



Concept Environmental and Social Review Summary

Concept Stage

(ESRS Concept Stage)

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BASIC INFORMATION

A. Basic Project Data

Country	Region	Project ID	Parent Project ID (if any)
Burkina Faso	AFRICA WEST	P174907	
Project Name	Enhancing the Citizen Feedback Mechanism for Improved Public Service Delivery in Burkina Faso		
Practice Area (Lead)	Financing Instrument	Estimated Appraisal Date	Estimated Board Date
Governance	Investment Project Financing		11/30/2021
Borrower(s)	Implementing Agency(ies)		
Ministère de la Fonction Publique, du Travail et de la Protection Sociale	Ministère de la Fonction Publique, du Travail et de la Protection Sociale		

Proposed Development Objective

The objective of the Project is to enhance citizen oversight of public service delivery and government responsiveness through the operationalization of a citizen feedback mechanism in the ministry of civil service in Burkina Faso.

Financing (in USD Million)	Amount
Total Project Cost	0.40

B. Is the project being prepared in a Situation of Urgent Need of Assistance or Capacity Constraints, as per Bank IPF Policy, para. 12?

No

C. Summary Description of Proposed Project [including overview of Country, Sectoral & Institutional Contexts and Relationship to CPF]

This project aims to strengthen and operationalize a citizen feedback mechanism in the public administration (i) to improve government responsiveness to citizen input; and (ii) increase public participation in monitoring the delivery of services. This mechanism is different from Grievance Redress mechanisms (GRMs) in World Bank projects. It does not address grievances associated with projects implementation issues. It is restricted to record and process complaints and suggestions from citizens on services delivered by Burkina Faso public institutions and more specifically in the scope of this project, to the ministries selected as pilots. It is also distinct from the mechanism



managed by the Higher Authority of State Control and Fight against Corruption (ASCE-LC), which handles cases of fraud and corruption.

The project will focus on piloting the mechanism in three ministries (civil service, education and health). The choice of the pilots is based on their strategic importance as frontline public service delivery providers and on an existing successful collaboration with these entities on citizen engagement-related activities in the framework of the above-mentioned Public Sector Reform Program, Economic Governance, Gov Tech and Citizen Engagement Project, and the Local Government Support Project. This will the project allow to maximize synergies and capitalize on past achievements.

There are three project components: (i) Develop and operationalize a citizen feedback mechanism in three pilot ministries; (ii) Build government and civil society capacity to manage the mechanism and monitor citizen feedback; and (iii) Communication, knowledge facilitation and project management.

D. Environmental and Social Overview

D.1. Detailed project location(s) and salient physical characteristics relevant to the E&S assessment [geographic, environmental, social]

The project is national wide.

It will focus on piloting the mechanism in three ministries which are civil service, education and health. The choice of the pilots is based on their strategic importance as frontline public service delivery providers and on an existing successful collaboration with these entities on citizen engagement-related activities in the framework of the above-mentioned Public Sector Reform Program, Economic Governance, Gov Tech and Citizen Engagement Project, and the Local Government Support Project. This will allow to maximize synergies and capitalize on past achievements.

The key results of the project are as follows:

- Increased rate of response to citizens’ grievances in the civil service (performance and effectiveness)
- Decreased processing time of citizens’ grievances in the civil service (efficiency) (in number of days)

D. 2. Borrower’s Institutional Capacity

The project will be implemented by the Ministry of Public Service, Labor and Social Protection (MFPTPS) through the Permanent Secretary for the Modernization of the Administration and Good Governance (SP/MABG) (Recipient), which served as the PIU and successfully implemented the World Bank’s first PforR in the governance sector in Burkina Faso. Thus, they SP/MABG has some experience in preparing and implementing World Bank operations but will need some capacity building in applying ESF policies.

II. SCREENING OF POTENTIAL ENVIRONMENTAL AND SOCIAL (ES) RISKS AND IMPACTS

A. Environmental and Social Risk Classification (ESRC)

Low

Environmental Risk Rating

Low

Public Disclosure



The project is not expected to have adverse environmental impacts. Under Component 1, the project will contribute to upgrade the IT Infrastructure. Civil works are not included. The MFPTPS has been working to improve the features on plainte.gov.bf and furnish the necessary office supply, computer equipment, and internet connection to administer the platform. The project will assess and develop the IT infrastructure for an integrated platform with other ministries, determine the appropriate host and guidelines for maintenance and updates for the platform, and develop a mobile application for citizen feedback. To enable these activities, the project will procure office supply, computer equipment and internet connection for the pilot sectoral ministries and one municipality.

Social Risk Rating

Low

Proposed project activities will have low negative E&S risks and impacts as it will allow to reestablish trust between stakeholders and the government by putting in place a platform that will allow them to express their griefs and provide feedback on services. The main potential social risk could be the exclusion of some beneficiaries or limited access to the grievance mechanism. The project sub component 1.2. aims to mitigate this risk. 1.2 by enhancing the design and deployment of the mechanism. Through this subcomponent, the project activities are to develop the general framework and guidelines and secure the appointment of focal points for the establishment of the mechanism in the 13 regional civil service directorates. It is expected that such activities will have social positive impacts.

B. Environment and Social Standards (ESSs) that Apply to the Activities Being Considered

B.1. General Assessment

ESS1 Assessment and Management of Environmental and Social Risks and Impacts

Overview of the relevance of the Standard for the Project:

The environmental and social risks and impacts are estimated to be low as the project’s activities are not expected to directly generate irreversible negative risks or negative impacts. On the contrary, the impact is expected to be significantly positive.

The project Environmental and social Commitment Plan (ESCP) will be prepared by the Borrower with support of the World Bank team. It will include commitments to undertake the required assessments related to OHS risks in the context of COVID-19, as well as relevant capacity building.

Areas where “Use of Borrower Framework” is being considered:

NA

ESS10 Stakeholder Engagement and Information Disclosure

The project will provide additional support to the existing platform for citizen feedback, plainte.gov.bf, to strengthen access and use in three pilot sectors.

The main stakeholders are the three sector ministries that will pilot the mechanism under this project, civil society organizations, communities and beneficiaries.

Direct beneficiaries of the project are the targeted government units and CSOs engaged in the management, monitoring and promotion of the use of the mechanism, particularly those working in the three pilot ministries and civil society partners with relevant programs in these sectors.



Indirect beneficiaries of the project are the citizens of Burkina Faso who will receive improved delivery of public services through their input into mechanism.

The stakeholders issues will be addressed directly in the project document and described in the ESCP. The SEP will be prepared as part of ESCP.

B.2. Specific Risks and Impacts

A brief description of the potential environmental and social risks and impacts relevant to the Project.

ESS2 Labor and Working Conditions

This ESS is currently relevant.

The aspects of ESS2 relevant to government workers and the National Labor Law will apply and this will be described in the ESCP and the project paper.

ESS3 Resource Efficiency and Pollution Prevention and Management

This ESS is not currently relevant.

ESS4 Community Health and Safety

This ESS is not currently relevant.

ESS5 Land Acquisition, Restrictions on Land Use and Involuntary Resettlement

This ESS is not currently relevant

Project activities are not expected to lead to land acquisition.

ESS6 Biodiversity Conservation and Sustainable Management of Living Natural Resources

This ESS is not currently relevant, considering the project activities

ESS7 Indigenous Peoples/Sub-Saharan African Historically Underserved Traditional Local Communities

There are no known Indigenous Peoples/Sub-Saharan Historically Underserved Traditional Local Communities in the project area.

ESS8 Cultural Heritage

This ESS is not relevant, considering the project activities

ESS9 Financial Intermediaries

The project will not be implemented through Financial Intermediaries.



C. Legal Operational Policies that Apply

OP 7.50 Projects on International Waterways No

OP 7.60 Projects in Disputed Areas No

III. WORLD BANK ENVIRONMENTAL AND SOCIAL DUE DILIGENCE

A. Is a common approach being considered? No

Financing Partners

NA

B. Proposed Measures, Actions and Timing (Borrower’s commitments)

Actions to be completed prior to Bank Board Approval:

Preparation and disclosure of the Borrower Environmental and Social Commitment Plan (ESCP) including SEP prior to appraisal.

Possible issues to be addressed in the Borrower Environmental and Social Commitment Plan (ESCP):

Potential Risk and impacts related to ESS2, ESS3 and ESS10 will be addressed in the ESCP with recommended measures and actions as needed.

C. Timing

Tentative target date for preparing the Appraisal Stage ESRS 31-Oct-2021

IV. CONTACT POINTS

World Bank

Contact: Kolie Ousmane Maurice Megnan Title: Senior Public Sector Specialist

Telephone No: 5354+6339 / 226-25-496339 Email: mkolie@worldbank.org

Contact: Mathieu Cloutier Title: Economist

Telephone No: +1-202-473-3215 Email: mcloutier1@worldbank.org

Borrower/Client/Recipient

Borrower: Ministère de la Fonction Publique, du Travail et de la Protection Sociale

Public Disclosure



Implementing Agency(ies)

Implementing Agency: Ministère de la Fonction Publique, du Travail et de la Protection Sociale

V. 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>

VI. APPROVAL

Task Team Leader(s):	Mathieu Cloutier, Kolie Ousmane Maurice Megnan
Practice Manager (ENR/Social)	Maria Sarraf Recommended on 30-Sept-2021 at 09:10:54 GMT-04:00