



Technical Assistance Report

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Regional—Capacity Development Technical Assistance (R-CDTA)
July 2014

Information and Communication Technologies for Social Protection in the Asia and Pacific Region (Financed by the Republic of Korea e-Asia and Knowledge Partnership Fund)

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Asian Development Bank

ABBREVIATIONS

ADB	–	Asian Development Bank
DMC	–	developing member country
ICT	–	information and communication technology
ICTD	–	ICT for Development
TA	–	technical assistance

NOTE

In this report, "\$" refers to US dollars.

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CAPACITY DEVELOPMENT TECHNICAL ASSISTANCE AT A GLANCE

1. Basic Data		Project Number: 47214-001	
Project Name	Information and Communication Technologies for Social Protection in the Asia and Pacific Region	Department /Division	RSDD/RSPG
Country Borrower	REG NA	Executing Agency	Asian Development Bank
2. Sector		Financing (\$ million)	
✓ Public sector management	Subsector(s) Social protection initiatives		0.50
		Total	0.50
3. Strategic Agenda		Climate Change Information	
Inclusive economic growth (IEG)	Subcomponents Pillar 3: Extreme deprivation prevented and effects of shocks reduced (Social Protection)	Climate Change impact on the Project	Low
4. Drivers of Change		Gender Equity and Mainstreaming	
Governance and capacity development (GCD)	Components Institutional development	Some gender elements (SGE)	✓
Knowledge solutions (KNS)	Application and use of new knowledge solutions in key operational areas		
Partnerships (PAR)	Knowledge sharing activities Implementation Regional organizations South-South partner		
5. Poverty Targeting		Location Impact	
Project directly targets poverty	Yes	Not Applicable	
Household targeting (TI-H)	Yes		
6. TA Category:		B	
7. Safeguard Categorization		Not Applicable	
8. Financing			
Modality and Sources		Amount (\$ million)	
ADB		0.00	
None		0.00	
Cofinancing		0.50	
Republic of Korea e-Asia and Knowledge Partnership Fund		0.50	
Counterpart		0.00	
None		0.00	
Total		0.50	
9. Effective Development Cooperation			
Use of country procurement systems		No	
Use of country public financial management systems		No	

I. INTRODUCTION

1. The Social Protection Operational Plan, 2014–2020 of the Asian Development Bank (ADB) identifies information and communication technology (ICT) as a potential sector for investments and knowledge work to strengthen social protection programs in developing member countries (DMCs).¹ Initiatives like ICT for Development (ICTD) have shown that ICT can improve living conditions in societies.² While many DMCs have expanded their social protection programs and developed national social protection strategies, ICT use in social protection delivery across the Asia and Pacific region has been limited.³ In contrast, innovations in ICT have been more widely used to improve governance and public service delivery in sectors such as education and health.⁴

2. ICT for social protection can enhance targeting through more effective identification of beneficiaries and improve payment mechanisms, which will result in lower transaction costs when accessing payments or benefits.⁵ ICT has also played a vital role in identity management, which has been linked to stronger governance of public social services. Evidence of efficiency gains from ICT use in social protection programs is extensively available for Latin America and the Caribbean. However, for Asia and the Pacific, evidence is currently limited and not well disseminated. DMC capacity to maximize benefits from investments in ICT to improve social protection delivery remains weak. Knowledge and capacity gaps in DMCs perpetuate the digital divide between developing and developed economies. Against this context, the technical assistance (TA) intends to take stock global and regional best practices on ICT use in the design and delivery of social protection programs through a regional study, and build institutional and administrative capacity for applying or replicating some of the ICT tools to improve the efficiency of social protection programs in selected DMCs.⁶ The design and monitoring framework is in Appendix 1.

II. ISSUES

3. The high priority accorded to the role of social protection in eradicating poverty in the post-2015 development agenda paves the way for DMCs to expand and strengthen social protection programs.⁷ However, existing social protection programs suffer from lack of strategic development priorities and remain fragmented due to weak institutional capacity and fiscal constraints. Problems in beneficiary identification and targeting, payment systems, monitoring,

¹ ADB. 2014. *Social Protection Operational Plan, 2014–2020*. Manila. Social protection remains a priority area in promoting inclusive growth. See also ADB. 2014. *Midterm Review of Strategy 2020: Meeting the Challenges of a Transforming Asia and Pacific*. Manila.

² ADB has been supporting ICTD through knowledge work and events. ADB. ICT for Development Forum 2013: Is ICT the missing link in development operations? <http://www.adb.org/news/events/ict-development-forum-2013> (accessed 30 June 2014); ADB. Information and Communication Technology for Poverty Reduction in Asia. <http://www.adb.org/features/missing-link-development-focus-ict> (accessed 30 June 2014).

³ Bangladesh (2014), Cambodia (2011), Kyrgyz Republic (2011), Indonesia (2006), Pakistan (2007), the Philippines (2009), Uzbekistan (2013), and Viet Nam (2010) have their national social protection strategies.

⁴ S. Bhatnagar. 2014. Public Service Delivery: Role of Information and Communication Technology in Improving Governance and Development Impact. *ADB Economics Working Paper Series*. No. 391. Manila: ADB.

⁵ Including Brazil's Bolsa Familia, Mexico's Oportunidades, Malawi's cash transfer programs. See: (i) ADB and Islamic Development Bank. 2013. *South–South Learning on Conditional Cash Transfers*. Manila; (ii) S. Devereuz and K. Vincent. 2010. Using Technology to Deliver Social Protection: Exploring Opportunities and Risks. *Development in Practice*. 20 (3).

⁶ The TA first appeared in the business opportunities section of ADB's website on 22 May 2014.

⁷ United Nations. 2013. *The Report of the High-Level Panel of Eminent Persons on the Post-2015 Development Agenda. A New Global Partnership: Eradicate Poverty and Transform Economies through Sustainable Development*. New York.

reporting, and evaluation are compounded by a lack of transparency and accountability mechanisms. This leads to program leakages, and higher transaction and administration costs for the government. DMC representatives in several ADB capacity-building workshops on social protection have pointed out that improvements in ICT use can improve beneficiary identification, records management, and benefit and payment administration, particularly in poor communities that are geographically harder to reach by traditional means of service delivery.

4. Delivery mechanisms or systems are critical elements of social protection programs. These absorb high proportions of administrative and operating costs and can undermine a program's cost effectiveness and efficiency. Despite their importance, delivery systems often receive inadequate attention in the design of social protection programs. Ensuring reliable delivery of social protection programs such as cash transfers to the elderly, women, vulnerable groups, and the poor can be challenging, especially in some DMCs with weak administrative capacities and lack of infrastructure. The ideal delivery mechanism should be (i) affordable and cost-effective; (ii) accountable and transparent; (iii) reliable and accessible at low cost (of money and time); and (iv) secured against fraud, corruption, and theft. Innovations in ICT, when applied to social protection programs, can help achieve these objectives.

5. Using ICT to improve delivery mechanisms of social protection programs presents opportunities to increase cost effectiveness and efficiency, offers greater flexibility to recipients, and provides ancillary benefits such as access to financial services, thus improving financial inclusiveness. The use of smart cards in cash transfer programs in Pakistan and the Philippines has contributed to women's empowerment by giving women greater control over cash. In similar programs, women beneficiaries have used their smart cards to gain better access to formal banking services, which reflects positively on their social status.⁸

6. Given the growing popularity of cash transfers as a social protection instrument, national programs have adopted a variety of ICTD initiatives besides the use of smart cards. These include use of cellular or mobile phones, mobile ATMs, GPS devices, and biometrics for beneficiary identification and payment delivery. This proves that the availability of ICT infrastructure can provide tools to improve the effectiveness of social protection programs. ICT, if applied properly, can also help expand the reach of social protection programs at lower costs. Digitalization of cash transfer programs has occurred in Azerbaijan, Indonesia, Pakistan, the Philippines, and countries in Latin America and the Caribbean, such as Brazil, Mexico, and Peru. The use of mobile phones has reduced transaction costs and increased the speed of service delivery. E-banking has also helped remove some constraints in payment delivery under conditional cash transfers.

7. However, while development of ICT has been very fast, efforts to use it in delivering social protection programs have not been very pronounced. ADB's DMCs can learn from the experience of India,⁹ the Republic of Korea,¹⁰ and Singapore¹¹ to fuel institutional development

⁸ S. Devereux and P. Jere. 2007. *Choice, dignity and empowerment: Cash and food transfers in Swaziland*. Swaziland: Save the Children.

⁹ The Government of Andhra Pradesh in India used innovations in ICT to revamp payment to the poor under the National Old Age Pension Scheme; and also used end-to-end ICT solution for the National Rural Employment Guarantee Scheme for issuance of job cards to rural households, identification of work to be undertaken, generation of work estimates, and monitoring of work execution. See footnote 4.

¹⁰ Identity management, e-procurement, information technology training: H. Lee et al. 2008. Analyzing South Korea's ICT for Development Aid Programme. *The Electronic Journal on Information Systems in Developing Countries*. 35 (2), pp. 1–15. <https://www.ejisd.org/ojs2/index.php/ejisd/article/viewFile/496/252>.

toward successful ICTD initiatives for social protection programs. ADB has supported several projects linking ICT use with social protection delivery.¹² ADB has also supported civil registry and vital statistics systems together with the Economic and Social Commission for Asia and the Pacific to enhance public service delivery. These systems that support identity management play a pivotal role in better determining vulnerable groups because the data they provide can be linked to variables that affect well-being, such as education, health, location, and jobs.

8. By facilitating knowledge sharing on ICT use in social protection across countries and subregions, ADB can help bridge technological gaps and promote inclusiveness through better design and implementation of social protection programs. In connection with this, the TA aims to collect evidence and share knowledge on best ICT practices in DMCs in the delivery of social assistance programs. It will also take stock of innovations in identity management—i.e., latest ICT tools to strengthen public service delivery—which in turn could aid improvements in targeting and delivery mechanisms of social protection programs.

III. THE CAPACITY DEVELOPMENT TECHNICAL ASSISTANCE

A. Impact and Outcome

9. The impact will be improved delivery of social protection programs through expanded application of ICT in DMCs in Asia and the Pacific. The outcome will be increased ICT literacy and stronger capacity of policy makers and government officials to design and implement social protection programs in DMCs. The TA endeavors to build administrative capacity for the adoption of ICT tools to enhance beneficiary targeting and delivery mechanisms of social protection programs.

B. Methodology and Key Activities

10. The TA promotes innovations that foster inclusiveness in social protection through application of ICT, along with capacity building for national agencies in implementation and monitoring of social protection programs. It will support two main outputs: (i) regional study on best ICT use in social protection programs, and (ii) capacity developed in DMCs for ICT use in social protection. Both outputs are designed to highlight best practices and share these with policy makers and government officials to bridge knowledge and capacity gaps. Activities supported under each output are detailed in paras. 11–12.

11. **Output 1: Regional study on information and communication technology use in social protection programs.** The TA will take stock of recent practices and ICT application in

¹¹ Information management and social service delivery: Social Service Sector ICT Master Plan for Singapore <http://www.ida.gov.sg/Individuals-and-Community/Community-Development/Social-Service-Sector-ICT-Master-Plan-SS2016>

¹² ADB. 2002. *Report and Recommendation of the President to the Board of Directors: Proposed Loan to the Islamic Republic of Pakistan for Strengthening Pension, Insurance and Savings Systems*. Manila (Loan 1956-PAK); ADB. 1999. *Technical Assistance to the Republic of Tajikistan for Social Safety Net Restructuring*. Manila (TA 3283-TAJ); ADB. 2011. *Technical Assistance to the Republic of Tajikistan for Strengthening Public Resources Management Program*. Manila (TA 7801-TAJ); ADB. 1999. *Technical Assistance to the Republic of Tajikistan for Social Safety Net Restructuring*. Manila (TA 3283-TAJ); ADB. 2011. *Technical Assistance to the Republic of Tajikistan for Strengthening Public Resources Management Program*. Manila (TA 7801-TAJ); ADB. 2010. *Report and Recommendation of the President to the Board of Directors: Proposed Loan to the Republic of the Philippines for Social Protection Support Project*. Manila (Loan 2662-PHI); ADB. 2010. *Technical Assistance to the Republic of the Philippines for Capacity Development for Social Protection*. Manila (TA-7586-PHI); and ADB. 2002. *Proposed Grant to the Socialist Republic of Viet Nam for E-Health Insurance Membership Cards*. Manila (Grant 9020-VIE).

social protection programs in Asia and the Pacific in a regional study. This will showcase technological solutions that can be applied to improve targeting, payments, monitoring, and assessment of social protection program. The regional study will also collect information on what type and size of investment in ICT is needed to improve public service delivery. In addition, it will present at least three country case reports, to be determined in consultation with operations departments and based on demand from DMCs. Mongolia, Pakistan, and the Philippines are initially being considered for the country cases because of their recent experience in utilizing technological innovations in social assistance programs.¹³ Synergies and links with other ADB projects, including TA with ICT components on improving public service delivery, will also be established during implementation.

12. Output 2: Capacity developed in developing member countries for information and communication technology use in social protection. The TA will strengthen DMC capacity for use of ICT in specific national social protection programs. This output will bring in experts on the matter at forums with DMCs.¹⁴ Output activities will include:

- (i) **Regional capacity-building workshop on ICT use in social protection programs.** The TA will convene ICT experts from Asia and the Pacific and also invite experts outside the region to share best practices, recent technological innovations, and prospective application of ICT to improve design and delivery of social protection programs. The workshop will support South–South learning and knowledge sharing as part of the Asia–Pacific Social Protection Network.
- (ii) **Regional capacity-building conference on identity management.** Supportive of knowledge sharing and regional cooperation in ICT for social protection, the TA will also support the international conference on identity management in Seoul (proposed to be held in September 2014) in collaboration with three regional development banks—African Development Bank, ADB, and Inter-American Development Bank. The conference supports South–South cooperation in expanding the knowledge base on identity management and will discuss best practices and potential collaboration to establish national civil identification and its application to public sector management and social protection.
- (iii) **Country-specific capacity building and knowledge exchange on information and communication technology.** Country-specific capacity-building workshops on some ICT applications for social protection programs will be supported in at least three DMCs. These workshops will also be used as venues to engage with stakeholders in selected DMCs to promote ICT use for better design and delivery of social protection programs. The workshops will disseminate related best practices and innovations to raise awareness and improve technical capacity. This output activity will support the activities of the Asia–Pacific Social Protection Network.

¹³ A no-objection letter from each participating DMC will be sought and obtained before implementation of the TA activities can start in that country.

¹⁴ This output will be linked to ADB's ongoing initiative to establish the Asia–Pacific Social Protection Network under ADB. 2010. *Technical Assistance for Updating and Improving the Social Protection Index*. Manila (TA 7601-REG), and ADB. 2007. *Technical Assistance for Supporting the Millennium Development Goals in the Asia and Pacific Region, Phase III*. Manila (TA 6429-REG).

C. Cost and Financing

13. The TA is estimated to cost \$500,000, which will be financed on a grant basis by the Republic of Korea e-Asia and Knowledge Partnership Fund and administered by ADB. The cost estimates and financing plan are in Appendix 2.

D. Implementation Arrangements

14. The TA duration is 2 years, from July 2014 to June 2016. ADB will be the executing agency. ADB's Regional and Sustainable Development Department will have the overall administrative, advisory, and coordinating role for the TA, and will work closely with regional departments and the Office of Information Systems and Technology during implementation of country-specific activities. ADB staff will be tapped to serve as resource persons in capacity-building workshops, and provide administrative or secretariat support for the implementation of regional training activities. Relevant ministries or departments in Mongolia, Pakistan, and the Philippines will be tapped as knowledge partners for the capacity-building output of this TA.¹⁵ ADB will work with the International Telecommunication Union Regional Office for Asia and the Pacific as the partner center of excellence for this TA.

15. Consultants will be engaged individually in accordance with ADB's Guidelines on the Use of Consultants (2013, as amended from time to time). The TA requires 7 person-months of international consulting services and 25 person-months of national consulting services. The team will consist of (i) three international consultants with expertise in design and delivery of social protection programs combined with ICT expertise; and (ii) an estimated six national consultants, three of whom will support design and delivery of country-specific capacity-building programs for at least three selected DMCs. As the TA requires a distinctive combination of national experts with expertise in social protection and ICT, it is deemed necessary to infuse flexibility in recruitment during TA implementation. Depending on the availability of experts for the implementation of capacity-building activities, individual consultants or a firm will be used to avoid delays in TA implementation. ADB's Operations Services and Financial Management Department will be consulted during consultant recruitment. The outline terms of reference for consultants are in Appendix 3. The proposed budget will also support knowledge creation and sharing for other DMCs, and publication and dissemination activities. Disbursements under the TA will be made in accordance with ADB's *Technical Assistance Disbursement Handbook* (2010, as amended from time to time).

IV. THE PRESIDENT'S DECISION

16. The President, acting under the authority delegated by the Board, has approved ADB administering technical assistance not exceeding the equivalent of \$500,000 to be financed on a grant basis by the Republic of Korea e-Asia and Knowledge Partnership Fund for Information and Communication Technologies for Social Protection in the Asia and Pacific Region, and hereby reports this action to the Board.

¹⁵ Such as government officials responsible for labor, social welfare, economic planning, and civil registry.

DESIGN AND MONITORING FRAMEWORK

Design Summary	Performance Targets and Indicators	Data Sources and Reporting Mechanisms	Assumptions and Risks
<p>Impact Improved delivery of social protection programs through expanded application of information and communication technology (ICT) in developing member countries (DMCs) in Asia and the Pacific</p>	<p>By 2020, increased coverage of social protection programs as a result of better targeting and delivery mechanisms through ICT (measured through social protection index [SPI], baseline: 2009 SPI estimates)</p>	<p>SPI; country reports on national social protection programs; feedback from DMCs</p>	<p>Assumption Government policies and programs on improving ICT infrastructure and use for social protection programs expanded, funded, and implemented as planned</p> <p>Risk Insufficient investments in ICT infrastructure and/or lack of enabling environment in DMCs for ICT development</p>
<p>Outcome Increased ICT literacy and stronger capacity of policy makers and government officials to design and implement social protection programs in DMCs</p>	<p>Improve awareness of 60 policy makers and government officials responsible for social protection policies and programs</p> <p>At least three DMCs improve the use of ICT applications in delivering and monitoring social protection programs</p>	<p>Regional and country case studies and/or reports</p>	<p>Assumptions DMCs' interest in improving and expanding social protection remains part of the national development agenda</p> <p>Knowledge sharing on technological innovations relevant to social protection not constrained by intellectual property rights issues and legalities</p> <p>Risk Participation of DMCs hindered by limitations in administrative capacities</p>
<p>Outputs 1. Regional study on ICT use in social protection programs</p>	<p>Report on the Asia and Pacific region's experience in using ICT for social protection and/or delivery of social services</p>	<p>Technical assistance reports; consultant reports; blog entries; workshop reports, presentations, and proceedings</p>	<p>Assumption DMCs' sustained interest in ICT applications for delivery of social protection programs, and in learning from the experience of more successful social protection programs</p>

Design Summary	Performance Targets and Indicators	Data Sources and Reporting Mechanisms	Assumptions and Risks
2. Capacity developed in DMCs for ICT use in social protection	<p>Regional capacity-building workshop on ICT use for social protection, one regional capacity-building workshop (international conference) on identity management</p> <p>At least three country-specific training workshops on ICT applications for social protection programs</p>	Project information updates; monitoring reports; project performance management system	
<p>Activities with Milestones (month and year are indicative)</p> <p>1. Regional study on ICT use in social protection programs</p> <p>1.1 Consult with DMCs and seek government concurrences (July–August 2014)</p> <p>1.2 Recruit consultants for the regional study (July–August 2014)</p> <p>1.3 Prepare the regional study on ICT use (September 2014–March 2015)</p> <p>1.4 Publish and disseminate the regional study (December 2015–May 2016)</p> <p>2. Capacity developed in DMCs for ICT use in social protection</p> <p>2.1 Organize DMC participation for international conference on identity management (July–September 2014)</p> <p>2.2 Conduct international conference on identity management (September 2014)</p> <p>2.3 Conduct country-specific capacity-building ICT workshops and/or policy dialogues (April–June 2015)</p> <p>2.4 Organize the regional workshop on ICT use in social protection programs (July–September 2015)</p> <p>2.5 Conduct regional workshop on ICT use in social protection programs (December 2015)</p>			<p>Inputs</p> <p>Republic of Korea e-Asia and Knowledge Partnership Fund: \$500,000</p>

Source: Asian Development Bank.

COST ESTIMATES AND FINANCING PLAN
(\$'000)

Item	Amount
Republic of Korea e-Asia and Knowledge Partnership Fund^a	
1. Consultants	
a. Remuneration and per diem	
i. International consultants	109.00
ii. National consultants	44.50
b. International and local travel	20.00
c. Reports and communications	5.00
2. Training, seminars, and conferences ^b	
a. Regional capacity-building workshop: identity management	95.00
b. Regional capacity-building workshop: information and communication technology for social protection	95.00
c. Country-specific capacity-building workshop	60.00
3. Surveys and studies	30.00
4. Printing and publications	20.00
5. Miscellaneous administration and support costs ^c	15.00
6. Contingencies	6.50
Total	500.00

^a Administered by the Asian Development Bank (ADB).

^b Includes cost of ADB staff travel as resource persons. May also include travel cost of ADB staff to provide administrative or secretariat support for the implementation of regional training activities (workshops, seminars) for the regional technical assistance. See also the memorandum on Use of Bank Resources: Regional Technical Assistance and Technical Assistance vs. Internal Administrative Expenses Budget, issued by ADB's Budget, Personnel and Management Systems Department and Strategy and Policy Department on 26 June 2013.

Source: Asian Development Bank estimates.

OUTLINE TERMS OF REFERENCE FOR CONSULTANTS

1. The core technical team will comprise three international consultants who are sector specialists (7 person-months), supported by national consultants (25 person-months). All consultants will be selected and hired individually according to the Asian Development Bank (ADB) Guidelines on the Use of Consultants (2013, as amended from time to time).

A. International Consultants

2. **Specialist for social protection and information and communication technology cum team leader (regional study)** (3 person-months). The specialist should have expertise in using information and communication technology (ICT) in the development and delivery of social protection programs, and extensive experience in helping improve ICT systems in developing countries in Asia and the Pacific. The specialist must have a background in social development, welfare economics, public policy and administration, or related fields. The specialist will be responsible for

- (i) preparing a regional study on ICT use in public service delivery, including application of national identification systems to improve delivery of social protection programs such as conditional cash transfers, health insurance, and social pensions for ICT applications;
- (ii) identifying challenges and opportunities present in ADB developing member countries (DMCs) on ICT use in social protection programs; and the potential of ICT to develop transparent mechanisms for targeting;
- (iii) providing guidance to national ICT officials in three DMCs in the preparation of three country case reports on ICT application as part of the regional study;
- (iv) preparing an information sheet summarizing ICT use for social protection for dissemination in DMCs; and
- (v) supporting other capacity-building activities of the technical assistance (TA) on ICT for social protection, as necessary.

3. **Identity management and civil registration expert** (1 person-month). The expert will be responsible for organizing two discussion sessions (i.e., national identity policies, implication for vital statistics) for the International Identity Management Conference.¹ The expert should have an in-depth knowledge of civil registration and identity management, and their substantive links. Preferably the expert has hands-on experiences in national (or subnational) identity management projects as a policy advisor or as a consultant, with knowledge of identity management and civil registration systems and practices in ADB's DMCs and of issues arising from the modernization of such systems. The expert must have a background in social development, welfare economics, public policy and administration, or related fields. The consultant will be responsible for

- (i) developing an agenda for discussion sessions on national identity policies, and civil registries and their implications for vital statistics; and for providing the speakers and/or panelists and the moderator of each session with the detailed agenda as a guidance for their contributions;
- (ii) identifying target countries and speakers in ADB's DMCs, including (a) countries that are implementing or planning to introduce national identity management; (b) government ministries and/or agencies responsible for civil registration and

¹ The conference is proposed to be held on 23–25 September 2014 in Seoul, Republic of Korea. ADB will organize the event in collaboration with the African Development Bank, Government of the Republic of Korea, and the Inter-American Development Bank.

identity management; and the currently highest-placed government officials (e.g., minister or permanent secretary) responsible for civil registration and identity management in the target countries; (c) potential speakers to present a country case study on identity management and its application to better social program design and delivery, and a speaker on implications of civil registration on vital statistics in target countries; and (d) suitable panelists from ADB's DMCs to participate in other sessions of the conference that will be organized by the other partners;

- (iii) participating in the conference as a resource person, which entails preparation of (a) a brief report for the two sessions and (b) a report on the lessons and practices from other developing regions (Africa, and Latin America and the Caribbean) taking into account conference discussions and issues arising from modernization of identity management in ADB's DMCs, including its application for better design and delivery of social service programs; and
- (iv) supporting other tasks related to the organization of the conference.

4. **Social protection project development specialists (country case studies)** (various, 3 person-months). The specialists should have experience in designing and implementing ICT components in major social protection programs. The specialists should have extensive experience in applying technological advances to targeting and payments systems for delivery of social protection programs. The specialists will be responsible for

- (i) preparing, as part of the regional study, country case studies on recent ICT investments that support social protection;
- (ii) preparing a financing gap analysis, and cost–benefit analysis of successful ICT investments that have helped improve public service delivery, with particular focus on social protection; and
- (iii) acting as resource persons in country-specific ICT capacity-building workshops, consultations, and policy dialogues.

B. National Consultants and Researchers

5. **Developing Member Country researchers on information and communication technology applications in social protection** (3 DMCs, 4 person-months each). The ICT experts will be engaged to act as ICT capacity development officers to support the technology transfer and software training in selected DMCs through country-specific workshops, consultations, and policy dialogues. The experts should have a university degree in ICT-related fields; computer engineering, computer science, or related field; and experience in the application of ICT for development, ICT for public service delivery, or ICT for social protection programs. The experts will be responsible for:

- (i) acting as focal persons in selected DMC government ministries for ICT-related training to be implemented under the TA;
- (ii) preparing a needs assessment in consultation with the international ICT development specialist and team leader, and the institution(s) responsible for the actual technology transfer and software training;
- (iii) acting as resource persons for the country-specific ICT capacity-building workshop and knowledge-sharing activities in the selected DMC; and
- (iv) performing other tasks as may be necessary.

6. **Social protection and ICT research analyst – ADB headquarters** (9 person-months). The analyst shall have extensive experience in research, analytical work, knowledge management, dissemination of information, and use of ICT in information and knowledge

management. The analyst will be primarily responsible for supporting the preparation of the regional study on ICT use in social protection, and implementation of regional capacity building. The consultant will also

- (i) provide support to the international consultant in the conduct of analytical studies and other activities during TA implementation;
- (ii) coordinate and collaborate with the knowledge management unit of ADB in developing and executing the knowledge management work plan of the TA;
- (iii) gather data on ICT use in and outside the Asia and Pacific region;
- (iv) prepare a database on ICT use in social protection and draft best practice summaries;
- (v) participate in and document meetings and workshops; provide logistical and administrative support for training, knowledge exchange, and the conduct of studies;
- (vi) assist the team leader in overall TA administration and the logistics for the studies, workshops, and publications; and
- (vii) perform other tasks relevant to the TA.

7. **Knowledge management and workshop coordinators** (2 events; 2 person-months each). The coordinators will work with the TA team for the organization of the knowledge-sharing events as part of the capacity-building and information-dissemination activities of the TA. The consultants shall report directly to the principal social development specialist and shall regularly provide updates on the status of the activities. Specific tasks include:

- (i) coordinate all logistical arrangements for the specific workshop—e.g., sending invitations; handling requests for nominations; making venue, hotel, and air ticket arrangements—and finalize programs and toolkits;
- (ii) help coordinate all media and knowledge-dissemination activities related to the events;
- (iii) carry out other post-workshop tasks such as uploading of presentations in related websites; and
- (iv) perform other tasks required for the organization of the workshop(s).