



Report No: RES00579

RESTRUCTURING PAPER  
ON A  
PROPOSED PROJECT RESTRUCTURING  
OF

NIGERIA DIGITAL IDENTIFICATION FOR DEVELOPMENT PROJECT

APPROVED ON 18-Feb-2020

TO  
FEDERAL REPUBLIC OF NIGERIA

Digital Development  
Western And Central Africa

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**ABBREVIATIONS AND ACRONYMS**

ABIS	Automated Biometric Identification System
AFD	French Development Agency ( <i>Agence Française de Développement</i> )
CR	Civil Registration
CRVS	Civil Registration and Vital Statistics
CSO	Civil Society Organization
DRC	Disaster Recovery Center
ECSU	Ecosystem Coordination Strategic Unit
EIB	European Investment Bank
ESMF	Environmental and Social Management Framework
ECSU	Ecosystem Coordination Strategic Unit
FA	Financing Agreement
FEC	Federal Executive Council
FGN	Federal Government of Nigeria
FM	Financial Management
FEP	Front- End Enrollments Partners
G2P	Government-to-Persons
GoN	Government of Nigeria
GRM	Grievance Redress Mechanism
ID	Identification
ID4D	Identification for Development
ID-CERT	National Identification Sectorial Computer Emergency Response Team
ID-SOC	Security Operations Center
IPF	Investment Project Financing
IT	Information Technology
LAF	Licensing and Assurance Framework
M&E	Monitoring and Evaluation
MDAs	Ministries, Departments, and Agencies
MNO	Mobile Network Operators
NASSP	National Social Safety Nets Project
NGN	Nigerian Naira
NGO	Nongovernmental Organization
NIN	National Identity Number
NIMC	National Identity Management Commission
NIMS	National Identity Management System
NSR	National Social Register
PDO	Project Development Objective
PESC	Project Ecosystem Steering Committee
PIU	Project Implementation Unit
PPA	Project Preparation Advance
SOP	Standard Operating Procedure



# The World Bank

Nigeria Digital Identification for Development Project (P167183)

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STEP	Systematic Tracking of Exchanges in Procurement
SOCU	State Office Coordination Units
WB	World Bank



**BASIC DATA**

**Product Information**

Operation ID P167183	Operation Name Nigeria Digital Identification for Development Project
Product/Financing Instrument Investment Project Financing (IPF)	Geographical Identifier Nigeria
Approval Date 18-Feb-2020	Current Closing Date 30-Jun-2026
Original EA Category Partial Assessment (B) (PAD Approval Package-18 Feb 2020)	

**Organizations**

Borrower Federal Republic of Nigeria	Responsible Agency National Identity Management Commission
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**OPERATION STATUS**

**Project Development Objective (DO)**

Original Development Objective

The Development Objective of the project is to increase the number of persons with a national ID number, issued by a robust and inclusive foundational ID system, that facilitates their access to services.

**Disbursement Summary (in USD million)**

Source of Funds	Net Commitment	Disbursed	Undisbursed	% Disbursed
IBRD	--	--	--	0
IDA	111.05	59.58	52.49	53.16



Grants	--	--	--	0
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**Policy Waivers**

Does this restructuring trigger the need for any policy waiver(s)?

No



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## I. PROJECT STATUS AND RATIONALE FOR RESTRUCTURING

1. **The proposed Level 2 restructuring seeks to extend the project closing date by twenty-four (24) months.** This would be the second closing date extension under this project, which was approved by the Board in February 2020.
2. **On May 31, 2024, the Government of Nigeria (GoN) officially requested a three-year extension of the Nigeria Digital Identification for Development (ID4D) project (P167183; Credit No. 6527-NG).** The World Bank and the Government agreed on a two-stage restructuring and extension plan. The first stage was processed in June 2024 to extend the closing date from June 30, 2024, to December 31, 2024, update the results framework, and remove activities that no longer aligned with Government priorities. This 6-month extension was granted to allow the GoN to demonstrate its commitment to project implementation, by designing and launching the procurement of a new national identity management system on an open-source architecture that is modular, interoperable, and scalable. The GoN has successfully achieved this milestone and, on this basis, the second stage extension for an additional 24 months is being proposed to allow for completion of critical remaining activities and successful achievement of the project development objectives (PDO). The proposed restructuring would extend the closing date from December 31, 2024 to December 31, 2026.
3. **Considering that the total cumulative closing date extension will be more than two years from the original closing date, this level 2 restructuring is subject to Regional Vice President approval.** The proposed restructuring would allow for (i) additional time to mitigate against the protracted implementation that resulted from delayed effectiveness and fulfillment of disbursement conditions; (ii) critical outstanding activities to be completed, including the expansion of the Automated Biometric Identification System (ABIS) to increase the license for storage capacity for National Identity Numbers (NIN) records from 100 million to 250 million; (iii) establishment of a sectoral computer emergency response team (CERT), security operations center (SOC), data center and data recovery center; (iv) the development of a new national identity management system which reflects a technology neutral, interoperable and scalable approach that enables authentication; and (v) increasing the PDO indicator target for NIN enrollments from 148 million to 180 million.

### Project Status

4. **The Nigeria ID4D project was approved by the Board of executive directors of the International Development Association (IDA) on February 18, 2020.** The associated Financing Agreement (FA) was signed in February 2021 and declared effective on December 14, 2021. The PDO is *“to increase the number of persons with a national ID number, issued by a robust and inclusive foundational ID system, that facilitates their access to services”*. The project’s total financing amounts to US\$430 million equivalent, US\$115 million of which are from IDA, US\$100 million equivalent from the French Development Agency (AFD), and US\$215 million equivalent from the European Investment Bank (EIB). The project has four components: (1) Strengthening the Legal and Institutional Framework; (2) Establishing a Robust and Inclusive Foundational ID System; (3) Enabling Access to Services through IDs; (4) Project Management and Coordination. National implementation is led by the National Identity Management Commission (NIMC) Project Implementation Unit (PIU) and the Ecosystem Coordination Strategic Unit (ECSU).



5. **Project performance is currently rated moderately satisfactory (MS) for both progress towards achievement of the PDO and overall implementation performance.** The project disbursement rate stands at 53.16 percent as of November 2024. From the outset, the project faced 22 months of implementation and disbursement delays primarily due to: (i) longer than anticipated time needed to meet effectiveness conditions and to secure the National Assembly’s approval of the borrowing plan; (ii) constraints associated to disbursement conditions hinging on the enactment of the data protection law; (iii) extended time needed for the recruitment of key PIU staff; and (iv) transfer of PIU to 3 different government agencies during the course of project implementation .
6. **In more recent months, considerable progress has been observed across project activities and the project has now met the two critical disbursements conditions to enabling nationwide NIN enrollment.** The first condition was met following the enactment of the data protection law in June 2023 (as well as the establishment of the data protection commission). Fulfilling this disbursement condition also unlocked access to financing from the two other project co-financiers (AFD and EIB). The second disbursement condition pertained to the acceptability of the national identity management system (NIMS). This condition was fulfilled in March 2024, following improvements made to the NIMS (upgraded android Enrollment Software; a mobile device management system; a metadata module; a licensing and assurance framework; Information security and privacy reinforcements through audits and penetration testing; and ISO 270001 recertification). The lifting of both these disbursement conditions has enabled the project to commence nationwide enrollment and to disburse against NIN issuance.
7. **Prior to the above-mentioned disbursement conditions being lifted, the project was unable to disburse against any NIN enrollment.** As such, the project provided infrastructure and enrollment process support to NIMC for the enrollment of 74 million NIN. This included reducing the collection of data fields for NIN from 86 to 10; procurement of ESET protect entry cloud and internet security anti-virus; capacity building on enrollment practices, identity proofing for inclusion, risk management, monitoring and evaluation (M&E), creation of the framework which NIMC used to develop the first licenses to frontend enrollment partners (FEPs) and granting a No Objection to the expressions of interest for the first intake of FEPs who were licensed to enroll NINs.
8. **Out of the 74 million NINs enrolled, the project has made direct payment for 22,040,467 NINs since the disbursement conditions were lifted. An additional 6,667,387 NINs have been registered since March 2024** with 3,549,164 being issued by FEPs and enrollment is still ongoing nationwide. The payment for the additional 3,549,164 will be issued by December 15, 2024. The project has made significant progress towards the achievement of PDOs with NIN enrollment.
9. **Significant progress has been made toward fulfilling the final disbursement condition: the amendment of the NIMC Act to promote an inclusive and nondiscriminatory legal and regulatory framework.** LEGAM has cleared the proposed amendment, which has already passed two readings in the National Assembly. The third and final reading is scheduled to take place in January 2025, after which the President is expected to assent to the Bill in February 2025.
10. **Beyond the legal reforms required for disbursement conditions, the project is also supporting legislative processes to build trust in the broader digital economy so that Nigerians can utilize their digital identities to**





**securely transact online.** This includes the development of two critical laws, namely a cyber security Bill and the Nigeria Digital Economy and e-Governance Bill (NDEB). Both Bills aim to strengthen Nigeria's participation in the global digital economy by addressing key aspects such as cyber security, e-signatures and e-commerce. In addition, the project is supporting the development of a national data sharing framework. These reforms are critical as they will enable Nigerian people and businesses to transact online in a safe and secure manner. Nigerians will also be able to confirm their identities online as they transact. The data sharing framework will set clear and technical standards so that data can be shared amongst government agencies to support more efficient public services and policy evaluation.

11. **In parallel, progress has also been made in establishing a robust and inclusive ID system.** This includes upgrades of critical IT systems, such as (i) the expansion of the Automated Biometric Identification System (ABIS) to allow for storage of 250 million NIN, which is scheduled for completion by March 2025; (ii) improvements and upgrades within the NIMS relating to privacy, performance, fiduciary, monitoring, assurance, and risk; and (iii) development of a business model that reinforces the ecosystem approach which ensures an effective incentive structure for FEPs, including those who will enroll in marginalized and hard to reach areas. To date, NIMC has licensed approximately 134 FEPs to undertake enrollment using the developed Licensing and Assurance Framework (LAF), including the mobile network operators. Two expressions of interest have recently been completed, which will result in additional FEP approved applications. NIMC is also working closely with private sector players that have broad reach such as micro finance banks.
12. **The GoN is providing shock-responsive cash transfers to poor and vulnerable Nigerians through the ongoing *National Social Safety Net Program-Scale Up Project (NASSP-SU, P176935)*.** The Central Bank of Nigeria (CBN) policy mandates the use of NIN for account ownership and NIN is also required to receive cash transfers. As such, the ID4D project is collaborating with NASSP-SU to provide NIN for poor and vulnerable individuals who will also be captured in the National Social Register (NSR). A memorandum of understanding was signed between the National Social Safety-Nets Coordinating Office (NASSCO) and NIMC in October 2024 to authorize NASSCO to commence enrolments. The ID4D project has procured 1,000 enrollment devices for NASSCO to enroll for NIN and an additional 3,000 devices are going to be procured.

## **B. Rationale for Restructuring**

13. **As recent reforms have resulted in significant economic hardship for vulnerable Nigerians, the GoN has prioritized digital identification as a tool to catalyze the country's economic and social development and increase efficient delivery of public services.** With a population of 210 million, almost half of Nigerians (mostly women, persons with disabilities, and disadvantaged persons) still do not have digital identification. This excludes the most vulnerable population from receiving government assistance, financial inclusion and transacting in the digital economy. The project has already started to close this gap through targeted enrollment for the poor and vulnerable and aims to support universal NIN coverage by increasing the target for the number of NIN to be issued under the project from 148 million to 180 million. This will have transformational impact by enabling Nigerians to utilize digital identification for prosperity.



14. **Nigeria can leverage the new national identity management system (NIMS), being procured under the project, to serve as an interoperable platform for both public and private sectors to provide downstream transactions and service delivery thereby making digital public infrastructure (DPI) a reality.** As the most populous country and second largest economy in Africa, a successful implementation of a nationwide foundational digital identity project in Nigeria sets a benchmark for the region. Nigeria can set the standard for developing systems that are based on open standards, are interoperable, and enable access to services. By investing in digital identification and the accompanying analogue complements, Nigeria can unlock its digital economy which will have a ripple effect across the continent.
15. **Some activities under Component 2 aimed at enhancing the resilience, security and reliability of the NIMS, had experienced implementation delays but are now progressing and are expected to be completed within 24 months.** A critical activity is the procurement of a new NIMS that will be open source, interoperable and enable authentication. This procurement is expected to take 6 months with an additional 18 months required for deployment of the actual system. In addition, the project is procuring: (i) power backup systems for all systems; (ii) telecommunication links for NIMC's critical backend sites; (iii) a Computer Emergency Response Team (CERT) and Security Operations Center (SOC); and (iv) data center and data recovery center (DRC). These activities are at various stages of procurement and implementation and will require additional time to be completed.
16. **This extension will also allow the project to support the Government to prioritize digitalization of all government-to-person (G2P) payments by leveraging the NIN under Component 3 (Access to services).** This is demonstrated in the ongoing collaboration between NIMC and NASSP - SU. This collaboration will focus on the expansion of NINs in the national social register. The collaboration would streamline the distribution of G2P payments to 15 million of the poorest households to cushion the effects of the recent removal of petrol subsidies and other economic shocks for vulnerable groups in Nigeria. Under the previous restructuring, the results framework was updated to include “*number of people in the national social registry with NIN*” to reflect the support to social protection in Nigeria. The project will also support linkages with other sectors to enable digital public infrastructure.
17. **The World Bank is the lead implementer for this project, which is co-financed by the French Development Agency (AFD) and European Investment Bank (EIB).** Both AFD and EIB have closing dates in 2026 and 2027 respectively. AFD has indicated that their legal provision will result in immediate cancellation of their financing if the World Bank is no longer the lead financier and implementor of this project. EIB has indicated that they may need to restructure and redesign their intervention if the World Bank is no longer a co-financier in this project. As such, it is critical that the World Bank continues to support the project to allow continuity across all co-financiers, avoid disruptions to the progress made so far, and enable achievement of the PDO.

## II. DESCRIPTION OF PROPOSED CHANGES

18. **The restructuring proposes an extension of the project closing date by 24 months to December 31, 2026, to allow for the completion of critical remaining project activities and successful achievement of its objectives.** A primary reason for extending the project is to enable NIMC to complete the implementation of the new National



Identity Management System (NIMS), which will facilitate service access through enhanced authentication capabilities and enroll an additional 68 million people. The new NIMS 2.0 is expected to be fully deployed and operational by December 2026.

- 19. To reflect the Government’s increased ambition to increase NIN enrollment, a proposed change includes the increase of key PDO indicator targets, including the persons who have NIN, as detailed in the below table 1. The schedule of implementation and disbursement will be updated to reflect the new closing date and extended implementation period.

Table 1: Selected PDO Indicators to be Amended

Table with 6 columns: PDO indicators to be modified, Original End Target (June 2024), Original unit of measurement, Revised End Target (December 2026), Revised unit of measurement, Comments. Rows include Persons who have a NIN, Females who have a NIN (women and girls), and Children who have a NIN (girls and boys under 16).

- 20. The proposed closing date extension meets the requirements of World Bank Investment Project Financing Policy regarding extension of closing dates, namely: (i) the project objectives will be achieved; (ii) the performance of the Borrower remains satisfactory; (iii) the World Bank and the Borrower agree on actions that will be undertaken by the Borrower to complete project critical activities; and (iv) there are no outstanding audits, or interim financial reports (IFRs) for the credit. Other aspects of the project will remain unchanged, including the project components and structure, implementation arrangements, Environmental and Social Safeguards (ESF), fiduciary modalities, and SORT risk assessment.

III. PROPOSED CHANGES

Table with 4 columns: Operation Information, Proposed Changes, Operation Information, Proposed Changes. Rows include Results, Disbursements Estimates, and Development Objective.



Safeguard Policies Triggered	No	Financial Management	No
ISDS	No	Procurement	No
MFD/PCE	No	Institutional Arrangement	No
Risks	No	Implementation Schedule	No
Legal Covenants	No		
Conditions	No		
Implementation Modalities	No		
Disbursements Arrangements	No		
DDO	No		
Clients	No		
Appraisal Summary	No		
Components	No		

**IV. DETAILED CHANGE(S)**

**COSTS & FINANCING**

**Private Capital Facilitation**

**Is this an MFD-Enabling Project (MFD-EP)?**

**Is this project Private Capital Enabling (PCE)?**

**LOANS**

**Loan Closing**

Loan/Credit/Trust Fund	Status	Original Closing	Revised Closing(s)	Proposed Closing	Proposed Deadline for Withdrawal Applications
COFN-C2020-001	Effective	30-Jun-2024	30-Jun-2026	31-Dec-2026	30-Apr-2027
IDA-65270-001	Effective	30-Jun-2024	31-Dec-2024	31-Dec-2026	30-Apr-2027

**DISBURSEMENTS**



**Operation Dates & Projection Details**

Reasons to change the full Disbursement date and/or the projection

Implementation Start Date

18-Feb-2020

Operation Closing Date

30-Jun-2026

Projected Date for Full Disbursement

31-Dec-2026

**Expected Disbursements (in US \$) (Absolute)**

Year	Original Estimation at Preparation (Approval Package – 18 Feb 2020)	Revised Estimation	Actual
FY2020	5,632,355.00	0.00	0.00
FY2021	17,555,325.00	0.00	0.00
FY2022	21,723,500.00	0.00	35,178,501.55
FY2023	22,732,510.00	2,550,000.00	5,305,601.00
FY2024	24,270,980.00	9,550,000.00	4,719,107.29
FY2025	14,813,495.00	15,960,000.00	17,497,687.52
FY2026	0.00	0.00	0.00
FY2027	0.00	0.00	0.00



**RESULTS**

**COUNTRY: Nigeria**

**Nigeria Digital Identification for Development Project**

**PDO Indicators by PDO Outcomes**

Increase the number of persons who have a foundational ID								
Indicator Name	Baseline		Actual (Previous)		Actual (Current)		Closing Period	
	Result	Month/Year	Result	Date	Result	Date	Result	Month/Year
Revise Persons who have a NIN (Number)	36,894,074.00	Oct/2019	111,358,977	28-Nov-2024	111,358,977	28-Nov-2024	148,000,000.00	Dec/2024
	Comments on achieving targets		NIN enrollment is ongoing and numbers are expected to increase once the ABIS is further expanded to accommodate 250 million NIN					
Revise Females who have a NIN (women and girls) (Number)	14,965,282.00	Oct/2019	48,445,529	29-Nov-2024	48,445,529	29-Nov-2024	65,000,000.00	Dec/2024
	Comments on achieving targets		Targeted approach towards enrollment of women and girls. Increase is expected with launching of procurement to enroll women and girls					
Revise Children who have a NIN (girls and boys under 16) (Number)	750,876.00	May/2019	17,353,484	29-Nov-2024	17,353,484	29-Nov-2024	50,000,000.00	Dec/2024
	Comments on achieving targets		Targets are expected to increase with NIMC launching targeted programmes for children i					
Revise Successful upgrade and deployment of the NIMS, enabling real-time generation of NINs and adequate safeguards for personal data, in keeping with international best practice (Yes/No)	No	May/2019	No	28-Nov-2024	No	28-Nov-2024	Yes	Dec/2024
	Comments on achieving targets		42 upgrades were completed. Project continues to support upgrades to ensure real time generation of NIN					
Facilitation of access to services for NIN holders								
Indicator Name	Baseline		Actual (Previous)		Actual (Current)		Closing Period	
	Result	Month/Year	Result	Date	Result	Date	Result	Month/Year



Revise Successful digital authentications in the context of service delivery (Text)	No	May/2019	0.00	29-Nov-2024	0.00	29-Nov-2024	no	Dec/2024
	Comments on achieving targets		This target will be changed to a (yes/no) text and is expected to be met once the new NIMS is launched.					
Revise Successful digital authentications on behalf of women (Text)	No	Sep/2019	No	28-Nov-2024	No	28-Nov-2024	No	Dec/2024
	Comments on achieving targets		This target will be changed to (yes/no) text and will be met once new NIMS is launched					
<b>Robust and inclusive foundational ID</b>								
Indicator Name	Baseline		Actual (Previous)		Actual (Current)		Closing Period	
	Result	Month/Year	Result	Date	Result	Date	Result	Month/Year
New Number of people in the national social registry with NIN (Number)	800,000	Jun/2024			800,000	28-Nov-2024	15,000,000	Dec/2024

**Intermediate Results Indicators by Components**

<b>Component 1: Strengthening the Legal and Institutional Framework</b>								
Indicator Name	Baseline		Actual (Previous)		Actual (Current)		Closing Period	
	Result	Month/Year	Result	Date	Result	Date	Result	Month/Year
Revise Development of a legal and regulatory framework that adequately protects individuals' personal data and privacy (Yes/No)	No	May/2019	Yes	31-Oct-2023	Yes	31-Oct-2023	Yes	Dec/2024
	Comments on achieving targets		This target has already been met with the enactment of the data protection law					
Revise Development of a NIMC legal and regulatory framework that promotes non-discriminatory, inclusive and universal access to ID (Yes/No)	No	May/2019	No	29-Nov-2024	No	29-Nov-2024	Yes	Dec/2024
	Comments on achieving targets		This process is ongoing and expected to be completed by February 2025					
Revise Government personnel trained in best practices for legal and regulatory enabling environments for	0.00	Oct/2019	926	29-Nov-2024	926	29-Nov-2024	200.00	Dec/2024
	Comments on achieving targets		Training for government officials continues to be implemented under the project					



foundational ID, including privacy and data protection. (Number)								
<b>Component 2: Establishing a Robust and Inclusive Foundational ID System</b>								
Indicator Name	Baseline		Actual (Previous)		Actual (Current)		Closing Period	
	Result	Month/Year	Result	Date	Result	Date	Result	Month/Year
Revise Deployment and successful pilot implementation of new enrollment system including offline and mobile enrollment modes (Yes/No)	No	May/2019	Yes	31-Oct-2023	Yes	31-Oct-2023	Yes	Dec/2024
	Comments on achieving targets		This has been successfully implemented					
Revise Public and private institutions licensed as enrollment partners (Number)	0.00	May/2019	134	31-Oct-2023	134	31-Oct-2023	20.00	Dec/2024
	Comments on achieving targets		NIMC continues to issue licenses to front end enrollment partners to issue NIN. Two expressions of interest have been completed and additional licenses are expected to be issued					
Revise New enrollments for which collected biometric and biographic data meet quality standards sufficient to allow NIN issuance (Percentage)	0.00	May/2019	67	29-Nov-2024	67	29-Nov-2024	100.00	Dec/2024
	Comments on achieving targets		NIMC continues to improve the bio metric and biographic standards					
Revise Offices of the Nigerian Government abroad equipped to register Nigerians for a NIN (Number)	0.00	May/2019	15.00	29-Nov-2024	15.00	29-Nov-2024	50.00	Dec/2024
	Comments on achieving targets		This indicator will be increased to ensure more offices abroad are equipped to register Nigerians for a NIN					
Revise People trained on enrollment procedures and technology, including digital skills (Number)	0.00	May/2019	6,744	29-Nov-2024	6,744	29-Nov-2024	50,000.00	Dec/2024
	Comments on achieving targets		The project continues to train FEPs on enrollment procedures including use of devices					
<b>Component 3: Enabling Access to Services through IDs</b>								
Indicator Name	Baseline		Actual (Previous)		Actual (Current)		Closing Period	
	Result	Month/Year	Result	Date	Result	Date	Result	Month/Year
People using digitally enabled services (Number of people) CRI			0	29-Nov-2024	0	29-Nov-2024		Dec/2024
People using digitally enabled services – Youth (Number of people) CRI			0	29-Nov-2024	0	29-Nov-2024		Dec/2024





People using digitally enabled services – Female (Number of people) CRI			0	29-Nov-2024	0	29-Nov-2024		Dec/2024
Revise New NIN holders who have been issued a basic authenticator (Percentage)	0.00	May/2019	67	29-Nov-2024	67	29-Nov-2024	100.00	Dec/2024
Revise Functional public and private services employing the foundational ID system for the purpose of authentication and service delivery (Number)	0.00	May/2019	1	29-Nov-2024	1	29-Nov-2024	8.00	May/2024
	Comments on achieving targets		NIMC continues to collaborate with functional agencies that utilize NIN for service delivery. Authentication services are not yet available on the system					
Revise Pro-poor functional public and private services employing the foundational ID system for the purpose of authentication and service delivery (Number)	0.00	May/2019	1	22-Jun-2023	1	22-Jun-2023	2.00	Dec/2024
	Comments on achieving targets		NIMC continues to collaborate with functional agencies to provide services.					
<b>Component 4: Project Management and Stakeholder Engagement</b>								
Indicator Name	Baseline		Actual (Previous)		Actual (Current)		Closing Period	
	Result	Month/Year	Result	Date	Result	Date	Result	Month/Year
Revise Annual consultations held with beneficiaries, ID stakeholders, marginalized groups and government to solicit feedback and report on actions taken to address feedback since prior consultations (Yes/No)	No	May/2019	Yes	29-Nov-2024	Yes	29-Nov-2024	Yes	Dec/2024
	Comments on achieving targets		NIMC has conducted the third annual consultation and published the findings on NIMC's website and national newspapers					
Revise Grievances responded to and/or resolved within the stipulated service standards for response times (Percentage)	0.00	May/2019	98	31-Oct-2023	98	31-Oct-2023	90.00	Dec/2024
	Comments on achieving targets		98% of grievances received are being resolved within the standard response time					

