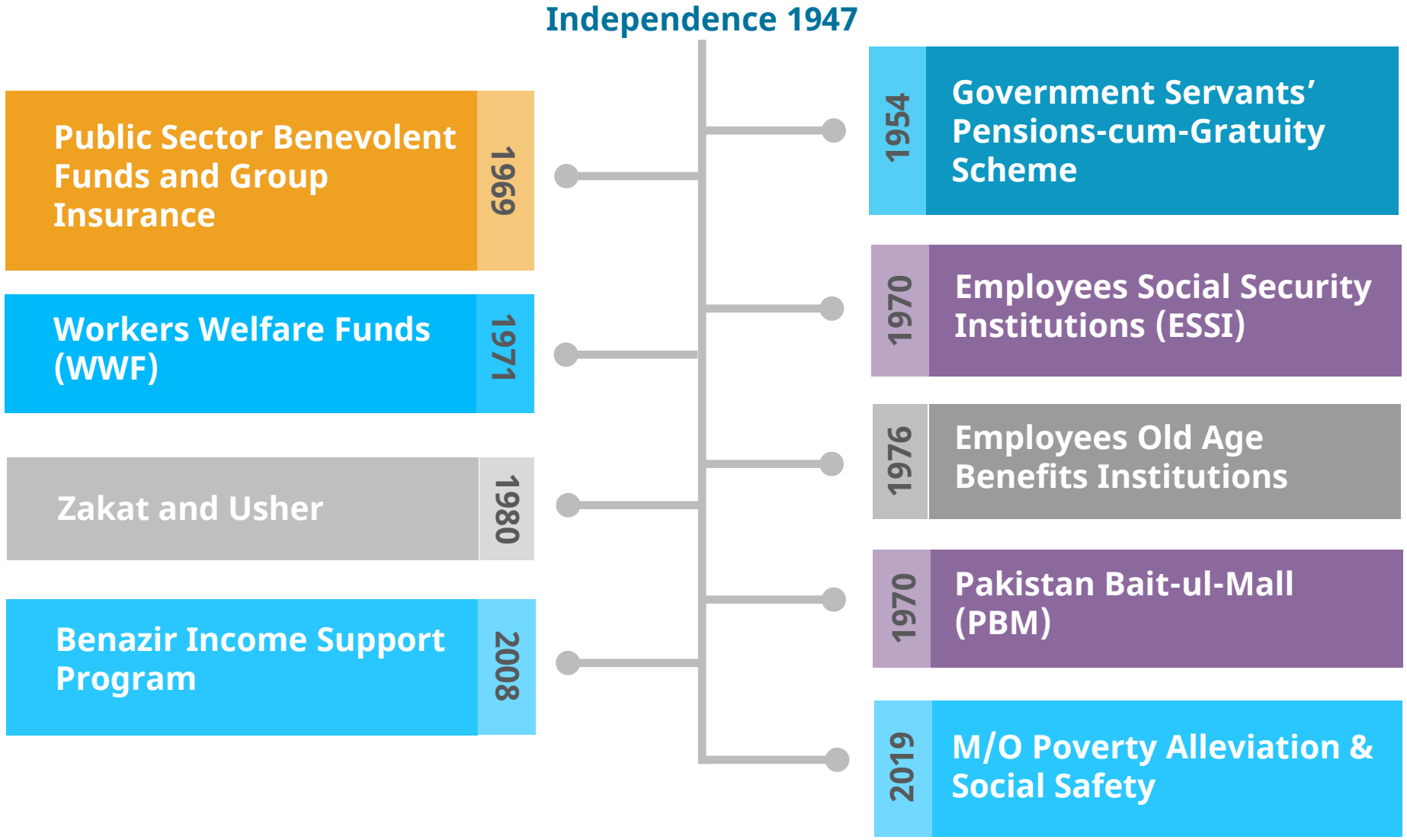


Cost of Basic Needs National Poverty Line

- **21.9%** of the population **(46.5 million)** living below Cost-of-Basic-Needs poverty line (HIES 2018-19)
- 39.8% of the population (87.5 million) living below poverty line as per Lower Middle Income Class Poverty Line* (World Bank, 2018)
- Pakistan - ranked among the 43 countries most exposed to poverty risks
- 54% population is vulnerable to poverty due to health shocks
- Almost 30% households experience food insecurity

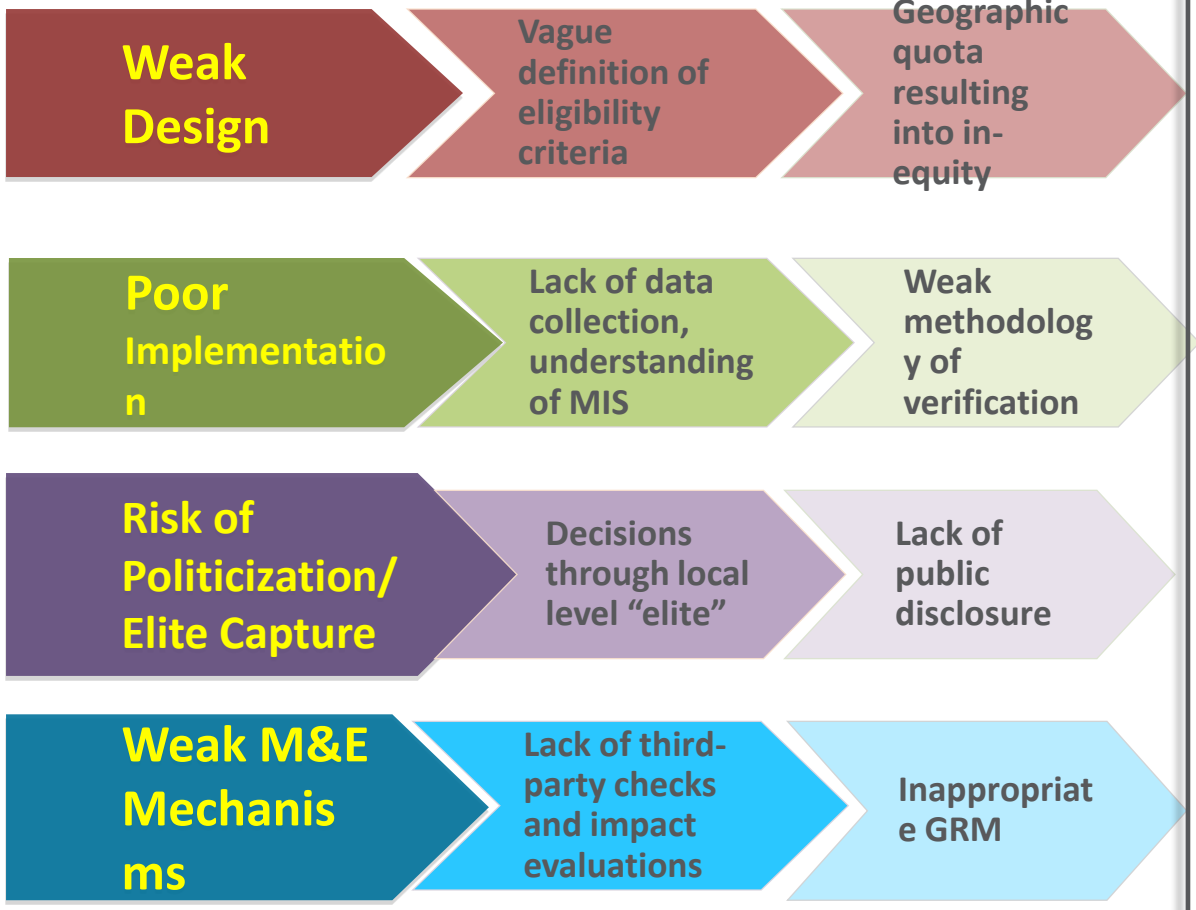
** Lower Middle Income Class Poverty Line 132.5 in Pakistan rupee (2018) or US$3.65 (2017 PPP) per day per capita*

Overview of Social Protection System in Pakistan



Strengths of Social Registry

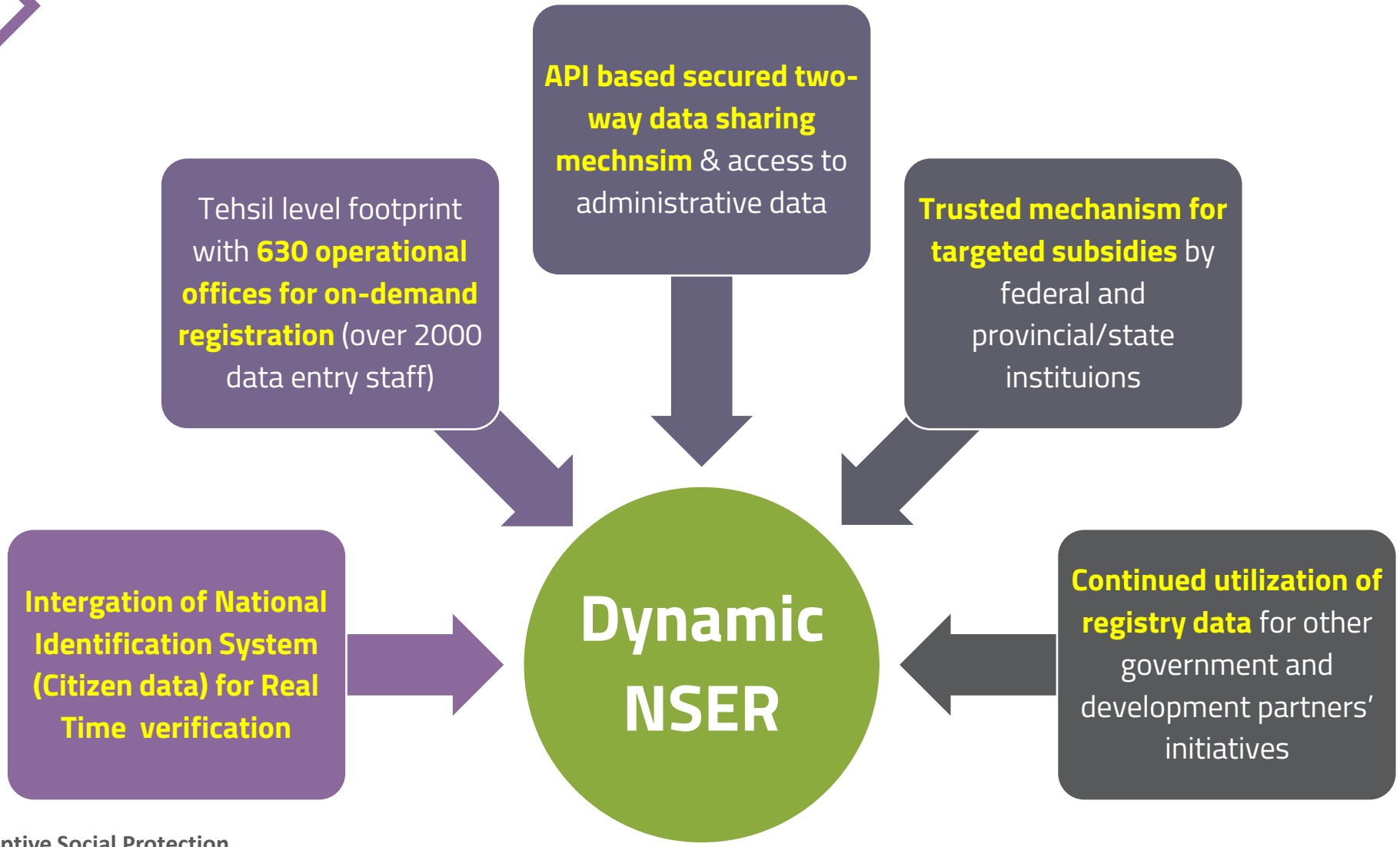
Learnings from Experiences



Strengths

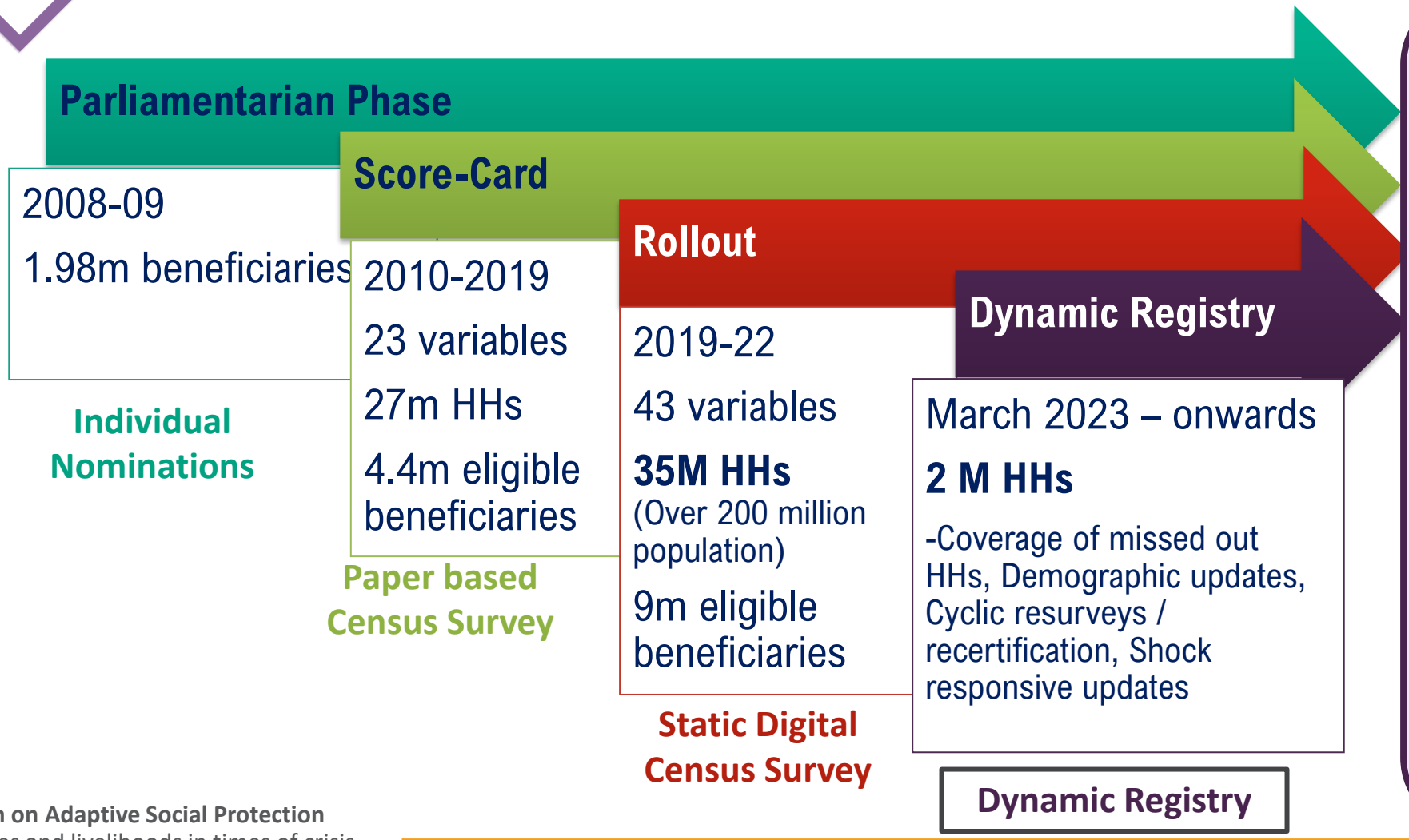
- **Shock responsive** registry
- **Dynamic** in nature in terms of frequent data updates
- Complete **national coverage** with data of **35 million HHs (87%)**
- **Multiple** data collection **modes** (desk, vans, self reported)
- **End-to-end digitization** of the registration systems
- In-built real-time interoperability with NADRA (Citizen Registry) database for data verification to ensure data quality and accuracy
- **Objective targeting (43 indicators)** using Proxy Means Test approach
- No discretionary in selection of the beneficiaries
- Robust **GIS/Algorithm based monitoring of field activities**, 3rd party validation of survey to ensure coverage and quality of data collected
- Prompt resolution of registration related grievances

Enabling Factors



Journey of Social Registry

Evolution of Targeting with Digital Transformation



Registry Data Users

- BISP's UCT and CCT Education & Nutrition Programs
- Emergency Cash Transfers (COVID-19, Floods, Earthquake etc.)
- Targeted Subsidies (Fuel, Wheat Seed Support, Wheat Flour)
- Provincial Governments (various SP programs)
- Federal Institutions (Pakistan Bait-ul-Maal, Pakistan Poverty Alleviation Fund)
- Development Partners

Challenges

1. **Greater number of households "to be re-surveyed"** in wake of recent floods (affected approximately 15% population - 33 million individuals) – increased load on Dynamic Registry centres
2. **Readiness of provincial systems (administrative data) for efficient and effective two-way data sharing is a work in progress,** challenged by varying levels of institutional capacities of digitizating their data and ensuring data security
3. **Safeguarding personal data from unauthorized access, misuse, or breaches** to maintain public trust in the system while data exchanges
4. **Difficulty in reaching out to vulnerable communities of far-flung remote areas** for inclusion in the Dynamic NSER
5. **Stable network connectivity** remains a challenge for off-grid areas (remote sites, security ridden areas) requiring alternate means of access through satellite, etc.

Way Forward

1. **Increased number of registration centres and operators to cover the backlog/greater number of households "to be re-surveyed"** in wake of recent floods
2. Cloud based data sharing
3. **Release of Mobile Application for Self-Registration**
4. **Custom fabricated/designed data collection Mobile Vans** for far flung hard to reach areas
5. **Union Council based door-to-door data collection system for covering the backlog and inaccessible vulnerable community segments**
6. **Development of offline data collection system and integration** in the system after data verification/validation
7. **Open transparent dialog with provinces for secured two-way data sharing/exchange**
8. **Arrangement of satellite services** for off grid sites for data collection

Thank you!

13 June 2023

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Now we need to hear from you!



Colombia's Social Registry SISBEN



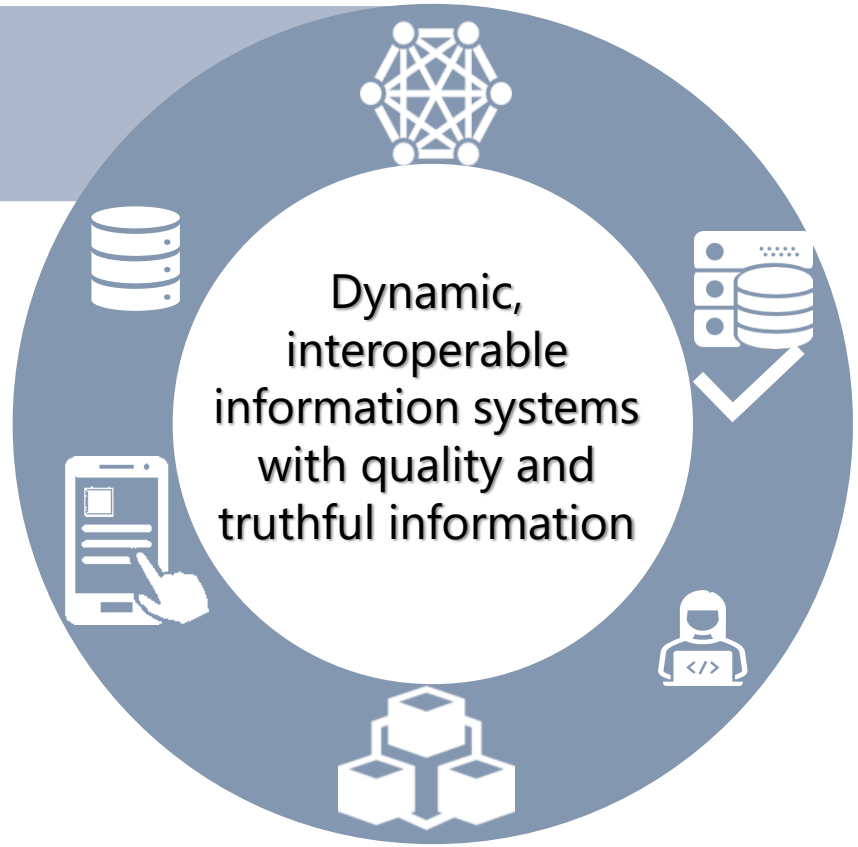
German Briceño: Deputy Director of Poverty & Targeting,
Department of National Planing (DNP) Colombia

Information systems for social policy

Social Protection System

- Comprehensive Social Security
- Social promotion
- Risk management in crisis
- Human capital formation
- Access to assets

Strategies to overcome poverty



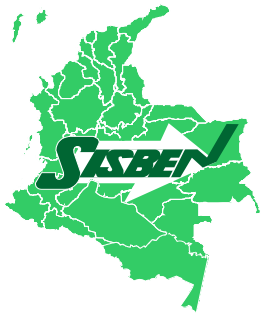
- General welfare, universalization of services and preferential treatment for the poorest and most vulnerable population groups.
- Quality information is crucial in any strategy to fight poverty and inequality.

Articulation with administrative data to have updated, verifiable information that guides planning processes and decision making

Evolution in information systems for targeting

Fase I – Sisbén

1995 - 2005 Sisbén I – Sisbén II



- Standard of Living Index
- Classification in levels
- Manual and self-reported collection of information

2011 Sisbén III

- Classification by scores between 0 and 100
- Standard of Living Index for 14 cities, urban and rural rest
- Manual and self-reported collection

2021 Sisbén IV

Sistema de Identificación de Potenciales Beneficiarios de Programas Sociales

- Revenue-generating capacity
- Digital information capture
- Georeferencing
- Portals for online procedures

Fase II – Interoperability and administrative data

2020 Master Base

- Integration of Sisbén III and IV
- Interoperability with administrative registries

2020 - 2023 Social Household Registry

REGISTRO SOCIAL DE HOGARES

- Interoperability of population information (demand) and subsidies per person (offer)

Structure of HSR information

Identification

Characterization

Offer

Verification

DNP responsible for creation, administration and implementation of the Social Household Registry.



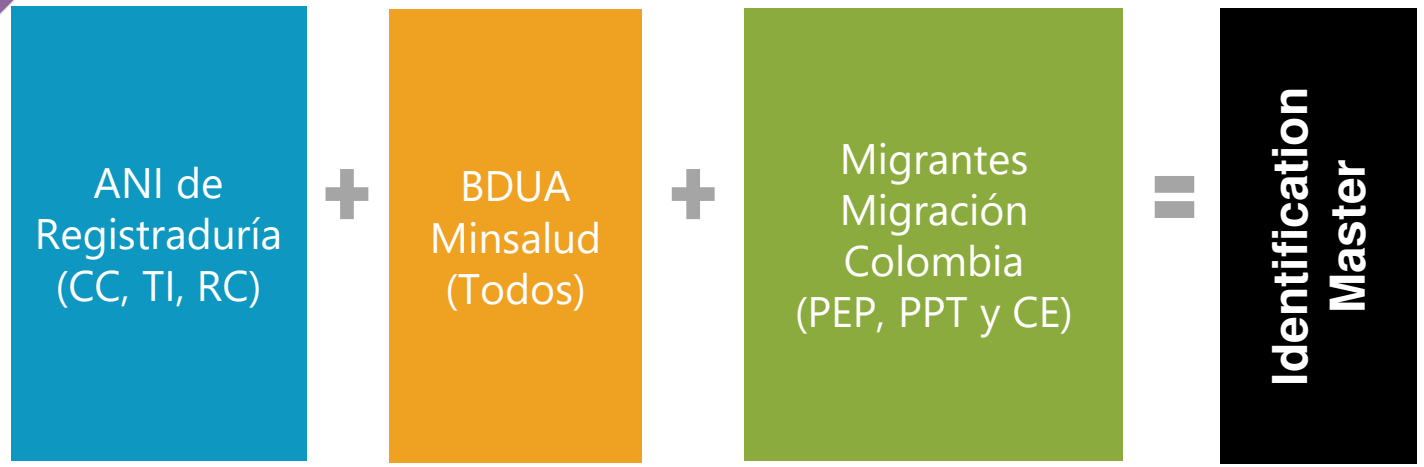
28 National databases
6 identification,
7 to complement the characterization of Sisbén
16 of social programs

1,832 Territorial databases in process
Work with 32 governorates, 30 capitals and 1,007 municipalities

+55
million records

2
Consultation modules for entities and researchers

HSR architecture



Technological exchange

- VPN – Virtual Private Network site to site
- Batch
- Web service

Interface of the ID master with:

- Health
- Education
- Offer
- Work
- Ethnic Databases
- Others

Master data scheme:

- Sectoral hierarchies of information are identified
- Criteria for data cleansing
- Feeds back to the source

Developing the Universal Income Registry

Fase I

- Sisbén I
- Sisbén II
- Sisbén III
- Sisbén IV

- Improvement in the quality of administrative records

Fase II
Interoperable Information Systems

- Social Household Registry

Fase III
Income Registry (2023 forware)

Universal Income Registry (art 70 de la Ley 2294 de 2023

Hybrid model with income and socioeconomic information from administrative data and self-declaration

Challenges:

- Identify the quality of income data sources
- Design mechanisms for declaration by households (e.g. Single Windows)

Integration of bases and interoperability, efficient use of administrative records, and verification processes to self-declared information

Stages of development and uses of the Social Registry

Stage I
Entities



- Use of Information
- Nation-territory articulation
- Targeting
- Monitoring of interventions

Stage II
People



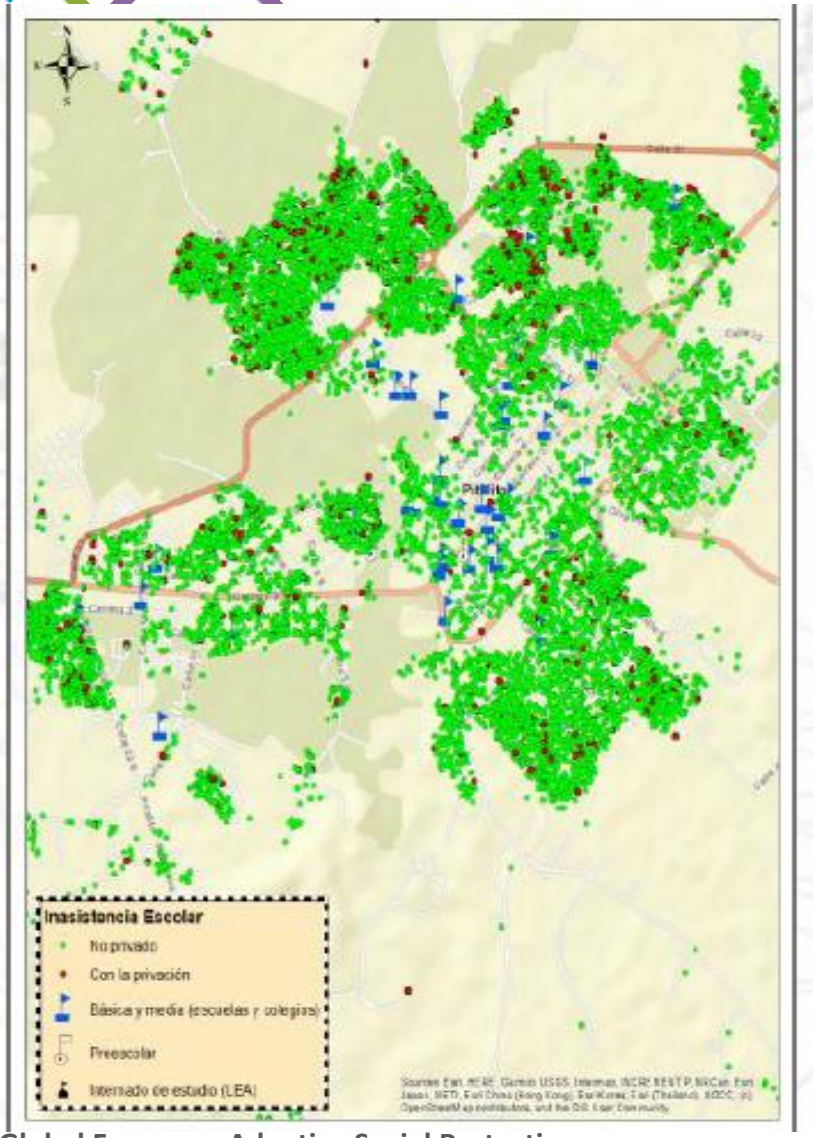
- Information Inquiry
- Procedures for updating and/or rectification of information
- Raise awareness of the importance of the availability of current and truthful information

Stage III
Service Integration
(Single Window)

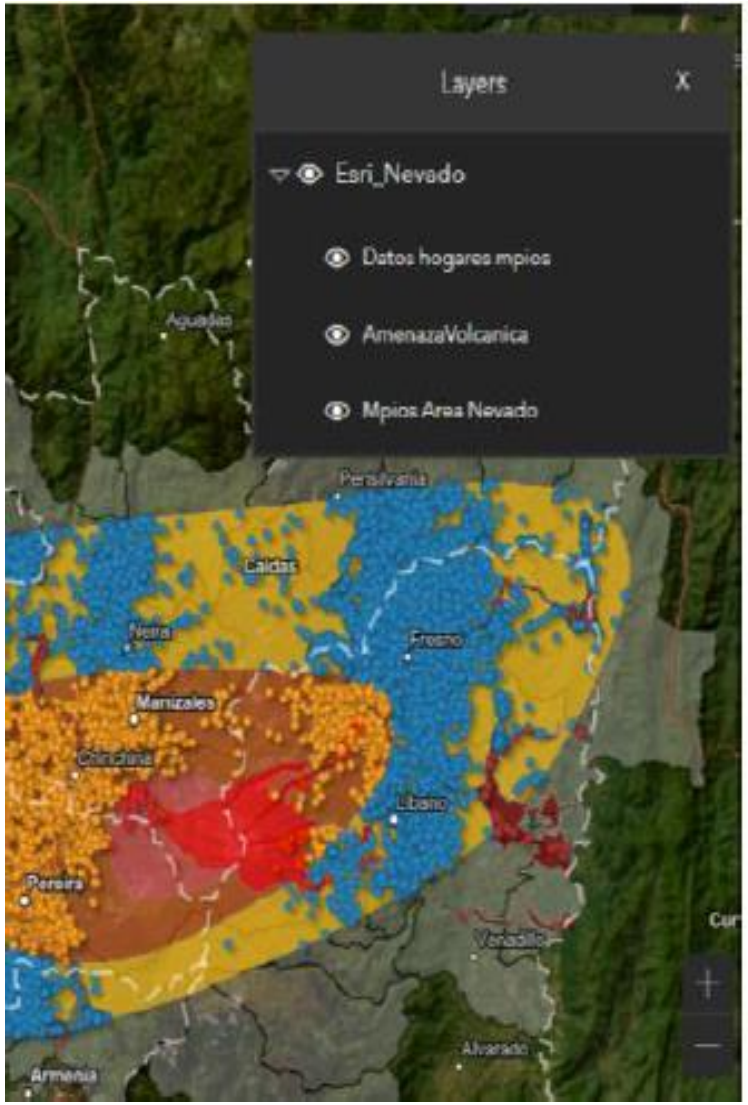


- Processes for the collection of information and access to social offer
- Use in the family accompaniment strategy
- Articulation in aid schemes (social subsidies, transport, and public services).

Other uses of the Social Registry



Geospatial Information for targeting



Geospatial Information for rapid response to crashes

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Türkiye's Integrated Social Assistance Information System



Ahmet Fatih Ortakaya, Ph.D. / Senior Social Protection Specialist - WBG

Main Features of Social Assistance System in Turkey

Overview

Young & Evolving

- Dates back to 1970s but developed after 2000s
- Structured around 50+ programs

Poverty-targeted & Modality: Cash

- No income from formal employment / Per capita HH income <1/3 Min. wage

Development of ISAS

- ISAS represents an international best practice

Decision of eligibility

- By Board of Trustees using PMT for SA & HMT for UHI

Low SA spending

- 1.5% of GDP (half of OECD average)

Basic Characteristics

Thematic & Conditional

- Inclusive but fragmented

Strengthened IT infrastructure

- Almost the whole SA process was automated and implemented through Türkiye's ISAS

Enhanced Delivery

- Access channels are diversified by increased efficiency and resource quantity

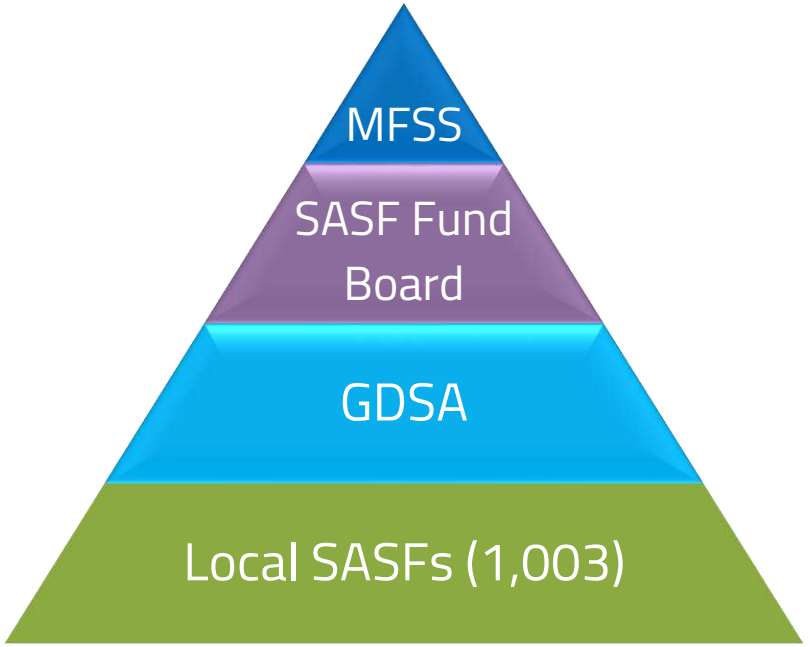
Efficient Governance

- Quick, dynamic, and flexible institutional structure

Source: GDSA (2016)

Governance Structure and Institutional Arrangements

- Ministry of Family and Social Services (MFSS) and General Directorate of Social Assistances (GDSA) ~2,000 employees (~500 ISAS end-users)
- 1,003 local Social Assistance and Solidarity Foundations (SASFs) ~10,000 employees (ISAS end-users)





- Population coverage for Social Assistance Programs and Universal Health Coverage ~19.5 million HHs (60 Million individuals) with the addition of COVID-19 Emergency Cash Transfer Beneficiaries
- Relevant public entities, municipalities, and NGOs

Source: Ministry of Family and Social Services, Social Assistance Statistical Bulletin (2016)

The Central Civil Registration & Address System (MERNIS)



- Long tradition in civil registration.
- The first population census: 1904.
- Turkey started assigning unique IDs **to every individual** since 1990s.

- National Address Registration was launched in 2006.
- Unique address codes are assigned to each address
- Each ID was tagged with a unique address code
- All public entities were linked to MERNIS and National Address System



Key to Interoperability !!!

Source: Ministry of Interior: Central Civil Registration System

What was the Social Assistance System look like before ISAS?



Before ISAS, the social assistance system was encumbered by:

- A lack of link across all SASFs
- Bureaucratic inefficiencies
- Lengthy processing times for the application (Approx. 15 – 20 days) and delivery 3-4 weeks.
- Low quality of information



Fragmented SA programs



Almost fully paper-based process



Heavy workload on SASFs and other public entities

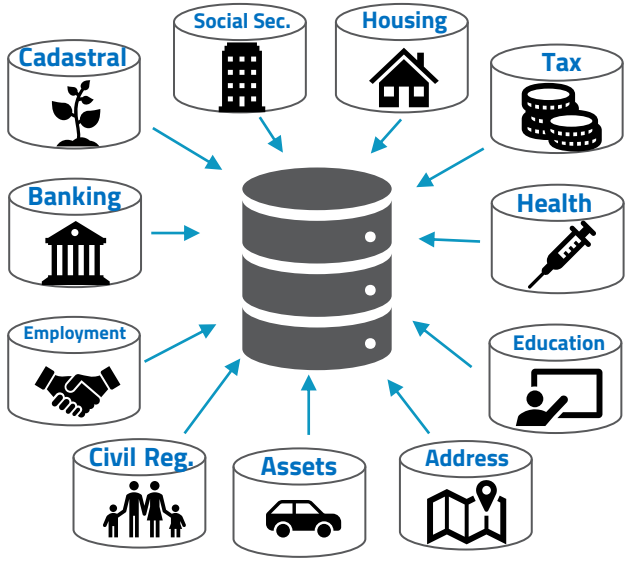
Source: Ministry of Family, Labor and Social Services, Social Assistance Statistical Bulletin (2016)

What is ISAS?

Assess → **Enroll** → **Provide/Monitor**

Assess

Administrative Data



Streamlined flow of information between agencies and programs to create and update beneficiary profiles (real-time data collection from administrative sources)

Data from Field Visits



HH visits (data collection by physical interaction)

Linked with 29 Public Entities with over 120+ webservices

HH visits by ~5,000 social asst. workers in 1,003 SASFs

Enroll

Administrative Data + Data from Field Visits

Hybrid-Means Testing for UHI

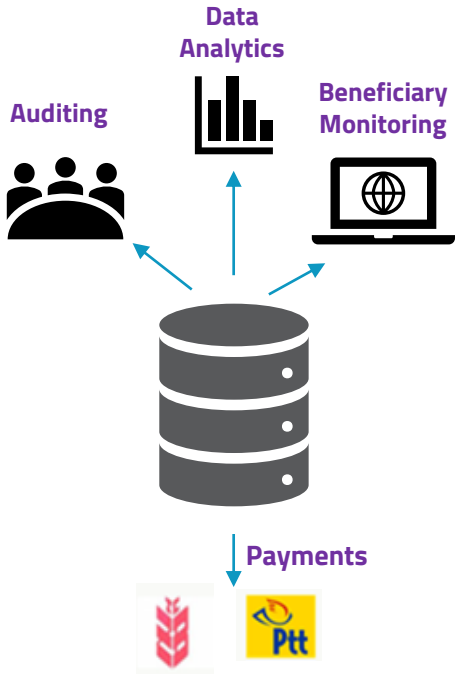
Proxy-Means Testing for SP



Board of Trustees Decision (on eligibility and benefits package)

"Dynamic & Integrated" gateway for multiple (50+) SP programs

Provide/Monitor



Provision of Services & Benefits (payments, service delivery, beneficiary monitoring, auditing, reporting, etc.)

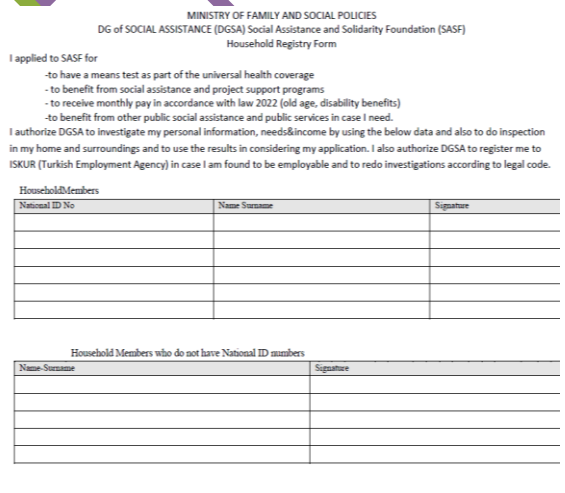
Covers ~19 million households and ~60 million individuals.

Beneficiary Profile Updates from Administrative Resources

External Sources	Data
Ministry of Interior	Civil Registration (individual + family records), ID, name, gender, DOB, marital status, etc., and national addresses
Social Security Institution	Employment status, wage/salary information, short-term working allowance and job-loss compensation, social security contribution, etc.
Public Employment Services	Unemployment insurance and unemployment assistance
Turkish Revenue Administration	Registration to tax system and running a business; owning a motor vehicle
Directorate-General of Foundations	Other social benefits
Ministry of Education	Enrolment, attendance, and school success (e-school Information System)
Institution of Scholarship and Dormitories	Scholarships
Ministry of Health	Health records (follow-ups, vaccinations, growth records, etc. from Family Medicine Information System)
Ministry of Defense	Information on soldiers and village guards
Ministry of Environmental and Urban Planning	Land registry, cadastral information, assets, etc.
Ministry of Agriculture and Rural Affairs	Information on plantation (type, etc.)
PTT Bank, Ziraat Bank	Payment administration and delivery (information loop back to ISAS)

Data update can be triggered by system users at any time but usually it is done before each payment cycle of respective programs (In any case, a batch-job works to update the whole data base once 45 days)

Beneficiary Profile Updates through Field Visits



MINISTRY OF FAMILY AND SOCIAL POLICIES
DG of SOCIAL ASSISTANCE (DGSA) Social Assistance and Solidarity Foundation (SASF)
Household Registry Form

I applied to SASF for

-to have a means test as part of the universal health coverage
- to benefit from social assistance and project support programs
- to receive monthly pay in accordance with law 2022 (old age, disability benefits)
-to benefit from other public social assistance and public services in case I need.

I authorize DGSA to investigate my personal information, needs&income by using the below data and also to do inspection in my home and surroundings and to use the results in considering my application. I also authorize DGSA to register me to ISKUR (Turkish Employment Agency) in case I am found to be employable and to redo investigations according to legal code.

HouseholdMembers

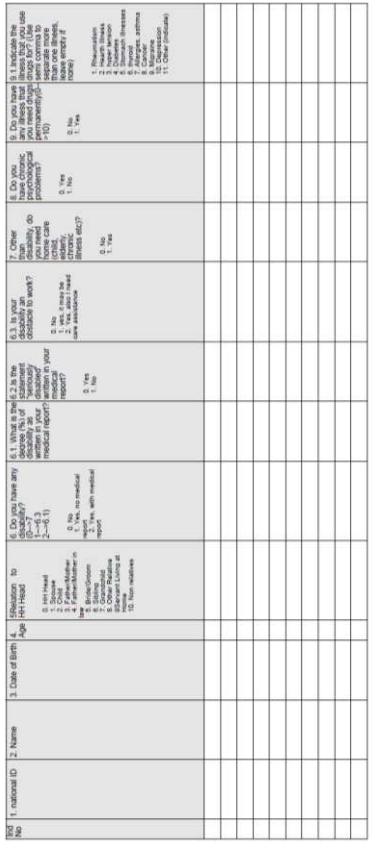
National ID No	Name Surname	Signature

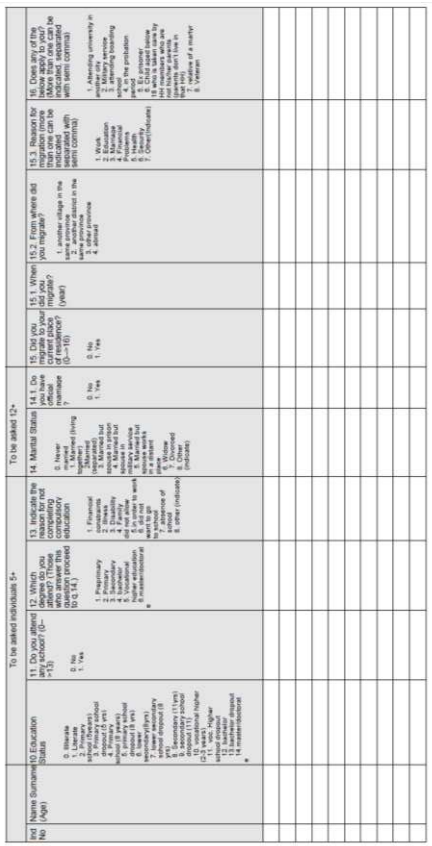
Household Members who do not have National ID numbers

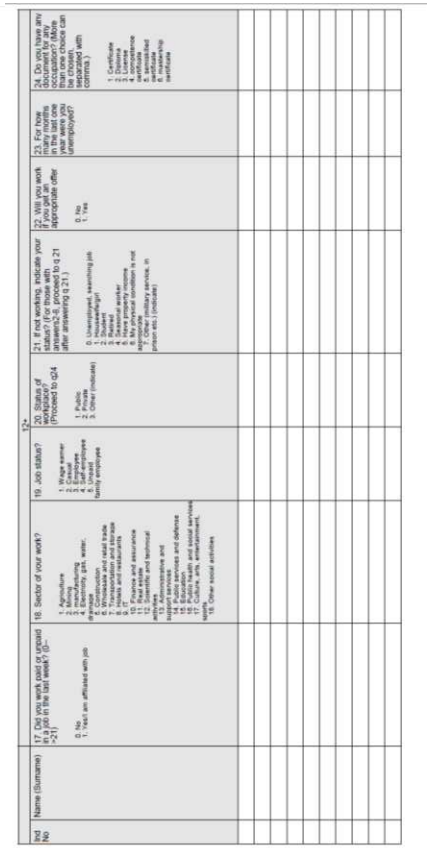
Name-Surname	Signature

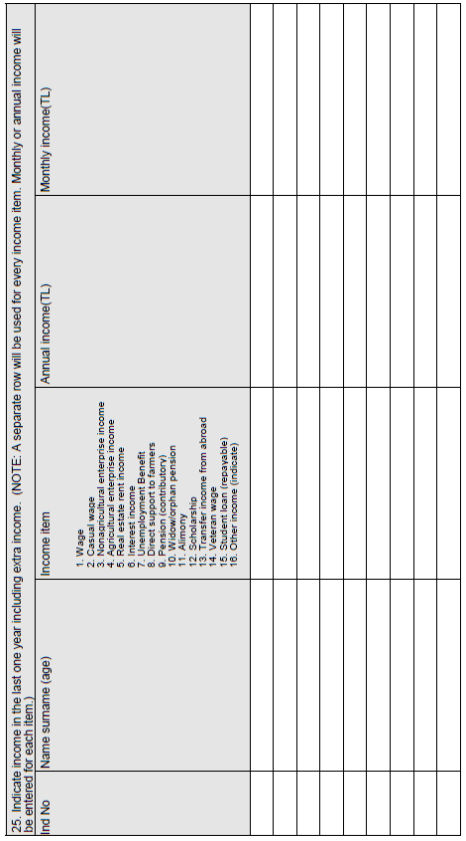
Applicant Adress:

SASF Personnel
Name:
Title:
Signature:



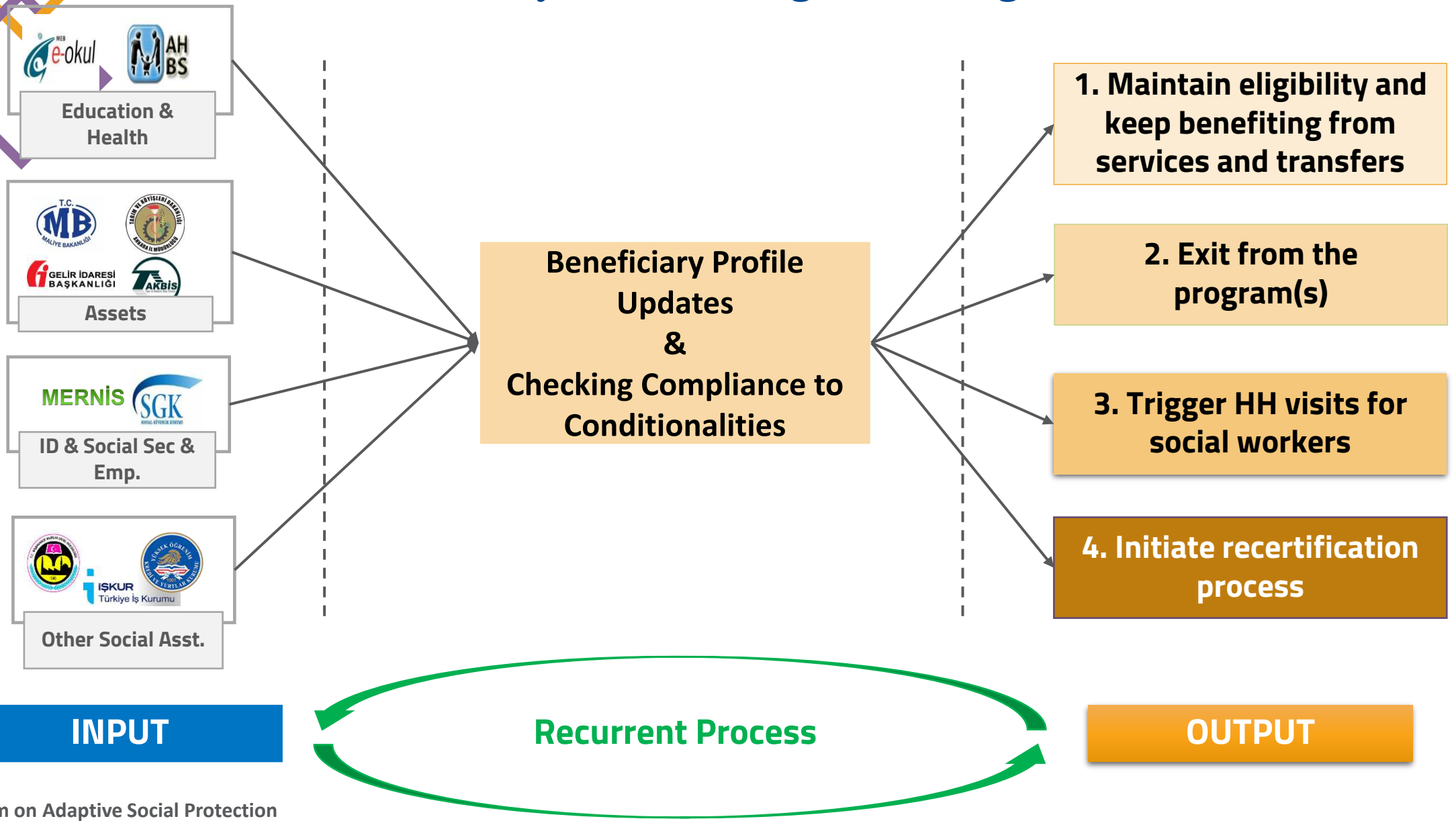






- **A Common HH visit form for all SP programs**
- **Contains 53 questions to assess the needs and conditions of HHs (approx. 40% of the questions are pre-populated by the web-services in ISAS)**
- **Usually done once or twice a year by a social worker to update beneficiary profiles.**

Beneficiary Monitoring & Management



ISAS Development: Iterative & Incremental Approach



Source: GDSA (2016)

COVID-19 Adaptations

Immediate Response



Government provided 1,000 TL to the 2.1 Million HHs who currently benefit from Regular type of SSN programs

COVID-19 Social Support Program





One-time benefit (1,000 TL then, raised to 1,100 TL) except for certain categories. Application is through Turkey's e-government Portal

Ineligible categories

- Contracted individuals who work in the public sector
- Civil servants
- Pensioners or any type of income from SSI
- Unemployment benefits and/or short-term employment benefit receivers from TEA

7.2 Million HHs benefited from the Program

Application Process to COVID-19 Social Support Program

türkiye.gov.tr
DEVLETİN KISA YOLU
e-Devlet KAPISI

Log into the e-Government Portal → Click on COVID-19 Social Support Program → Fill in the Required Information (ID number, phone number, IBAN etc.) → System links the entered data to the ISAS and uses the webservices to pull admin data → Individual becomes eligible if he/she does not fall in the ineligible categories

February 2023, Kahramanmaraş Earthquakes

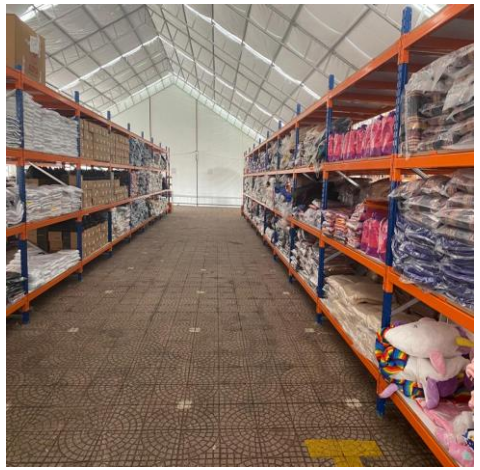
- **Creation of new modules within ISAS**
  - In-Kind Donation Tracking Module:
    - Warehouse
    - Social Market



- **81 warehouses,**
  218 social markets: **free** distribution of **food, clothing, hygiene** items to earthquake victims with the use of the module

- Used in the affected areas:
  11 province, 124 districts
  by SASFs

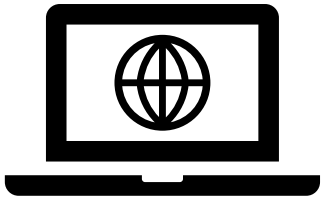




- In total **120 milllion in-kind donations** were delivered to earthquake victims

Lessons Learned

Created a standardization across all SP programs throughout the delivery



Increased performance in benefits & service delivery



Enabled monitoring and managing HHs (almost on real-time basis)



Reduced the time, cost, bureaucracy, paper-work, and the effort significantly





Easy access through e-government portal & fully automated payments



Created transparency and accountability and prevented double-dibbing





Source: Turkey's Integrated Social Assistance System (General Directorate of Social Assistances, 2016)

Thank you!

June 14, 2023

Ahmet Fatih Ortakaya

aortakaya@worldbank.org



Global Forum on Adaptive Social Protection

Protecting lives and livelihoods in times of crisis

13–15 June 2023 • Berlin



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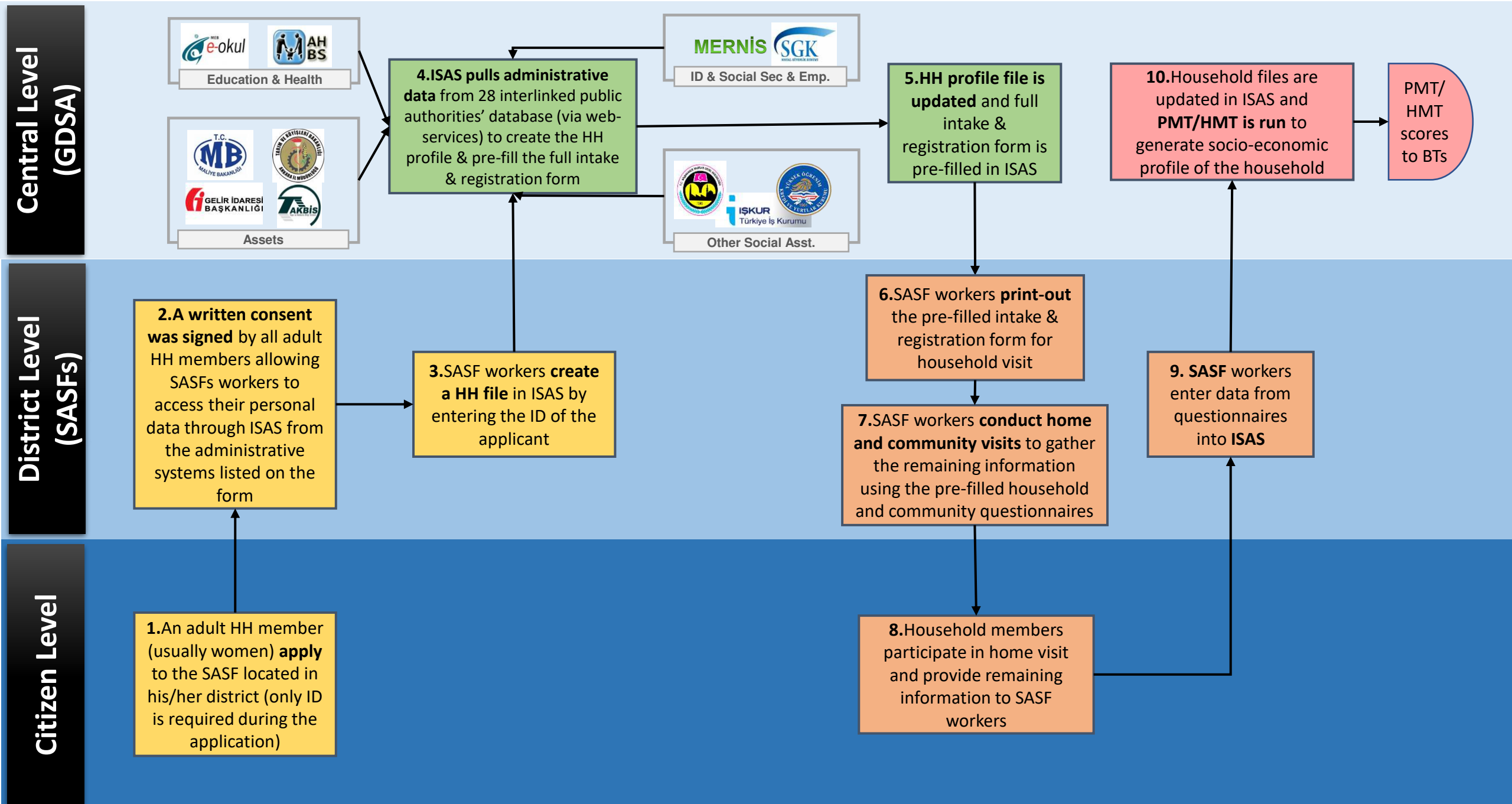
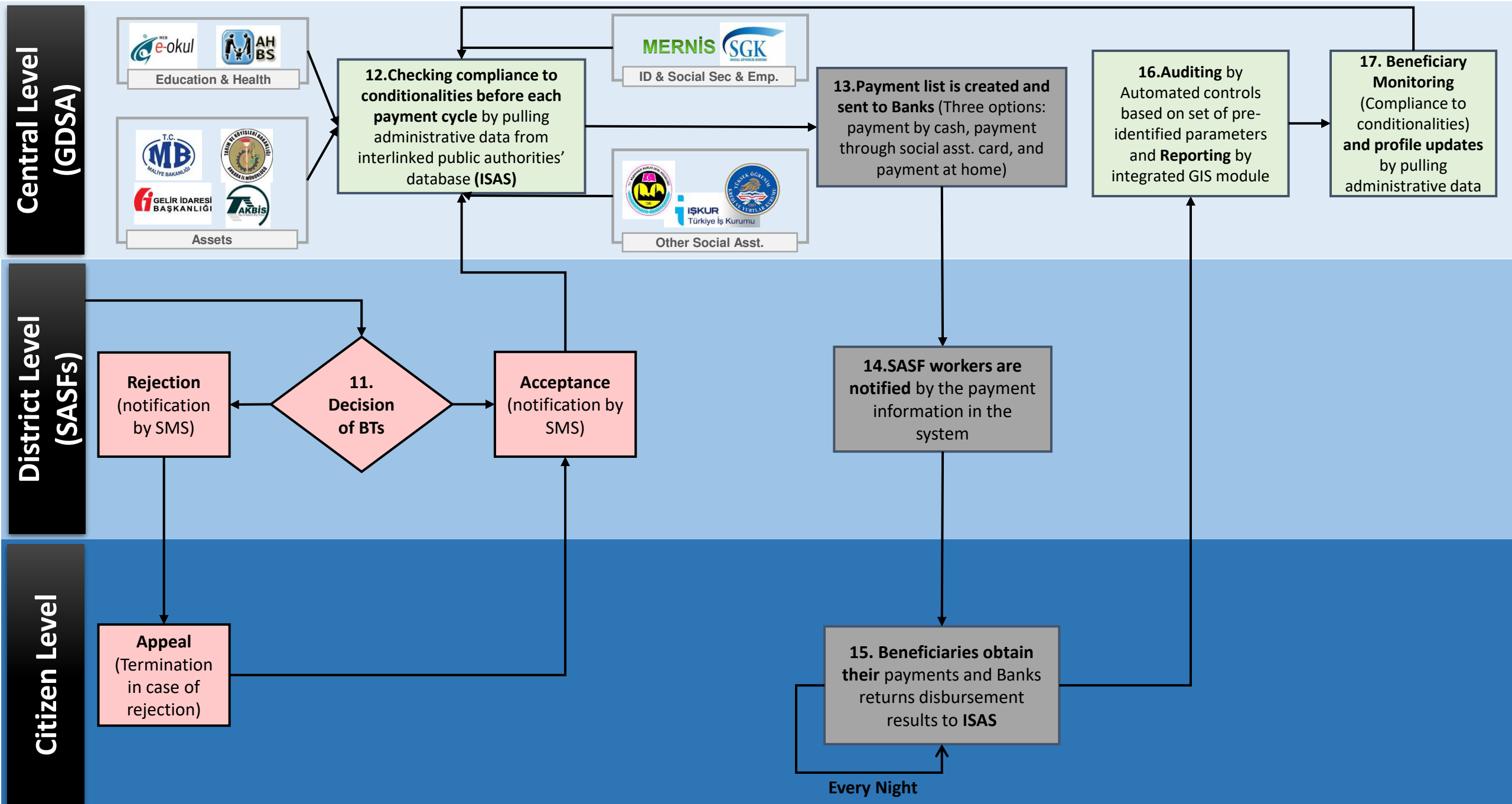
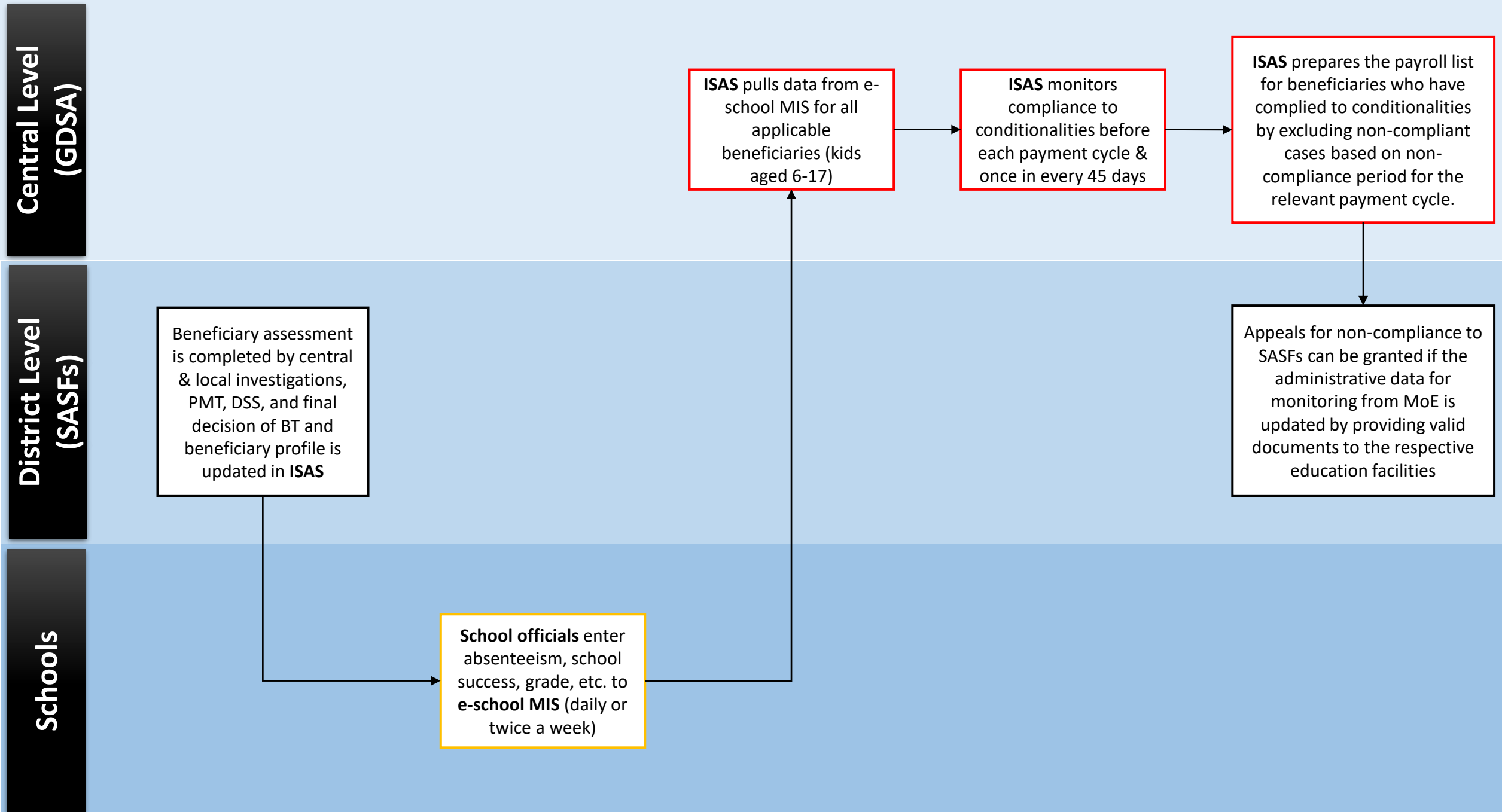
Türkiye's ISAS: Intake, Registration, and Assessment of Needs & Conditions



Türkiye's ISAS: Enrollment Decision, Benefits Package & Payments



Türkiye's CCT Program: Monitoring of Education Conditionalities – Process Map (similar for health)



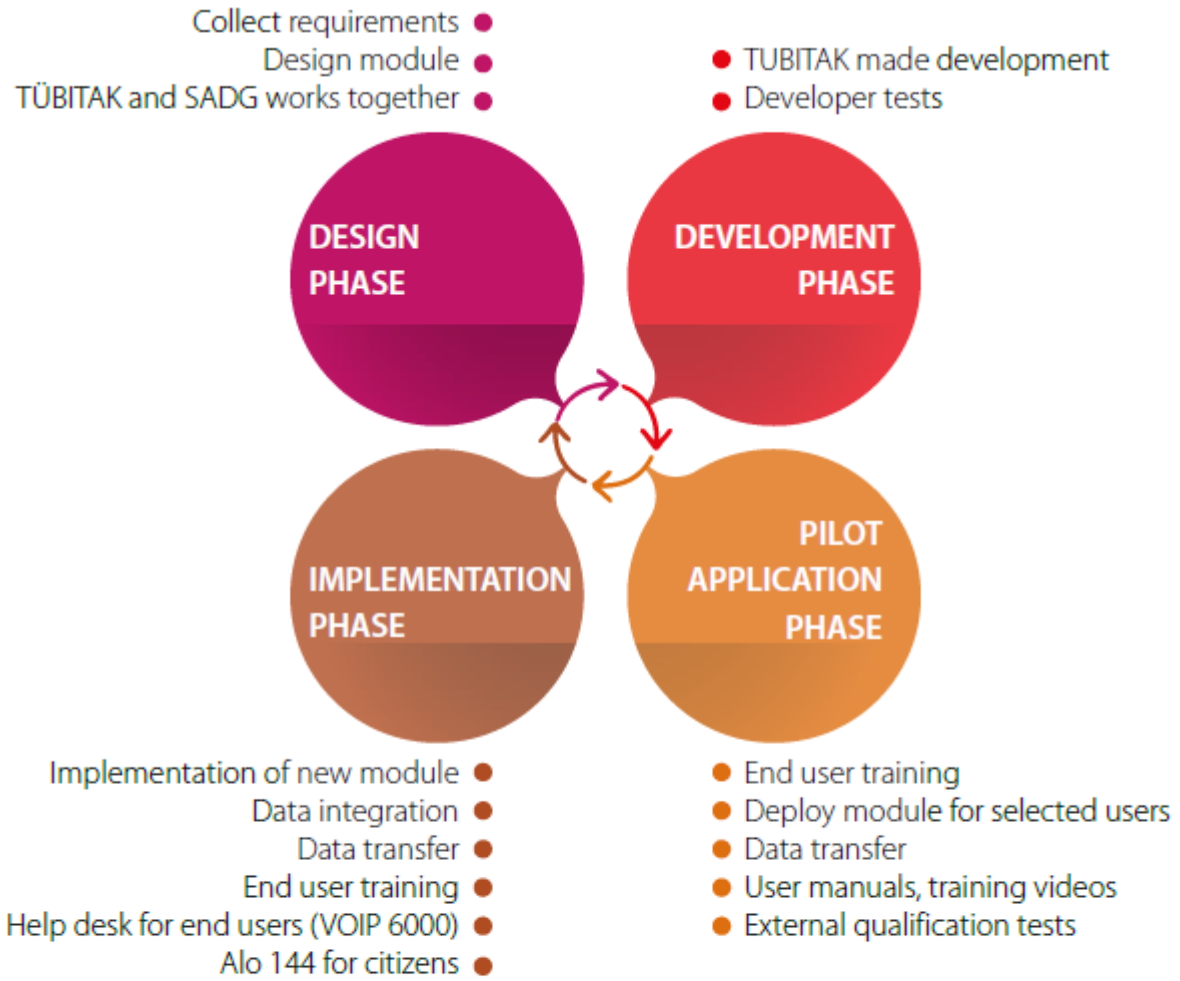
Development of Modules in ISAS

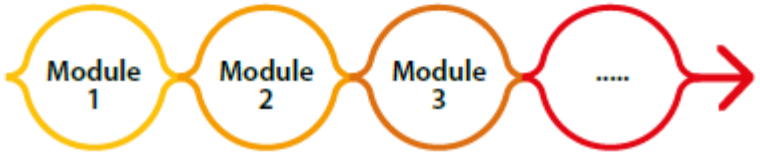
Module development in 4 phases:

- **design**
- **development**,
- **pilot application**, and
- **implementation**.

Easy to detect smaller failures

Creates flexibility in increasing the complexity (incremental approach)





Source: GDSA (2016)

ISAS: Data Privacy & Security



User Privacy

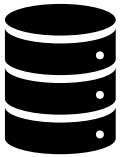
- Two Factor Authentication
- OTP devices

Communication Security



- A ‘secure tunnel’
- Virtual Private Network (VPN).

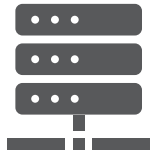
Data-sharing protocols with all interlinked public entities



System Room Security

- Restricted access
- Retina scan in the entrance
- Devices locked in cabinets and can be opened by registered users using fingerprints

System Logs



- Any operation in the system is logged in database
- Any direct access to major database is logged on a different database

Source: Turkey’s Integrated Social Assistance System (General Directorate of Social Assistances, 2016)