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2020 ANNUAL REPORT

ID4D IDENTIFICATION FOR DEVELOPMENT
IDENTIFICATION FOR DEVELOPMENT

WITH SUPPORT FROM:



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FOREWORD

Mari Pangestu
World Bank Managing Director
of Development Policy and Partnerships, and
Chair of the ID4D High-level Advisory Council

Across the globe, 2020 was a year of disruption, uncertainty, and tragedy. The COVID-19 pandemic has reversed critical progress in reducing poverty and has exacerbated inequalities. Many countries have also struggled to deliver assistance to the most affected people and maintain continuity in critical services because of distancing and lockdowns. This situation has acutely highlighted the importance of *inclusive* and *trusted* digital ID systems and the broader digital infrastructure they enable.

As the new Chair of the ID4D High-Level Advisory Council, I am pleased to share this fourth Annual Report of the WBG’s Identification for Development (ID4D) Initiative. It shows the significant impact ID4D achieved in 2020 through our technical and financial support to client countries. It also shows the depth and breadth of knowledge generated and global action catalyzed towards closing the identification coverage gap and enhancing the quality and governance of digital ID and civil registration systems around the world. Some highlights include:

\$700+ MILLION

in new committed financing for implementing digital ID and civil registration systems, the largest annual increase since ID4D launched in 2014. Overall, ID4D is shaping more than \$1.5 billion in WBG financing

22,000+

downloads of the Principles on Identification for Sustainable Development in four languages

150

countries from which the ID4D Practitioner’s Guide has been accessed or downloaded over 10,000 times

370

solutions for more inclusive systems submitted from 59 countries for the Mission Billion Challenge Innovation

25

organizations have endorsed the Principles on Identification

16

of the 30 countries with the largest ID coverage gaps are receiving ID4D support to strengthen their ID and civil registration systems

20+

countries receiving ID4D legal advice to strengthen their ID enabling legal and regulatory frameworks, including to boost safeguards for data protection and against exclusion

- New projects were approved to finance digital ID and civil registration activities in Nigeria, Madagascar, The Gambia, phase two countries of the West Africa WURI regional program, the Federated States of Micronesia, as well as the regional Caribbean project. These new projects total over \$700 million in financing for implementation—the largest annual amount since the ID4D Initiative was launched in 2014.
- As part of the WBG’s emergency response to the COVID-19 pandemic, we advised countries on how ID systems could improve the enrollment, targeting and delivery of emergency payments and social assistance without compromising data protection.
- With substantial technical assistance, several countries blazed new paths in their digital ID and civil registration journeys. For example, we helped the Philippines Statistics Authority (PSA) launch the Philippines Identification System (PhilSys) using open source software, incorporate privacy-enhancing technologies (PETs) such as tokenization, and redesign registration processes to reduce COVID-19-related public health risks and prioritize low-income households to quickly enhance their access to financial services. Similarly, we supported Rwanda in modernizing its civil registration system, including the roll out of digital birth registration to enable the registration of birth before leaving the health facility, which is expected to increase the timeliness and coverage of birth registration.
- Using the ID Enabling Environment Assessment tool (IDEEA), we have guided over 20 countries, such as Angola, Brazil, Ethiopia, Nigeria, Gabon, Guinea, Morocco, Sudan, Somalia and Togo, in assessing legal frameworks and supporting enhanced safeguards for data protection and inclusion, which are key to fostering trust in ID systems and the digital economy more broadly.
- Through research and advocacy, we advanced the inclusivity of ID systems. The

findings from qualitative research with vulnerable populations in Rwanda and the Philippines and a comprehensive gender study in Nigeria have informed the development and improvement of the ID systems in those countries. We also published a guidance note on reducing barriers for persons with disabilities and completed the second Mission Billion Innovation Challenge, which surfaced three innovations to make registration, authentication and grievance redressal mechanisms more accessible to vulnerable populations.

• Together, with 24 other organizations, we facilitated a process to update the *Principles on Identification for Sustainable Development* based on global experience and inputs from public and civil society consultations to ensure that they continue to reflect best practices and lessons learned.

Importantly, these accomplishments in 2020 would not have been possible without the generous support of our partners: the Bill & Melinda Gates Foundation, the U.K. Government, the Australian Government, the Omidyar Network and the French Government, who joined in 2020 as part of their commitment to the G7 Partnership for Women’s Digital Financial Inclusion in Africa. We are grateful for our partners’ financial support and for their critical intellectual contributions. We also appreciate the guidance and advocacy of my fellow ID4D High-Level Advisory Council members, the collaboration of our partners across the UN, international organizations, civil society, and the private sector, as well as the tireless efforts of the ID4D Director’s Group and many WBG staff working on the ID4D agenda.

As the world looks toward 2021 with optimism, I am excited for the role the WBG is positioned to play in helping countries leverage inclusive and trusted digital ID and civil registration systems to realize a resilient recovery and a better future for all. **We look forward to working together to make this happen!**



FEATURE STORY

ID in the COVID-19 Response

Overview

The COVID-19 pandemic has been a test of resilience. Economic activity and services across the globe have been severely disrupted, and the impacts have disproportionately been felt by the poor and most vulnerable populations, whose numbers have increased substantially as a result of illness, lost income, and other shocks. Countries that had strong digital infrastructure—including connectivity and good digital ID, payments, and data governance systems—in place before the pandemic began were better able to adapt, mitigate, and maintain at least some continuity. Inclusive and trusted digital ID systems were especially important to ensure that intended beneficiaries received emergency cash transfers quickly and safely, and that people could securely access services online. Civil registration and vital statistics (CRVS) systems that recorded deaths accurately and quickly, including medical causes, provided crucial information to support an evidence-based public health response to the pandemic. Going forward, these systems can play a critical role not only in identifying the eligible beneficiaries or COVID related emergency support, but also in the delivery of vaccine programs.

Delivering government-to-person payments digitally, safely, quickly and accurately

More than 190 economies deployed social protection measures in response to the pandemic. Many scaled up existing cash transfer programs by topping up regular payments and/or increasing the number of beneficiaries of these programs. Many also introduced emergency cash transfers targeting

new populations. In some cases, these newly vulnerable populations were challenging to identify and assist, including informal workers who were neither enrolled in social assistance programs for the poor nor social security programs for the formal sector. Furthermore, these emergency programs had to be implemented quickly using whatever assets were available to reduce or prevent further socio-economic damage, without the luxury of years or even months to plan and develop systems from scratch.

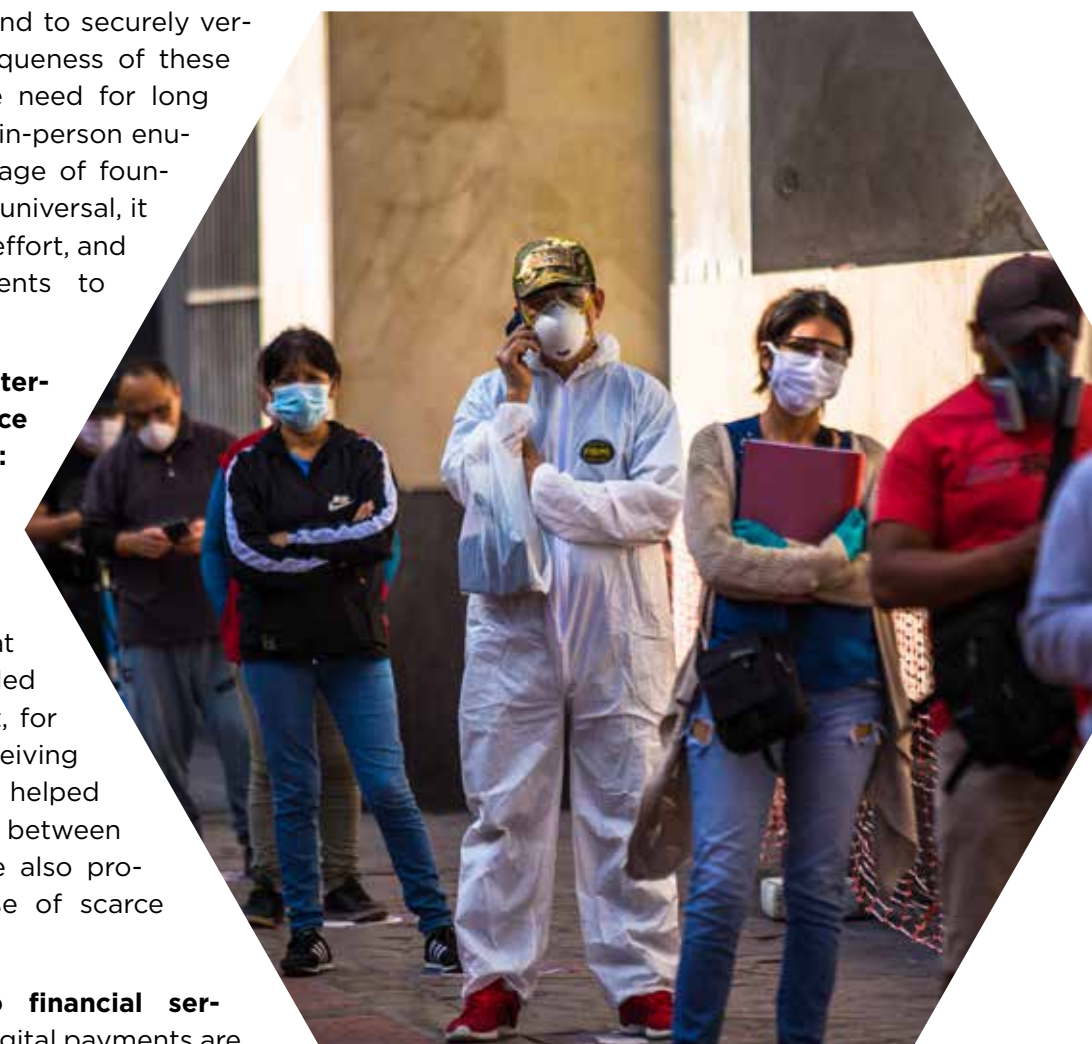
Whether expanding existing programs, introducing new ones, or providing other forms of emergency response, digital foundational ID systems have helped countries such as Argentina, Chile, India, Pakistan, Peru, Singapore and Thailand across the service delivery chain, including by:

- **Enabling remote enrollment and ensuring uniqueness:** Digital authentication capabilities enabled countries to offer online or SMS-based channels for people to apply for payments and to securely verify the identity and uniqueness of these applicants, avoiding the need for long queues, paper forms, or in-person enumerations. Where coverage of foundational ID systems was universal, it often reduced the time, effort, and documentary requirements to apply for a program.

- **Cross-checking to determine eligibility to reduce fraud and duplication:** Secure linkages with social registries and other administrative data sources allowed programs to validate that beneficiaries were entitled to the payment and not, for example, already receiving other assistance. This helped improve coordination of between multiple programs while also promoting the efficient use of scarce resources.

- **Unlocking access to financial services:** Where possible, digital payments are

preferred to the delivery of physical cash because they are safer, quicker, more secure, and have a multiplier effect by bringing people into the formal financial system. During the emergency response, digital IDs that allowed quick and cheap Electronic Know Your Customer (e-KYC) for onboarding helped many beneficiaries open a bank or e-money account for the first time to receive their payments, creating new opportunities for them to save and access credit.



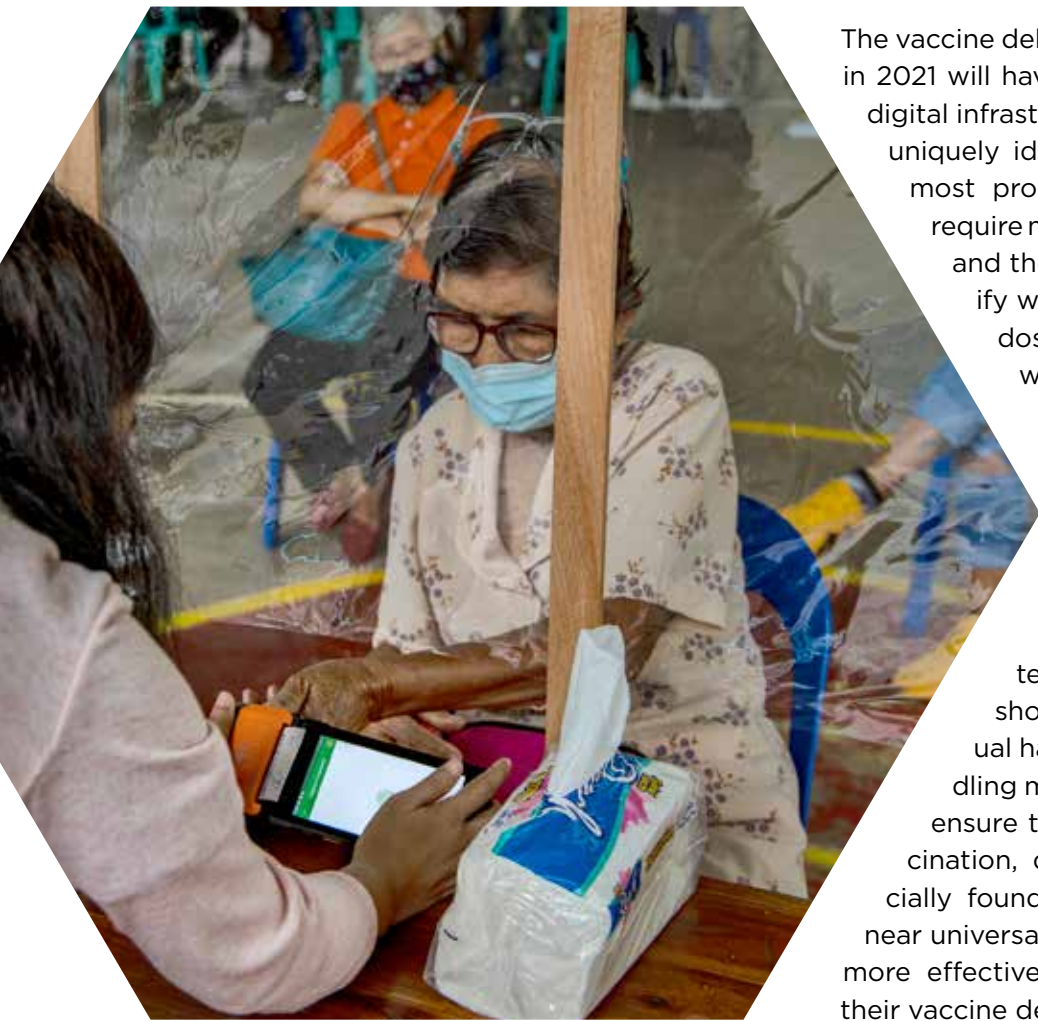
Shifting from an in-person or hybrid model of public and private sector services to end-to-end digital delivery

Lockdowns and quarantines prevented physical movement and closed businesses and government offices. This meant that the only way for these services to continue running was to shift to online or phone-based channels, which for many sectors and types of transactions meant that they needed required the ability to authenticate the identity of their

customers without an in-person interaction. Countries such as Estonia and Singapore that had trusted digital ID systems in place to facilitate remote authentication were best placed to handle this transition and consequently demonstrated stronger resilience. In Thailand, a National Digital ID (NDID) platform pilot with the financial sector saw an enormous increase in demand during the April 2020 lockdown, jumping from 20,000 to 160,000 weekly transactions for account opening.

Improving the efficiency of vaccine delivery

The vaccine delivery programs to be launched in 2021 will have an unprecedented need for digital infrastructure, including the ability to uniquely identify recipients. Many of the most promising vaccines are likely to require multiple doses for effectiveness, and therefore need the ability to verify when a person receives multiple doses. Likewise, many programs will be targeted, with priority given to health workers, the elderly, and other vulnerable populations, which will require the ability to accurately identify and verify priority status across administrative databases and systems. While access to a vaccine should *not* depend on an individual having an ID and exception handling mechanisms must be in place to ensure that ID is not a barrier for vaccination, digital ID systems—and especially foundational ID systems that have near universal coverage—can help countries more effectively and efficiently orchestrate their vaccine delivery programs.



Civil registration and vital statistics to measure mortality and inform public policy

Many low- and middle-income economies have weak and incomplete CRVS systems to record all births, deaths, marriages and other vital events. Before the pandemic, death registration coverage was particularly low, owing to a lack of incentives to report deaths. Likewise, recording medical causes of death has been even lower because it requires substantial capacity in the health system. Lockdowns and shutdowns further strained CRVS systems. As a result, many countries have struggled to compile accurate and timely vital statistics on who and where people were dying and whether COVID-19 contributed to those deaths. Such information is crucial for measuring the pandemic’s impact and formulating effective and targeted public health responses.

What has ID4D has been doing in response to COVID-19?

The WBG is taking broad, fast action to help developing countries respond to the COVID-19 emergency, including making available up

to \$160 billion in financing tailored to health, economic and social shocks. ID4D has been part of this response, contributing its technical expertise in the following ways:

- Providing technical assistance to countries such as Nigeria, the Philippines, Rwanda and Uganda across a range of responses, such as re-designing foundational ID systems and rolling out digital authentication to allow for continuous online service delivery in key sectors.
- Advising dozens of WBG project teams working with country clients on whether and how to effectively leverage foundational and functional ID systems for the expansion and delivery of emergency social protection programs.
- Tracking how digital ID systems have been used by countries around the world as part of their response to the pandemic and how data protection has been applied, to document best practices and lessons and share these with client countries and WBG project teams.
- Publishing a Practitioner’s Note with country examples of maintaining hygiene during registration and authentication processes.



OVERVIEW OF ID4D

[The ID4D Initiative](#) brings global knowledge, cross-sectoral expertise and financial support to help countries realize the transformational potential of inclusive and trusted ID and civil registration systems. ID4D's mission is to accelerate inclusive growth and the achievement of a wide range of development outcomes by enabling all people to access services and exercise their rights through better identification.

The ability to prove your identity is critical to ensure access to educational opportunities, financial services, health and social protection benefits, economic development, and the right to vote. Yet there are an estimated 1 billion people who are unable to prove their legal identity—half of whom are in Africa—and this issue disproportionately affects vulnerable populations, such as the poor, people living in rural and remote areas, marginalized women and children, stateless persons, migrants, and persons with disabilities. Many more people have some kind of official identification, but one that is of limited usefulness in today's digital age, such as because it is paper-based, insecure, not verifiable, or may make its holder vulnerable to discrimination or the misuse of their data. The need to close coverage and quality gaps in ID and civil registration has only been made more urgent by the COVID-19 pandemic, given their critical role for effective emergency response and swift recovery.

ID4D is currently shaping more than \$1.5 billion in financing to implement ID and civil registration systems in over 40 countries. It has become a thought leader and knowledge hub on why ID matters for development, how to build ID systems that meet the Principles on Identification, and tracking of impact and progress. Links between our global analytic and convening work and our country and regional engagement ensure that our client countries can effectively translate this knowledge into practice. At the same time, there is a reverse effect: the experience from on the ground implementation informs new analytics and surfaces new guidance and good practices for broader dissemination.

ID4D focuses on three mutually reinforcing pillars of work:

- Pillar I. Thought Leadership & Analytics
- Pillar II. Global Platforms & Convening
- Pillar III. Country & Regional Action

PILLAR 1

THOUGHT LEADERSHIP AND ANALYTICS

In 2020, the ID4D Initiative continued to produce a rich set of tools and analytical reports including best practice guides, case studies, and qualitative and quantitative research focusing on how countries can build inclusive and trusted digital ID systems. ID4D has become a leading source of knowledge and good practice on ID, which allows for the quick infusion of emerging lessons and standards into country and regional action.

For example, the [ID4D Practitioner's Guide](#) synthesizes and distills good practices and provides a starting place for policymakers to consider the appropriateness of specific design choices in their particular contexts. In addition, notes on Inclusion of Sexual and Gender Minorities in ID Systems and on [Creating Disability Inclusive ID Systems](#), as well as observations from qualitative research in Nigeria, the Philippines and Rwanda provide essential insights into how to design inclusive ID systems.

Qualitative Research in Rwanda

"We have used the findings of the qualitative research to inform the roll out of digital birth registration and the associated public awareness campaign aimed at increasing birth registration rates and the uptake of birth certificates," Josephine Mukesha, Director-General of the National Identification Agency (NIDA).

ID4D research in Rwanda involved qualitative data from focus group discussions, key informant interviews, user journeys, and personas composed of different groups of target participants, with a focus on those most likely to have difficulties accessing the system such as refugees, orphans, persons with disabilities, women, and the poor. The study distilled barriers and provided specific recommendations to the government on ways to make it easier for these vulnerable groups to get registered, to simplify processes for making updates, and corrections and for obtaining a replacement national ID card.

Leaving No One Behind: Overview of 2020 Analytics on the Theme of Inclusion

[One billion people globally](#) are estimated to not have a legal ID. Of these, certain groups like women, persons with disabilities, stateless persons, and gender minorities are significantly more likely to experience challenges obtaining and using credentials like national IDs and birth certificates. Inclusion and non-discrimination of marginalized and vulnerable populations is a critical pillar of the [Principles of Identification for Development](#) and a core part of the support the ID4D Initiative provides to practitioners.

In 2020, the ID4D Initiative published several tools that can support the design and implementation of inclusive ID systems to ensure that no one is left behind:

- [Qualitative research toolkit](#): Understanding people's barriers to accessing and using IDs, as well as their perspectives on related issues such as privacy, a critical first step in the design or reform of ID systems. This Toolkit serves as an end-to-end guide for researchers and practitioners to undertake qualitative research to understand people's experiences and perspectives. It pulls from and summarizes a rich body of

qualitative research methodologies used for a range of social science research and makes them simple to implement for novice researchers through practical tools like question guides and training exercises that have been adapted and used for ID-specific research.

- [Guidance Note on Creating Disability-Inclusive ID Systems](#): Persons with disabilities make up an estimated 15 percent of the global population, making them a critical group for outreach for inclusive ID systems. Based on the findings of consultations with persons with disabilities in three West African countries, and good practices used in voter registration, this Guidance Note gives practical advice for the inclusion of persons with disabilities at all stages of planning and implementing an ID system.

- **Note on Inclusion of Sexual and Gender Minorities in ID Systems**: If not designed with inclusion in mind, ID and civil registration systems can often inadvertently discriminate against and exclude people based on various traits, including gender identity or gender expression. This Note gathers global examples and makes recommendations for how to ensure non-discrimination and the inclusion of sexual and gender minorities in ID systems.

SPOTLIGHT

Overcoming Barriers to Inclusion of Women and Marginalized Groups in Nigeria's National ID System

Throughout 2019 and 2020, ID4D led a comprehensive research study on **overcoming barriers to the inclusion of women and marginalized groups in Nigeria's national ID system**. This study analyzes gaps in access to the ID issued by Nigeria's National Identity Management Commission (NIMC), and provides evidence-based advice to policy makers on how to address barriers faced by women and key marginalized groups. It also contributes to building global knowledge about increasing women's and marginalized groups' access to and use of IDs to promote inclusive development.

Alongside the collection of data on gendered differences to accessing and using IDs, the study also collected data on the experiences of key marginalized groups—including persons with disabilities, Internally Displaced People (IDPs), and pastoralists—to better understand the intersectional barriers that different groups face to obtaining and using an ID. The study examines how barriers created by gender inequality and exclusion caused by group status interplay with barriers to achieving universal access to an ID.

Study Design

- Over 1,500 participants
- 12 states across all six geopolitical zones
- 36 Local Government Areas (1 urban & 2 rural LGAs per state)
- 194 focus group discussions with men and women, 15-25 years of age and 25+ years of age
- 102 key informant interviews with local and state level traditional, community and government leaders

Summary of Main Findings

Awareness and Attitudes toward the National ID

- **All participants had some basic awareness of the national ID.** However, for men and women alike, knowledge was uneven, and there were several misconceptions about its use. For example, many lacked in-depth knowledge, including what information is incorporated into the ID, eligibility requirements, registration points, documentation requirements, and the process to obtain replacement IDs.
- **Leaders of marginalized groups drew attention to the potential for ID to help people from their communities integrate and access benefits and entitlements.** They thus viewed ID as particularly important for their communities.
- **All participants indicated that an inclusive ID regime was essential to ensure persons with disabilities are able to enroll and benefit from necessary services**
- **The majority of participants believed that men had greater need for IDs than women.** Across all urban and rural areas in the North and South, many male and female respondents said that men needed the national ID more than women, as women's main role and work were within the household. However, this view was not universally held.
- **Barriers to registration are compounded for pastoralists who were less likely to be**

aware of where and when to register due to their isolation. However, they felt that it was critical for them to have an ID to prove their identity as they crossed state and sometimes national borders.

- **For IDPs, lack of accurate information about supporting documentation needed for registration** brought to the fore insecurities related loss of documents due to displacement and resettlement.

Barriers to Registration

- **Social norms around gender roles create barriers for women and girl's registration throughout Nigeria.** Almost all male and female participants thought that leaving home to get an ID was not a decision over which a woman or girl had sole agency. Still, more often, family consensus on the value of an ID and endorsement of its value by community leaders and elders were thought essential enablers. In the North, child brides and young mothers are at risk of exclusion due to social and cultural considerations.
- **Time constraints due to household chores and childcare responsibilities** made registering for an ID more difficult for women and girls. Such constraints were exacerbated by long waiting times and repeat visits.
- **Time spent queuing in the sun and waiting to be registered** were commonly mentioned barriers, especially arduous for nursing mothers, the elderly, and persons with disabilities.

• **Distance of registration facilities from communities creates barriers for all Nigerians**, especially the poor. These barriers are compounded for women and girls and more so for those in marginalized groups. Cost of transportation and lost income from work were often mentioned as a barrier for those in low paying sectors such as farming or small trading.

• **In the North, several male participants expressed displeasure with the fact that their wives or other women in the household may interact with a male official during registration.** However, this view was not universally held. Some men did not object to a male official registering the women in their household if the husband’s permission had been granted or if it was done in his presence. Having female officials to register girls and women was often a preference.

• **Staff at registration centers have a critical role to play in lifting gender-based and other barriers.** Many participants thought staff helped by assisting people, especially the elderly, young mothers, or persons with disabilities, in filling in forms. Inability to interact with officials in a public space due to illiteracy, age, and social status were often mentioned as barriers that might impact women more than men.

Proposed Solutions

• **Raising awareness with community leaders, especially men, was seen as a key takeaway to lift gender-based barriers** for women and girls, so that husbands and fathers would grant them permission to enroll. Participants from across Nigeria said

awareness raising about NIMC ID registration was needed, including information on where and how to enroll, what is required to enroll, and, especially, why enrolling is important for everyone, not just men. Key informant interviews with community leaders revealed that given the right information, they would be willing and able to raise awareness in their communities and many suggested ways to close gender gaps in their communities. Word of mouth and radio were the two most commonly suggested channels via which to spread awareness.

• Participants universally felt that the **logistical barriers to enrollment, such as distance, transport, cost, and time, could all be solved by bringing registration closer**, whether through more proximate enrollment centers or the use of mobile or temporary registration campaigns. Longer opening hours and more staff to reduce wait time were necessary too. The closer proximity of enrollment points would also by and large lift many barriers faced by women by easing their time burden, allowing them to stay closer to home and reducing indirect costs. Shorter times away from home could also reduce the risk that husbands would prohibit their wives from attempting to register.

• To improve the registration experience, **participants recommended streamlining the amount of information collected and the documentation required**, and considering priority or segregated registration for certain groups who struggle under the current enrollment regime (e.g. women who practice purdah, the elderly, and persons with disabilities). In addition, people felt that

female registration officers and people from the communities themselves (including persons with disabilities) should be hired to carry out registration.

• Most participants thought that a **partnership between NIMC, the private sector**

and NGOs to carry out enrollment could provide a solution to some current challenges. Some participants said that if the Government certified or vouched for these private sector or NGO partners, they would feel at ease with registering through them.



SPOTLIGHT

Building Evidence on ID: Lessons from Recent Impact Evaluations and Directions for Future Research

If well implemented, ID systems have the potential to improve access to benefits, streamline and improve the quality of services, reduce fraud, and help countries transition to a digital economy. At the same time, how these systems are designed and used can also have unintended consequences, such as exclusion and the misuse of data.

Yet, given that this topic is relatively new to the development agenda, empirical research that rigorously evaluates the impact of ID systems on development outcomes and the effectiveness of strategies to mitigate risks has been limited. Building this evidence base is critical to advance global knowledge and improve policies and implementation for the increasing number of countries investing in new ID systems or reforming existing ones.

In December, ID4D organized a workshop to advance this research agenda by taking stock of the current state of knowledge on the impact of ID systems on development outcomes, identifying gaps and priority

research questions, and bringing together a community of researchers, WBG staff, and other partners working on this agenda to identify new opportunities for learning and collaboration.

The workshop began with a **summary of “what we know” on the impact of ID** from this nascent literature, followed by **presentations from the authors of recent studies** that provide some of the first rigorous estimates of the effect of adopting biometrics for service delivery.

This included a presentation on the recent Muralidharan, Niehaus, and Sukhtankar (2020) impact evaluation of Aadhaar-based authentication for welfare beneficiaries in Jharkhand, India, as well as early results from an ID4D-funded impact evaluation on the use of **biometric-based verification for the Benazir Income Support Program (BISP) in Pakistan**. This program targets cash assistance to low-income women, and recently transitioned to authenticating beneficiaries using the



national ID system’s biometric verification services (BVS). In addition to changing payment modalities, the use of fingerprint recognition for authentication required women beneficiaries to collect their payment in person, rather than sending a male agent on their behalf. Leveraging the staggered roll-out of these reforms, Haseeb, Jalal, Siddiqi, and Vyborny

(forthcoming) identify the effect that BVS had on women’s access to and control over BISP benefits.

The workshop concluded with a roundtable discussion on **priority research questions, ongoing and planned work, and opportunities to collaborate** going forward.

PILLAR 2

GLOBAL PLATFORMS AND CONVENING

Realizing the transformational potential of digital ID and civil registration depends on harmonized action by a wide-range of stakeholders. The ID4D Initiative helps steer and strengthen global commitment to the ID agenda around the critical themes of inclusion, transparency, and trust—the foundation of “Good ID”—by raising awareness, strengthening coordination among a wide range of actors, developing and supporting the creation of tools and guidance, and facilitating peer-to-peer learning.

Three challenges have remained at the forefront of the global effort to improve ID systems: data protection, and technology and vendor lock-in. Addressing these concerns proactively often means the difference between a successful, pro-developmental ID system and one that fails. ID4D tackled each of these concerns in 2020 through the [Mission Billion Innovation Challenge](#), by contributing to initiatives around open source and open standards, and publishing the [Procurement Guide and Checklist](#), as well as through knowledge sharing activities.



SPOTLIGHT

Principles on Identification for Sustainable Development

A group of development partners, international organizations, government agencies, and NGOs actively working on designing and supporting various types of ID systems came together organically in 2017 to develop a set of shared principles essential for maximizing the benefits of identification for development while mitigating the risks. These [Principles on Identification for Sustainable Development](#) have now been endorsed by 25 organizations and serve as a ‘north star’ for global advocacy and country work to support ID systems that advance sustainable development and leave no one behind.

When the Principles were published, the group of endorsers committed to revisit them every few years to reflect emerging lessons. The endorsing organizations did this throughout 2020, organizing a series of virtual meetings and a public call for comments facilitated by the WBG. In addition, in August a workshop for civil society organizations (CSOs) to discuss and provide feedback on the Principles was co-hosted with Access Now, Open Society Justice Initiative and Namati. The Principles have been updated to incorporate the comments from these virtual meetings and consultations to ensure they continue to embody prevailing norms and best practices. The updated Principles will be formally launched in early 2021.



PRINCIPLES

- | | |
|----|---|
| 1 | Ensure universal access for individuals, free from discrimination. |
| 2 | Remove barriers to access and use. |
| 3 | Establish a trusted—unique, secure, and accurate—identity. |
| 4 | Create a responsive and interoperable platform. |
| 5 | Use open standards and prevent vendor and technology lock-in. |
| 6 | Protect privacy and agency through system design. |
| 7 | Plan for financial and operational sustainability. |
| 8 | Protect personal data, maintain cyber security, and safeguard people's rights through a comprehensive legal and regulatory framework. |
| 9 | Establish clear institutional mandates and accountability. |
| 10 | Enforce legal and trust frameworks through independent oversight and adjudication of grievances. |

SPOTLIGHT

Mission Billion Innovation Challenge: Innovations to Strengthen Inclusion and Empower the World's Invisible Billion

In May, ID4D launched the second [Mission Billion Innovation Challenge](#) for innovative solutions to increase inclusion and access to digital platforms such as ID systems. The Challenge sought innovative solutions to how countries can increase their efforts to reach women and girls, and vulnerable populations—who often lack smartphones, computers and broadband internet access—to prove who they are, remotely with no or minimal in-person interaction, so they can access services and benefits with minimal health risks.

The 2020 Mission Billion Innovation Challenge offered a Global Prize for solutions with world-wide application to ensure the inclusivity of ID systems for vulnerable groups, particularly in the context of physical distancing requirements. A new Regional West Africa Prize sought innovative solutions that facilitate contributions to social insurance programs, such as pensions and savings accounts, by informal sector workers. A total of 370 solutions were submitted for the two prizes from 59 countries. The winners of the Global and Regional West Africa Prizes were announced during the WBG and IMF's Annual Meetings in October.

The winners for the Global Prize were:

- Special Olympics Nigeria – ensuring inclusive registration for persons with intellectual disability, which can be scalable for other vulnerable populations.
- Kiva Protocol – building digital authentication layer on top of foundational ID systems, for financial and social services.
- Mobile Vaani – ensuring accountability by making grievance mechanisms more accessible and transparent.

The winners for the Regional West Africa Prize were:

- Naa Sika – a micro savings platform that enables informal sector workers to access digital wallets and fee-free savings accounts.
- Tonti – a digitized informal savings group that enables motorcycle taxi drivers to pool savings and credit through daily contributions.

The announcement of the winners was made as part of an event that brought together leaders from around the world—including H.M. Queen Máxima of the Netherlands, the United

Nations Secretary-General's Special Advocate for Inclusive Finance for Development (UNSGSA), the President of Estonia, and Ministers from Indonesia, Nigeria, Sierra Leone and Togo—who called on countries to prioritize development of inclusive and trusted digital ID systems as part of a resilient recovery from the COVID-19 pandemic. These leaders

highlighted how digital ID systems, together with a broader set of foundational digital infrastructure such as digital payments and platforms for trusted data sharing, can help build more resilient digital economies and societies when designed inclusively and with people at the center.



Top left: **MD Mari Pangestu, World Bank**, Middle right: **H.M. Queen Maxima of the Netherlands**, Top right: **H.E. Minister Sri Mulyani Indrawati, Indonesia**

Middle left: **President Kersti Kaljulaid, Estonia**, Middle: **H.E. Minister Cina Lawson, Togo**, Middle right: **H.E. Minister Dr. Isa Ali Pantami, Nigeria**

Bottom left: **Nandan Nilekani, founding Chairman of Unique Identification Authority of India**, Bottom middle: **Michala Mackay, Sierra Leone**, Bottom right: **Raj Kumar, President of Devex**

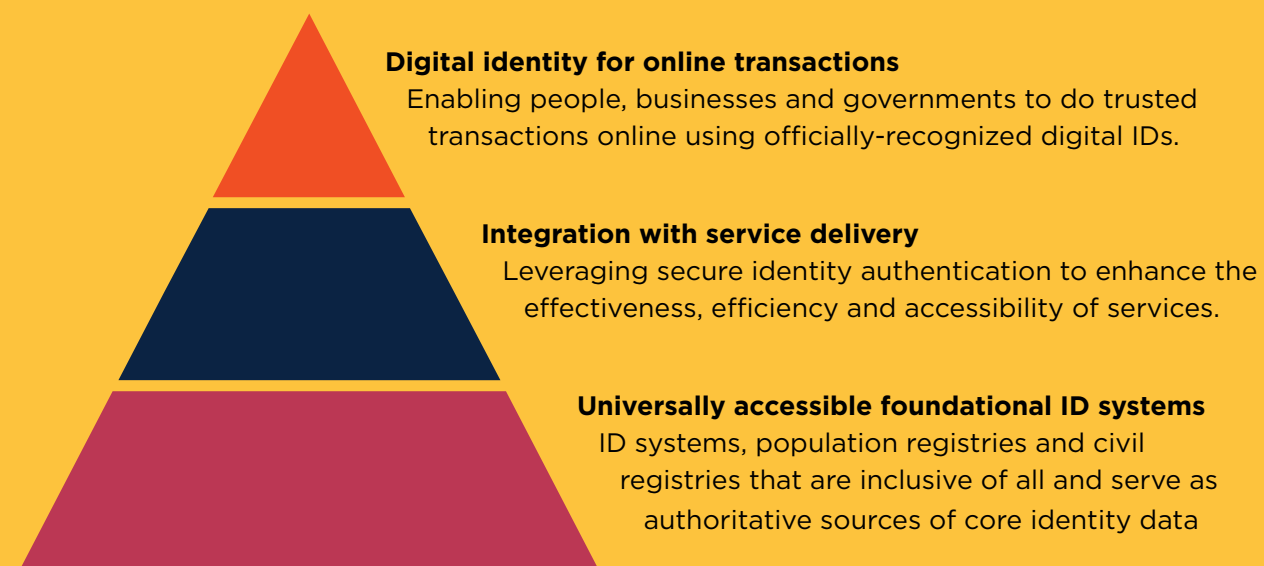
PILLAR 3

COUNTRY AND REGIONAL ACTION

From analytics and advisory services to financing, ID4D has effectively leveraged the full range of the WBG's instruments to bring cutting-edge and relevant advice, knowledge, and financial support to countries on all aspects of their digital ID and civil registration ecosystems. Our technical assistance activities have been designed to support a virtuous feedback loop by bringing global best practices and knowledge to country operations, while surfacing and addressing country needs and exploring innovative approaches to inform new global priorities.

Over the past three years, ID4D has provided technical assistance to over 40 countries, of which 27 will also be supported by direct WBG financing for implementation. In 2020, country demand continued to grow, with new engagements in Angola, Bolivia, Brazil, Eswatini, Ethiopia, Honduras, Madagascar, Mexico, Federated States of Micronesia, Mozambique, the Organisation of Eastern Caribbean States (OECS), Sint Maarten, Sudan, Tajikistan, Timor-Leste, Uganda and Vietnam.

ID4D Supports Countries at Different Stages of ID Ecosystem Development



Country and regional action in 2020



Brazil

A country diagnostic provided concrete recommendations to enhance the existing national ID system and civil registration, and a comprehensive assessment of the legal framework. This work informed discussions with the government on how to improve coverage and the functioning of identity authentication platforms to enable presence-less verification, including options to ensure uniqueness while ensuring data protection.



Gabon

Technical assistance and planned financing are expected to support a foundational ID system, an interoperability platform to facilitate secure data sharing within government, digitalization of key citizen-facing public services, deduplication of the national social registry and reforms to the legal and technical enabling environments to support these investments.

The technical assistance has included a country diagnostic, which highlighted technical gaps and recommended reforms to digitize Gabon's identification landscape and help foster e-government services. An assessment reviewed the existing legal, regulatory, and institutional framework pertaining to digital identification and e-government and provided recommendations on reforms related to identification and civil registration, data protection and privacy, cybersecurity, electronic transactions and communications.



Indonesia

Technical assistance was provided to the Ministry of Home Affairs, Ministry of Communications and Information, Bank Indonesia, the Financial Services Authority and other stakeholders on introducing e-KYC, different models for introducing digital ID (such as centralized or federated), data protection and cybersecurity, including sharing experiences from Australia, Estonia, India, Singapore, Thailand and other countries. This is part of a broad digital ID and civil registration program that was launched in 2018.



Lesotho

Technical assistance included a rapid assessment of the national ID system's technical features that identified several priority areas for action to strengthen security-and privacy-by-design in current identity verification processes, as well as to streamline and improve processes for registration, data updating, and grievance redress. In addition, an analysis of current and expected public and private sector savings from greater interoperability between the national ID and relying parties across multiple sectors highlighted opportunities for high-return investments. In line with these findings, ongoing assistance is focused on strengthening data sharing frameworks for identity verification with service providers.



Madagascar

The [Madagascar Digital Governance and Identification Management System Project \(PRODIGY\)](#) was approved. This \$143 million project aims to increase inclusive access to legal identity and improve service delivery by streamlining and digitalizing public services for citizens and businesses. Technical assistance helped inform the design and implementation of regulatory and institutional reforms needed to improve access to legal identification and underpin the creation of modern, digital, and integrated civil registration and identification systems, financed by the PRODIGY project. In addition, qualitative research in Madagascar is planned to help better understand the human experience of Madagascar's current ID and CR systems, and provide key inputs to ensure that the new system is more inclusive, user-friendly, and people-centric.



Mexico

The WBG is preparing a project with the Mexican government to support the implementation of the foundational ID system and improvements in the civil registration system, which was approved in early 2021. The government plans to place a special focus on vulnerable populations, as it creates a platform to provide identity-related services to public agencies and private entities. In 2020, technical assistance focused on consensus building around the new ID system, a privacy impact assessment, linkages between the civil registration and ID systems and privacy-by-design features.



Morocco

Support was provided for technical assessments on the use of biometrics, the protection of unique identifiers through tokenization, and mechanisms for improved data governance and empowerment. These topics were also addressed in February 2020 during a workshop co-organized by the WBG and the Moroccan Data Protection Commission (CNPDP) and attended by multiple global experts.



Mozambique

A Digital Governance and Economy project is being prepared, focusing on improving the delivery of digital government services and fostering the growth of domestic digital businesses by leveraging a digital ID system. A country diagnostic is being carried out to inform the government's national strategy on identification and the design of the ID aspects of the Digital Governance and Economy project, which will include a component on digital ID and improvements of government digital services. In addition, a legal assessment to assist the government's digital ID initiative by ensuring legal safeguards are in place for the implementation of the Digital Governance and Economy project.



Organisation of Eastern Caribbean States (OECS)

The WBG's Caribbean Digital Transformation Project, will support the digitization of the Eastern Caribbean economy and government operations to harness digital technology and to strengthen the region's resilience. Technical assistance was provided for the design of the ID components for the project, including for Dominica and St. Vincent and the Grenadines to enhance their existing identification systems. In addition, the national level support aligns with ongoing and planned regional initiatives around identification, that will support the move towards a paperless government capable of maintaining operations and administering public services remotely. The project will also enable countries to better leverage their national ID systems for data analytics in the event of a natural disaster or a situation similar to the ongoing COVID-19 pandemic.



Regional Initiatives in Africa

In support of promoting economic integration and growth of the digital economy in Africa, the World Bank is actively assisting and partnering with initiatives developing mechanisms and frameworks for cross-border interoperability or mutual recognition of digital IDs. As noted elsewhere in this Annual Report, the WURI program is supporting the development of foundational ID platforms that enable transactions across West Africa, beginning with the six phase 1 and phase 2 countries. The World Bank has also provided technical expertise and participated in the development of the Smart Africa Digital Identity Blueprint, which proposes a Smart Africa Trust Alliance as a digital identity federation among a range of actors at the continental level. These efforts build on previous work including contributions the African Union's Digital Transformation Strategy for Africa and [the Study of Options for Mutual Recognition of National IDs in East Africa](#).



Somalia

Technical assistance is being provided to promote the adoption of best practices for the design and implementation of the new foundational ID system, which is supported by the WBG's Somalia Capacity Advancement, Livelihoods and Entrepreneurship through [Digital Uplift Project](#). This builds on the Digital ID Policy and covers the legal and institutional enabling environment, the system's technical design and implementation approach, and enabling effective use of the ID for social protection and the financial sector.



Sudan

Technical assistance informed the preparation of the [WBG's Sudan Family Support Program \(SFSP\)](#) supporting the government's large-scale cash transfer program to mitigate the impacts of planned subsidy reforms and COVID-19. In addition to providing ongoing inputs on the use of the ID and civil registration system for this project, the WBG is also engaging with the government to support legal reforms including the removal of gender barriers to obtaining an ID and civil registration, and the adoption of safeguards for data protection to roll out the SFSP quickly, safely and responsibly.



Rwanda

Technical assistance in Rwanda is focused on various aspects of strengthening and streamlining identity verification for improved service delivery across key sectors. Qualitative research undertaken with WBG support provided valuable insights for the roll out of digital birth registration at health facilities. Additional assistance provided to NIDA was focused on technology considerations for piloting a new way to digitally verify the identity of a parent and to record consent at the time of birth registration. These efforts will further streamline the birth registration process, eliminate potential for human error and the need for paper and ink signature. Special attention is being paid to ensuring security of biometrics handling. In addition, the technical assistance linked to the new [Rwanda Digital Acceleration project](#) is exploring various digital authentication options in support of remote service delivery.



Tunisia

In 2020, support continued for policy dialogue with the government around the unique identifier (*Identifiant Unique Citoyen* or IUC) and digital authentication projects. Virtual meetings and discussions between counterparts and technical experts were held in March-June 2020—in lieu of a workshop planned for March 2020 that was postponed due to COVID-19—to discuss global lessons and begin developing a road map for digital ID in Tunisia.



Uganda

Technical assistance focused on introducing various identity verification and digital authentication mechanisms, with implementation being financed through on-going [Regional Communications Infrastructure Program \(RCIP\)](#). This would allow the government to provide services remotely, without requiring physical presence, which is especially important in the context of pandemics. In addition, assistance was provided for the design of a new [Digital Acceleration Uganda project](#), which includes financing for the roll out of digital authentication services in priority sectors, as well as activities to improve identity verification services for refugees and host communities, including in the context of cash transfers.



SPOTLIGHT



Philippines

ID4D's partnership with the Philippines Statistics Authority (PSA) to introduce the Philippine Identification System (PhilSys) reached new heights in 2020, as mass registration was launched in October 2020.

Building on the successful pilot in September 2019 using the Modular Open Source Identity Platform (MOSIP) to register 10,000 civil servants and social assistance beneficiaries, ID4D provided a comprehensive program of technical assistance to help PSA and the PhilSys Policy and Coordination Council (PSPCC) navigate design decisions and finalize features and an architecture for the PhilSys. This incorporates best practices in data protection and privacy-by-design (e.g. front- and back-end tokenization of unique identifiers), inclusion (e.g. flexible documentary requirements and an introducer-based model for Filipinos without any supporting documents) and linking the PhilSys with the national civil registration system. The advice was informed by the ID4D Diagnostic carried out in

2018 and qualitative research with vulnerable populations and civil society. As challenges implementing the country's massive social protection response to COVID-19 highlighted the urgency of implementing the PhilSys, ID4D also helped the Government re-design registration into an innovative step-wise process that reduces public health risks by minimizing crowds and time spent at registration centers. ID4D also developed PSA's capacity on financial inclusion and social protection use cases, financial and organizational sustainability, project management, data protection, trust frameworks and digital ID federations, and registration and credential distribution.

In the coming year and as PSA scales up the mass registration, ID4D will increase its support to pilot and operationalize use cases in the social protection (in collaboration with the [World Bank's Beneficiary-FIRST project](#)), healthcare, financial and digital government sectors, as well as to carry out process monitoring and impact evaluations.



Step 1 of the initial PhilSys mass registration involves enumerators visiting priority low income households to collect basic demographic information and schedule an appointment for Step 2, which involves biometric capture and checking supporting documents

SPOTLIGHT



Nigeria

The Government of Nigeria is prioritizing the implementation of the Digital Identification for Development project approved by the WBG's Board in February 2020.

Over the past year ID4D continued to provide technical assistance to the National Identity Management Commission (NIMC), to support the modernization of the ID system and enrollment ecosystem in line with best practices, including support for:

- Definition of the requirements of enrollment systems in line with best practices for protecting personal data.
- Development of the licensing and assurance framework to govern partnerships with third party providers of enrollment services.
- Definition of the commercial model for remunerating enrollment partners and adequately incentivize the enrollment of all, including hard-to-reach and vulnerable populations.

- Development of non-documentary versions of identity-proofing procedures, giving undocumented persons a way to obtain a NIN.

- Inputs and recommendations for the new Data Protection Bill, 2020 which is currently being drafted by the government.

Additionally, in response to the COVID-19 pandemic, the Nigerian government plans to provide cash transfers to support poor and vulnerable populations to meet their immediate consumption needs and protect their livelihoods. The government of Nigeria is planning to rapidly expand the National Social Registry of poor and vulnerable households to include new categories of beneficiaries, especially those in urban and peri-urban areas. The WBG-financed [National Social Safety Net Program \(NASSP\)](#) is being considered as a key response platform to COVID-19 given its nationwide coverage, established institutional structure and strong delivery mechanisms. The government is using the NASSP platform to build a

rapid response register of urban and peri-urban based beneficiaries.

To support the government's COVID-19 response, the WBG has provided support for:

- Responding to COVID-19 so that the enrollment centers may re-open under safe conditions with increased hygiene and social distancing.
- A study on the feasibility of remote and contactless enrollment options to increase social distancing during enrollment.

Additionally, in the medium term, the ID4D and G2Px (Government-to-Person (G2P) Payments through Digitalization) Initiatives will provide support to both NIMC and NASSP, respectively:

- To facilitate a pilot of the new enrollment arrangements for the national ID with NASSP cash-transfer beneficiaries. This will help ensure that enrollment systems are adequate to allow full inclusion of such hard-to-reach groups.
- To develop implementation strategies for identity proofing to ensure that the enrollment model would be non-discriminatory, thereby reducing the risk of exclusion of marginalized groups, refugees and non-documented persons.
- To evaluate the weaknesses of NIMC's legacy enrollment systems, particularly in the areas of security and data protection, with a view to reinforcing them to facilitate continuity of enrollment activities in the interim before the enrollment ecosystem is ready for launch.



SPOTLIGHT



West Africa

In 2020, financing for four new West African countries – Benin, Burkina Faso, Niger and Togo – was approved as part of Phase 2 of the [World Bank's West Africa Unique Identification for Regional Integration and Inclusion \(WURI\) Program](#). These four countries join Côte d'Ivoire and Guinea, the two WURI Phase 1 countries, to facilitate access to services by implementing fully inclusive foundational identification systems. The issued ID credentials will be made freely available to all persons in the territory of the country, without consideration for nationality or legal status. The two phases of the WURI Multiphase Programmatic Approach (MPA) Program are expected to provide ID credentials to 100 million individuals in 6 countries. The ID systems will also be designed and implemented with cross-border interoperability in mind, making it easier for people to access human development and financial inclusion services, including social assistance, labor, health and pension programs, as well as financial products and economic opportunities in the region.

The project is a collaborative effort drawing on technical expertise from various WBG Global Practices to support the implementation of foundational unique ID systems across WURI countries. Focus areas include strengthening the overall technical design and implementation strategy for ID systems; design and development of the legal regime, with a particular eye to integrating data protection; promoting linkages between the ID systems and human development programs; and fostering mutual recognition of ID credentials and interoperability between systems across the region.

- In **Benin**, the WURI operation is building upon the country's registration sweep (RAVIP, completed in 2018) to develop a platform for issuance of unique identity credentials, authentication and identity management, with ongoing attention to reaching and registering the poor and vulnerable.
- In **Burkina Faso**, the operation is supporting legal reforms and development policy operations measures

to align the registration and credential issuance approach between a functional ID system serving the most vulnerable populations for social assistance and the WURI ID system, to enable a whole-of-government approach to service delivery.

- In **Guinea**, the operation is preparing for a pilot registration of 4,000 people in early 2021, based on an open source identification platform – MOSIP. The pilot is supported by a technical team of Guinean software developers, analysts and project management staff hired and trained by the project. The team collaborated with MOSIP to define functional and technical requirements, to adapt the software to the local context and to test different features. The pilot is intended to build a local community of developers, provide refinements to the open source platform, and learn lessons from an agile, iterative approach, prior to making decisions on technology choices and scaling up to universal coverage.

- In **Niger**, the operation is supporting the design of legal and institutional arrangements for a cross-sectoral whole-of-government approach to identification for the delivery of services. Technical assistance has also helped pave the way for a future collaboration and support to the data protection authority.

- In **Togo**, the WURI operation supported the foundational ID law, which was promulgated in September 2020; a regional first, it is inclusive of all persons physically in the territory and integrates the country's still-nascent data protection regime. The program also supports a platforms approach of foundational unique identification, payments (based on Novissi) and a future unified social registry to support the delivery of social protection programs.

In addition to the above country-specific efforts, the operation hosted a regional virtual workshop that brought together, policymakers and technical experts in social protection, payments and identification from across all WURI countries. Focusing on good practice ID system design and implementation in the context of the WURI Program, the four-day workshop enabled policymakers to share their own country experiences and learn about good practices relating to legal and institutional arrangements, data protection and privacy, inclusive public engagement and enrollment strategies, authentication mechanisms and ID credentials, as well as approaches to growing regional interoperability from global experts. Key insights from the workshop were captured in a summary report disseminated to participating countries.

SPOTLIGHT

Legal & Regulatory Support

ID4D's legal and regulatory support in 2020 included assistance to more than 20 countries. As part of this work, ID4D helped countries use the ID Enabling Environment Assessment (IDEEA) tool to assess and develop their legal frameworks' strength and weaknesses on matters such as digital ID and civil registration, data protection, cybersecurity and cybercrimes, electronic transactions and non-discrimination.



Angola

In addition to an ID4D Diagnostic, an IDEEA was completed as part of the preparation of a new project focused on improvements to civil registration and linkages to service delivery. Recommendations addressed the wider enabling environment for foundational ID systems, functional ID systems (passport, voter, social security, tax, driver's license, health, education and workers), and the cross-sectoral enabling environment on data protection, cybersecurity and cybercrime, data protection and cybersecurity.



Brazil

An IDEEA was completed, and providing a detailed and broad-ranging insight into the legal and regulatory issues for Brazil to develop digital identification at the Federal level.



Ethiopia

Technical assistance was provided to the government in connection with the legal framework (ID agency, data protection, e-transaction and cyber-security laws) of a new national foundational ID system under consideration.



Gabon

Legal review and analysis of the existing institutions, laws and regulations relating to identification were provided to assess their ability to support digitization of identification systems and governmental services. The analysis and recommendations focused on bolstering existing data protection, cybersecurity, civil registry, digital transactions

and communications, as well as related institutional arrangements with a particular eye to preparing the way for the development of its foundational ID system.



Morocco

Worked with counterparts in supporting the national population register and social registry law, which will enable establish a voluntary digital identification system open to all persons in the territory of the country, that will facilitate access to services.



Nigeria

Continued implementation support was provided to the Nigeria Digital Identification for Development Project, and to provide inputs and recommendations into the new Data Protection Bill, 2020 which is currently being drafted by the government.



Samoa

Provided inputs and recommendations to support the preparation of a new policy statement on the legal and regulatory environment for official identification systems and civil registration. Recommendations aligned with international good practices were also provided to support the development of robust laws and institutions for data protection.



Somalia

Building on earlier assistance that focused on developing an enabling Digital ID policy framework, the Government drafted legislation to provide for the creation of an independent ID authority. ID4D reviewed the draft legislation and provided guidance that focused on alignment with the Digital ID Policy and international good practices.



Sudan

An assessment was conducted of the existing legal framework relating to identity and civil registration, data protection, digital transactions, and more, and ID4D has continued to provide technical assistance to support the adoption of data protection mechanisms for the Sudan Family Support Program (SFSP) which are aligned with international best practices, as well as the planned development of a general data protection law.



Togo

The country promulgated its foundational ID law in September 2020; a regional first, the law integrates the country's data protection law, and creates a voluntary system that is inclusive of all persons physically in the territory, regardless of nationality, and is structured with a particular eye to facilitating access to services.

Strengthening Civil Registration and Promoting Linkages with ID Systems

The accurate and timely recording of births, deaths, marriages and other vital events by a well-functioning civil registration system is an essential function of governments and supports the integrity, efficiency and sustainability of ID systems. Ideally, birth registration is the first formal recognition of the core demographic attributes that make up a person's legal identity, such as name and place and date of birth. Death registration, likewise, should lead to the retirement of a legal identity. However, many low- and middle-income countries have had persistently weak civil registration systems. This has created a number of challenges, including making introducing ID systems more difficult and expensive as alternative supporting evidence needs to be used for identity proofing in order to not create unnecessary barriers to registration. In these situations, a pragmatic approach is needed to simultaneously rollout an ID system and strengthen the civil registration system, while gradually linking the two.

ID4D infuses the improvement of civil registration systems and linkages with ID systems through all of its technical assistance and promotes the inclusion of financing of civil registration systems in the WBG's projects, including in close collaboration with the [Global Financing Facility for Women, Children and Adolescents \(GFF\)](#). Some examples include investments towards digitalizing civil registration systems and linking them with ID systems in Gabon, Mexico, Nigeria, Rwanda, Samoa, Tonga, as well as advice and capacity building in the Philippines, Somalia, Sudan and WURI countries.

In **Gabon**, a country with a high birth registration rate of 90 percent of new births, the WBG is preparing a project to fully modernize the country's civil registration system while also assuring full interoperability with the national ID. Once completed, the reformed ID system will issue a unique ID to everyone in Gabon, with these ID records being linked to a digitized birth record.





























































































In **Mexico**, a WBG project will support the government's plans to strengthen more than 2500 civil registration offices, streamline procedures and, design and implement registration campaigns to reach vulnerable populations in remote areas. These reforms will allow the elimination of duplicate records and the effective registration of birth and deaths.

In **Nigeria**, where the paper-based civil registration system captures only 43 percent of new births, the WBG has partnered with the European Investment Bank and the Agence Française de Développement to finance a digital transformation of the country's civil registration system through the Nigeria Digital Identification for Development Project. This reform will be carried out in coordination with parallel investments in the Nigerian national ID system, ensuring full interoperability between the two, while simultaneously expanding the number of access points to birth registration for the population.































































































In **Rwanda**, the WBG is supporting the government to modernize its civil registration system. With an estimated 91 percent of births occurring in health facilities, the focus in 2020 was on the roll out of a new digital birth registration system at the hospital and health facility levels, to allow the parents to register the birth of a child before being discharged. This was made possible following the adoption of a new Family Law which now allows a designated hospital staff member to act as a registrar. In addition, the government is also introducing a new way to digitally verify the identity and confirm consent of a person registering a new birth or death in the health facility.



ID4D's research and global and regional engagement have also contributed to greater understanding and momentum for civil registration around the world. This includes contributing to the WBG's e-learning courses on civil registration and vital statistics (CRVS), cooperating with the United Nations Legal Identity Agenda on developing an operational definition of legal identity and participating in UNESCAP's Regional Steering Group for CRVS in Asia and the Pacific.

COUNTRY ENGAGEMENTS

Country				
	Diagnostic	Technical Advice & Assessments	Pipeline Project Preparation	WBG Financing & Implementation
 Afghanistan				
 Angola		 	 	
 Bangladesh				
 Benin				 
 Bolivia				
 Brazil				
 Burkina Faso				 
 Cameroon				
 Côte d'Ivoire				 
 Democratic Republic of the Congo				
 Dominica				 
 El Salvador				
 Ethiopia				
 Federated States of Micronesia				
 Gabon		 	 	
 The Gambia				
 Grenada				
 Guinea		 		  
 Honduras				
 Indonesia		 		
 Kenya				
 Lao PDR				
 Lesotho		 		
 Liberia				
 Madagascar		 		 

 ID projects  Civil Registration (including GFF)  Regional

Country				
	Diagnostic	Technical Advice & Assessments	Pipeline Project Preparation	WBG Financing & Implementation
 Marshall Islands				
 Mauritania				
 Mexico		 	 	
 Morocco				
 Mozambique				
 Nepal				
 Niger				 
 Nigeria		 		 
 Pakistan				
 Philippines				
 Rwanda		 		
 Samoa		 		 
 Somalia				
 St. Vincent & the Grenadines				 
 St Lucia				
 Sudan		 		 
 Tajikistan				
 Timor-Leste				
 Togo				 
 Tonga		 		 
 Tunisia				
 Uganda				
 Uzbekistan				
 Vietnam				

 ID projects  Civil Registration (including GFF)  Regional



About G2Px

The G2Px Initiative was launched in early 2020 in partnership with the Bill and Melinda Gates Foundation as a sister Initiative to ID4D. G2Px contributes to the broader agenda of improving government-to-person (G2P) payments through digitalization. The objective is to shift the G2P digitization paradigm beyond program-specific efficiency gains to one that also accelerates critical development outcomes such as financial inclusion, women's economic empowerment, and government-wide fiscal savings. Through this Initiative, the WBG seeks to establish a framework, develop best practices and provide upstream technical assistance to improve G2P payments globally radically. This Initiative will help build a global movement ensuring that all G2P programs aim and design for broader inclusion and empowerment outcomes through a focus on digitization.

Improving Government-to-Person (G2P) Payments through Digitalization

G2P payments have never been more important, as governments worldwide seek ways to respond to the economic and social consequences of the COVID-19 pandemic. Over

200 countries reported changes to their social protection systems in response to the pandemic. Over one billion people live in households in low and middle income countries that have received COVID-related social assistance transfers, and in many countries more than half of the recipients of these cash transfers are new beneficiaries.

Given governments' urgency to provide cash assistance quickly and with transparency and accountability, the G2Px agenda of digitizing payments and promoting choice and interoperability is more important now than ever and provides an opportunity to catalyze necessary reforms. Countries with advanced G2P payment ecosystems have been able to push transfers out rapidly and therefore roll out new programs with relative ease. In the midst of this crisis, scaling up G2P payments and provision of continued access to financial services can be more difficult. Countries with more nascent payment infrastructures, digital financial service regulations and digital ID systems, face challenges in rapidly deploying G2P payments.

In face of the crisis, immediate and short-term targeted measures must be implemented to enable vulnerable populations to receive assistance in the fastest and safest way possible. In addition, these measures should strive

to contribute to the momentum of G2P payments digitalization while also establishing the processes to be better prepared for the next crisis. G2Px has been developing guidance on key considerations to scale up these social assistance programs in a way that can lead to higher benefits to beneficiaries and governments. Sharing experiences across countries has also been a priority, as innovative approaches such as leveraging mobile and geospatial technologies to target beneficiaries or leveraging existing administrative data to simplify account opening emerge.

G2Px is also providing upstream technical assistance to 35 countries to support the design and implementation of digital social assistance payments, and the enabling infrastructures and ecosystem that can lead to financial inclusion and women's empowerment. The activities in each country respond to the specific country context. Where applicable, these activities build on prior work developed by the WBG the country and are part of a longer-term engagement. The activities supported in each country can be roughly categorized in the following six areas of support.

- **Beneficiary targeting and registration:** technical assistance on the design of digital registration platforms, on best approaches for targeting and registration of beneficiaries.
- **Digitizing payments and creating an enabling financial sector ecosystem:** technical assistance and support to clients on (i)

the choice and design of the most appropriate digital payment methods; (ii) to develop financial sector enabling regulations to digitize G2P payments while increasing beneficiaries' convenience and choice.

- **Public financial management systems:** support to countries with the assessment and modernization of their G2P policies, processes and systems from the perspective of sound financial management, transparency and accountability.

- **Data sharing, interoperability and leveraging new forms of data:** the technical design of data interoperability and exchange between public and private data platforms; the technical design of central mappers to support digital payment flows to beneficiaries; and leveraging new forms of data such as geospatial and mobile.

- **Beneficiary-centric design:** technical assistance on grievance redressal mechanisms, financial capability and communication, and beneficiary experience surveys to assess and adjust implementation.

- **Knowledge sharing:** documenting lessons learned to scale up G2P digitization efforts within and across countries, as well as enabling peer-to-peer learning exchange across countries.

A gender lens is considered across all activities to ensure design choices and recommendations contribute to women's inclusion and empowerment where feasible.



GOING FORWARD

In 2021, the ID4D Initiative will build on our momentum and achievements to date, focusing on responding to growing demand for financing and expert technical assistance from client countries, and on delivering research and advocacy to address critical and emerging issues faced by country clients, regional organizations and highlighted by civil society, academia, and other stakeholders. Guided by the Principles on Identification for Sustainable Development, ID4D will ensure that digital ID and civil registration systems contribute to the accelerated achievement of development outcomes across sectors while being well adapted to local needs and constraints, and help countries proactively mitigate risks.

Below are brief descriptions of ID4D's activities under each pillar for the coming year:

PILLAR I. Thought Leadership and Analytics

Bridging the evidence gap on ID will remain a priority for ID4D in the coming years. In 2021, the Initiative will scale up impact evaluations and quantitative research and publish new data on global and country-level ID coverage and ID system features. Drawing on emerging good practices, and with a view of informing the design and implementation of ID systems across a number of countries, ID4D will also publish new analytical work on topics such as tokenization, authentication models using both federated and decentralized ID approaches, as well as new country case studies and sectoral use cases. ID4D will maintain its agile and responsive approach to emerging issues, continuously adapting and updating its knowledge products to reflect changing needs, realities, and technologies.

PILLAR II. Global Platforms and Convening

ID4D will continue to work with countries, the ID4D High-Level Advisory Council and partners to promote global public goods and paradigm-shifting innovations, adapting these so that they work for developing countries. In addition, further support for knowledge transfer between countries will be provided to leverage the effect the first wave of countries to implement digital ID systems can have as motivators and providing benchmarks for others. As part of our capacity building efforts, ID4D is developing, in collaboration with a 2019 Mission Billion Innovation Challenge finalist, an on-line policy game for ID professionals, which will highlight how policy decisions affect two critical outcomes of any ID system: inclusion and trust. ID4D will also continue to work with the winners of the 2020 Mission Billion Innovation Challenge on their solutions, as well as other solutions to make registration, authentication and grievance redressal mechanisms more accessible for vulnerable populations.

PILLAR III.

Country and Regional Action

ID4D will continue responding to country and regional demand for financing and implementation of digital ID and civil registration systems and technical assistance across spectrum of issues, such as policy and legal frameworks, technical and operational designs, and engagement with civil society and vulnerable populations. Given the range of challenges countries have experienced in responding to and maintaining resilience in light of the COVID-19 pandemic, it is anticipated that there will be particular demand for developing use cases in the areas of social protection delivery, digital financial inclusion, and online transactions, as well as to address the new challenges of ensuring effective delivery of vaccine programs.

Advanced projects and engagements, such as in Morocco, Nigeria and the Philippines, and new ones, such as in Gabon, Mexico and Rwanda, are expected to make significant progress through implementation, providing further operational experiences and lessons to inform work with other countries. There is also significant momentum for developing regional and global frameworks that facilitate mutual recognition of digital IDs across borders, which will require not only technical expertise, but also convening power and coordination. By leveraging its operational experience, its global reach and knowledge and its cross-sectoral approach, ID4D is uniquely positioned to support such efforts. As always, promoting best practices for inclusion and data protection will remain a priority for ID4D.

ID4D provides regular updates about our work on our website and via periodic e-mail newsletters. [To receive the newsletter and keep up-to-date of the latest ID4D developments, please sign-up on the ID4D website: id4d.worldbank.org](https://id4d.worldbank.org)

ABOUT THE ID4D INITIATIVE

[The ID4D Initiative](#) brings global knowledge, cross-sectoral expertise and financial support to assist countries in realizing the transformational potential of identification. ID4D's mission is to accelerate inclusive growth and the achievement of a wide range of development outcomes, by enabling all people to access services and exercise their rights.

Today, ID4D is shaping more than \$1.5 billion in pipeline or committed financing for the implementation of digital ID and civil registration systems in over 40 countries and has become a thought leader and knowledge hub on why ID matters for development, how to build “Good” digital ID and civil registration systems, and tracking of impact and progress. ID4D's strength is that it cuts across all regions and across a range of global practices and units working on digital development, social protection, health, governance, gender, legal, financial inclusion, private-sector development, regional integration, data, and forced displacement.

A [High-Level Advisory Council](#) of eminent thought leaders provides a platform for advocacy and strategic guidance, and a Technical Experts Group of experienced practitioners provides leading-edge advisory services.

Partnership Platform

The ID4D partnership platform and multi-donor trust fund was launched in 2016 to collectively shape ID4D's work and the broader digital ID agenda. Over the past four years, ID4D has capitalized on the intellectual partnership with the Bill & Melinda Gates Foundation, the UK Government, the French Government, the Omidyar Network, and the Australian Government, with each organization bringing its own unique perspectives. ID4D works closely with a wide range of partners, such as international development and UN agencies, regional organizations, the private sector, civil society and the academic and research communities.

id4d.worldbank.org

