
The Federal Democratic Republic of Ethiopia Office of the Prime Minister National ID Program

ETHIOPIA DIGITAL ID FOR INCLUSION AND SERVICES (P179040)



National ID
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Stakeholder Engagement Plan (P179040)

September 2023

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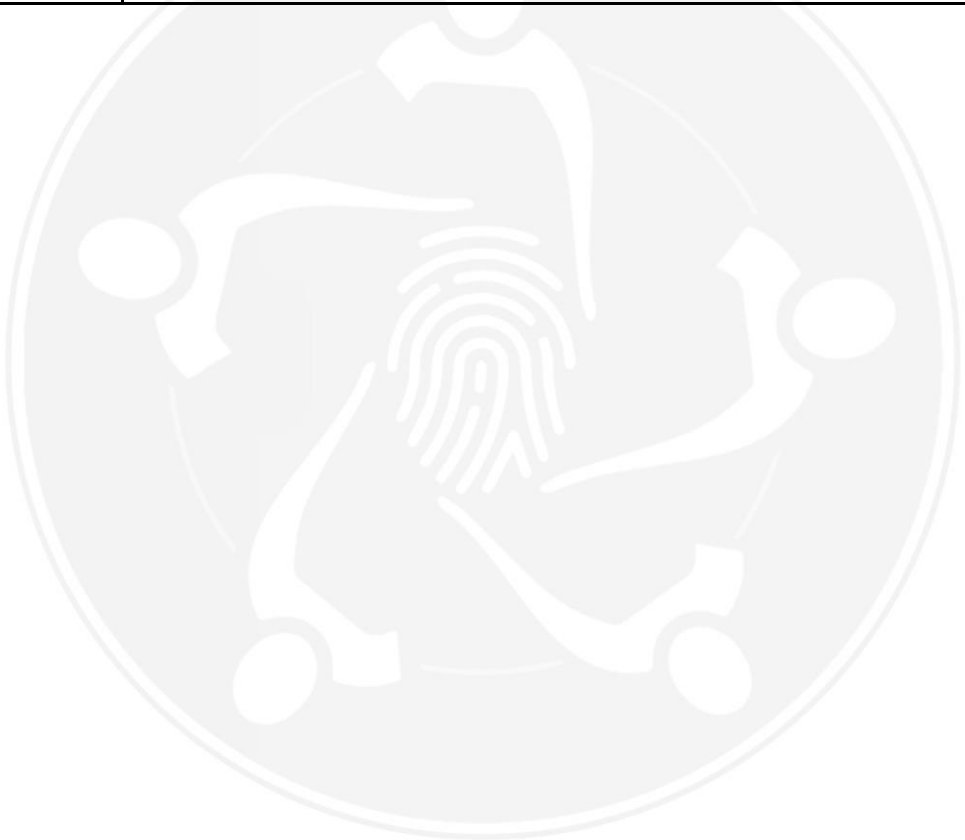
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List of Abbreviations

AACA	Addis Ababa City Administration
CBE	Commercial Bank of Ethiopia
CSOs	Civil Society Organizations
E-KYC	Electronic Know Your Customer
EDRMS	Ethiopian Disaster Relief and Management Service
ESF	Environmental and Social Framework
ESMF	Environmental and Social Management Framework
ESS	Environmental and Social Standards
EthSwitch	Ethiopian National Payment Switch
FIN	Fayda Identification Number
GRM	Grievance Redressal Mechanism
HoPR	House of Peoples Representatives
ICS	Immigration and Citizenship Services
ICT	Information Communication Technology
MInT	Ministry of Innovation and Technology
MoA	Ministry of Agriculture
MoH	Ministry of Health
MOSIP	Modular Open-Source Identity Platform
NA	Non-available
NBE	National Bank of Ethiopia
NIDP	National ID Program
PAI	Project Area of Influence
PIU	Project Implementation Unit
PMU	Project Management Unit

PSC	Project Steering Committee
PSNP	Productive Safety Net Program
RRS	Refugees and Returnees Service
RFPs	Request for Proposals
SEP	Stakeholders Engagement Plan
SH	Sexual Harassment
TRANSIP	Integrated Driver Licensing and Vehicle Registration System
UNHCR	United Nations High Commission for Refugees



1. Introduction/Project Description

The National ID Program (NIDP) is a program established under the Office of the Prime Minister of Ethiopia with a mandate to develop and implement a foundational digital identity system; Fayda ID, to be issued to all legal residents of Ethiopia with the aim of providing a unique identity. It enables citizens and residents of Ethiopia to prove their identity, subsequently exercise basic rights, and access various government and private services and products in a secure, efficient, and sustainable manner. NIDP operates on the *Principles of Identification for Sustainable Development*, which include universal coverage and accessibility, a robust, secure, responsive, and sustainable design, and building trust by protecting privacy and user rights.

The Digital Strategy 2025 and the Ethiopian Identification Proclamation No. 1284/2023 legitimize the use of Fayda ID in Ethiopia. The Digital Strategy 2025 states the absence of a robust identification mechanism, the absence of digital traceability of the current IDs, and the absence of a foundational identification system among the key challenges and recommends the establishment of a digital ID ecosystem as a key enabler of the digital economy. Furthermore, Proclamation No. 1284/2023 was adopted on March 30, 2023, by the House of Peoples' Representatives, inculcating the required safeguards and enabling rules for the Fayda ID ecosystem.

The Fayda ID system holds the promise of enabling economic value creation by fostering increased inclusion and transparency and promoting digitization, which drives efficiencies. NIDP is currently conducting consent-based enrollment in over 254 registration centers throughout the country in collaboration with nine selected banks and revenue offices, with the potential to scale up and foster digital verification across the private and public sectors.

The Fayda system is built by customizing the Digital Public Goods on Identity, Modular Open Source Identity Platform (MOSIP), which has been customized and localized by the NIDP internal team. Upon successful registration of the demographic and biometric data of a resident, Fayda generates a 12-digit unique and permanent Fayda Identification Number (FIN). Enrollment into the Fayda platform requires five demographic datasets: full name, nationality, address, gender, and date of birth, while biometric registration requires 10 fingerprints, two iris scans, and a facial photo, with exceptions for minors and people with disabilities. Fayda ID can be used at service points to verify the identity of a resident. The Fayda-based authentication service has a core aim of creating trust between the service provider and customer along with making identity verification faster, easier, and cheaper for an improved customer experience while maintaining robust to fraud service provision for service providers.

The Ethiopian Digital ID for Inclusion and Services Project has the following program components applicable all over Ethiopia:

- ▶ **Component 1 – Building Institutions and Trust:** This component will invest in the 'analogue' foundations for Fayda that are key for the successful implementation of this Project. Activities supported will include stakeholder engagement, communications, establishing the ID Institution at the federal level with a presence across the country and establishing the Data Protection Authority (subject to the passage of the Personal Data Protection Proclamation), and integrating Fayda ID with civil registration.
- ▶ **Component 2 – Establishing scalable and secure Fayda ICT infrastructure:** This component will invest in developing Fayda's software and hardware in a manner that ensures resilience, integrity, interoperability, extensibility, and energy efficiency. Activities include technical designs and architecture, software integration, maintenance, and enhancement (including for Fayda functionalities and back-office operations), developing 'green' data centers, cloud adoption, and strengthening the information security and cybersecurity capabilities of Fayda. Special efforts will also be undertaken to

develop local capabilities for software development and network and data infrastructure management both within NIDP and in the local private sector, which would have a spillover effect in terms of enabling a digital ecosystem in the country to develop around Fayda and, eventually, the Ethiopia Digital Stack.

- ▶ Component 3 – Inclusive ID Issuance: This component will invest in the registration of 85 million Ethiopians and residents and the issuance of ID credentials (i.e., a number and card) that can be used by holders for improved access to services. The 85 million is in addition to the 5 million who are expected to be registered before Project effectiveness. NIDP is adopting three different channels for registration: (i) registration by partners; (ii) registration by super agents (ii) NIDP-implemented registration. The partners and super agents will be paid a set fee for every successful unique registration and will be employed in urban, peri-urban, and most rural areas and use equipment compliant to NIDP's standards. The NIDP will be employed for persons with mobility challenges and for populations in remote areas. With respect to credentials, physical ID cards will be produced centrally and distributed through regional and local governments.
- ▶ Component 4 – Improving service delivery: This component will invest in promoting the usage of Fayda ID by integrating authentication and e-KYC into services in priority sectors, as well as developing an 'Ethiopia Digital Stack', including a data exchange platform, that would enable linkages between Fayda ID, payments, and consented data sharing. Activities supported would include technical assistance for designs and other documentation and development of use cases (including business process re-engineering on the side of service providers), systems integration, and hardware (e.g., biometric authentication devices). This component is critical for ensuring that the Project achieves its development impact of improved access to and delivery of benefits and services for all people in Ethiopia.
- ▶ Component 5 – Project Management: This component will finance the functioning of a project management unit (PMU) inside NIDP to drive project implementation. The PMU will undertake financial management, procurement, risk management, environmental and social framework management, and reporting responsibilities, act as a secretariat for the Project Steering Committee (PSC) and augment technical expertise in more complex activities. This component will also support internal and external change management and communications related to the project, as well as general capacity-building and training.

The NIDP is being prepared under the World Bank's Environmental and Social Framework (ESF). As per Environmental and Social Standard ESS10 on Stakeholder Engagement and Information Disclosure, the NIDP will provide stakeholders with timely, relevant, understandable, and accessible information, and consult with them in a culturally appropriate manner, that is free of manipulation, interference, coercion, discrimination, or intimidation.

1.1 Summary of the Potential Environmental and Social Risks and Impacts of the Project

The overall environmental impact on the environment and human health is anticipated to be minimal with no adverse risks that could be significant or irreversible. The main environmental risks of the project are anticipated from components 2 and 3 which will invest in various IT equipment, namely ID registration kits, laptops and mobile devices, ID card printers, and software and hardware, such as servers, needed to support both front-end operations and back-end maintenance. The availability of digital ID and the future introduction of authentication capability, including through mobile phones, may eventually lead to an increase in mobile phone ownership.

The project is expected to have an overall positive impact on the quality of life of the country's population. Further, it is expected to: (i) increase the efficiency of public service delivery through support of digitalization of priority public services; (ii) establish and verify resident's legal identity as this is increasingly a prerequisite for access to public and private sector services, such as social protection, healthcare, education, financial services, and employment; (iii) enabling to exercising rights, including those related to voting, family relationships, and land, business, and property ownership; and (v) enhancing civil and population registration performance, through innovation in local processes and enhanced capacity to collaborate with other sectors to promote accurate, complete, timely civil and population registration.

The overall social rating for this project is substantial given that the proposed project will be implemented at the national level, including in conflict-affected areas. A Security Risk Assessment and Management Plan (SRAMP) will be prepared for the project activities to mitigate the related risks, including the risks of engaging security personnel to safeguard project workers, assets, and activities. There could also be risks associated with the possible exclusion of vulnerable groups, technology gaps among various layers of the population, and possible biases that could potentially exclude vulnerable groups from services.

The Digital ID Project may induce risks related to labor management and community health and safety. The project will be implemented in different regions of the country that encompasses emerging regions in general and pastoral areas where underserved and vulnerable communities reside. There will be a potential risk of social exclusion if the equitable distribution of project benefits is not applied among underserved communities.

2. Objective/Description of SEP

A robust SEP will ensure that best practices are followed while engaging with stakeholders and will ensure the provision of the right information at the right time to the right stakeholders, with respect to updates, changes, challenges, or risks in any aspect of the Fayda ID ecosystem.

The SEP seeks to define a structured, purposeful, and culturally appropriate approach to consultation and disclosure of information, in accordance with ESS10. It recognizes the diverse and varied interests and expectations of project stakeholders and seeks to develop an approach for reaching each of the stakeholders in the different capacities at which they interface with the project. The aim is to create an atmosphere of understanding that actively involves project-affected people and other stakeholders, leading to improved decision-making. Overall, this SEP serves the following purposes: stakeholder identification and analysis; planning engagement modalities through effective communication, consultations, and disclosure; enabling platforms for influencing decisions; defining roles and responsibilities for the implementation of the SEP; defining reporting and monitoring measures to ensure the effectiveness of the SEP; and elaborating on the role of grievance redress mechanism (GRM).

The plan outlines the ways in which the NIDP will communicate with stakeholders and a feedback mechanism, as well as GRM, are outlined in the SEP to enhance the required collaboration for the delivery of the project. The SEP provides an insight into the stakeholder engagements that have been convened, key takeaways, and the next steps of engagement. The SEP also elaborates on the stakeholder identification process, which includes the parties directly influenced/affected by the project, other interested parties, and vulnerable groups impacted by this project.

The specific objectives of the SEP are to:

- Provide guidance for stakeholder engagement such that it meets the standards of International Best Practice;
- Identify key stakeholders that are affected, and/or able to influence the Project and its activities;
- Identify the most effective methods, timing and structures through which to share project information, and to ensure regular, accessible, transparent and appropriate consultation;
- Develop a stakeholders' engagement process that provides stakeholders with sufficient opportunity to voice their opinions and concerns and be able to influence the project;
- Define roles and responsibilities for the implementation of the SEP; and
- Define reporting and monitoring measures to ensure the effectiveness of the SEP and periodic reviews of the SEP based on findings

The SEP will facilitate and ensure the following critical aspects:

- Uniform understanding: Stakeholders are well-informed about the project, the progress, and risks in an accessible and comprehensive manner.
- Managing Expectations: Unrealistic expectations are not set to deliver project deliverables - and the engagement activities act as a mechanism to understand and manage the stakeholders.
- Adequate Capacity: Ensuring the presence of adequate capacity among stakeholders across institutions, infrastructure, human resources, etc. to ensure inclusion, maximum coverage, and data protection.
- Addressing the needs of all vulnerable groups: Factoring and addressing the needs and preparedness of the vulnerable groups, their access to the project, and handling exceptions including biometrics, documentation, and aspects specific to various communities and regions of Ethiopia.
- Grievance redressal: Implementation of accessible, accurate, transparent, and timely grievance redressal and monitoring.
- Ensuring Compliance: Compliance with both local regulatory bodies and international best practices is ensured, including the relevant policies.

3. Stakeholder identification and analysis

3.1 Methodology

NIDP conducted comprehensive identification, assessment, and analysis activities across various sectors. During this assessment, NIDP has identified all stakeholders that are and will be influenced or impacted by the project components, have an interest in the project, and could play a role in the successful implementation of the project, in alignment with the project objectives, goals, and principles. The potential stakeholders were grouped based on their role or impact in the project, followed by the required assessment and analysis across various aspects, including their mandates and functions, user base, coverage, institutional and infrastructure capacity, the role they could play in achieving the project objectives, how the project would benefit them, and

the people they cater to, among others. Post the initial identification and analysis, consultation workshops and meetings have been convened to align to the project objectives, define the roles, channels of collaboration, and strategize the key next steps to enable stakeholder engagement both bilaterally and collectively. The stakeholders are a plethora of entities and individuals, including line ministries, government/public sector institutions and organizations, civil society groups, private sector entities, as well as associations.

To narrow down the stakeholder classification, the stakeholders are further classified into the following three categories, whose roles and interests have been explained in the subsequent sections:

- **Affected Parties:** Persons, groups, and other entities within the Project Area of Influence (PAI) that are directly influenced (actually or potentially) by the project and/or have been identified as most susceptible to change associated with the project. These stakeholders need to be closely engaged in identifying impacts and their significance, as well as in decision-making on mitigation and management measures.
- **Other Interested Parties:** Individuals/groups/entities that may not experience direct impacts from the project but who consider or perceive their interests as being affected by the project and/or who could affect the project and the process of its implementation in some way.
- **Disadvantaged/Vulnerable Groups:** People who may be disproportionately impacted and may be difficult to include in the implementation of the project. It may require special engagement efforts to ensure their coverage and equal representation in the consultation and decision-making process associated with the project.

3.2. Affected parties and other interested parties

Affected parties include local communities and other parties that may be subject to direct impacts from the project. The projects' stakeholders also include parties other than the directly affected communities, including business owners, Civil Society Organizations (CSOs) and other interested parties.

Affected Parties:

Table 1: List of identified project affected parties.

Sr. No.	Stakeholder	Roles and Interests
Government Sector*		
1.	Ministry of Finance	Consultation and support in fund management, planning, and budgeting.
2.	Ministry of Justice	Consultation and support on the adoption of the required legislation
3.	Ministry of Innovation and Technology	<ul style="list-style-type: none"> ● Support on resource mobilization for the implementation of the ID components included under the Digital Foundations Project; ● Consultations and coordination in the development of various e-services that leverage Fayda ID and development of the re-usable Ethiopian Digital Stack; and ● Implementation of the Ethiopian Digital Strategy 2025, which puts Digital ID as an enabler of the digitalization of the country.
4.	National Bank of Ethiopia	Issue a framework for the adoption of digital ID in the financial sector. Work closely with NIDP during the development of APIs to enable seamless verification of identity, including in the context of eKYC.
5.	Ethiopian Communications Authority	Issue a framework for the adoption of digital ID among telecom service providers. Work closely with NIDP on the development of APIs to enable seamless verification of the identities of people trying to obtain SIMs.

Sr. No.	Stakeholder	Roles and Interests
6.	Ministry of Revenue	Collaboration with NIDP on integrated enrollment of the existing taxpayers on Fayda ID and system integration to adopt Fayda-based authentication.
7.	Ministry of Trade and Regional Integration	Collaboration with NIDP through enrollment of residents during the issuance of business licenses and commercial registration certificates and system integration to authenticate (verify the identity) of its customers.
8.	Document Authentication Registration Service	Collaboration with NIDP to enroll residents and system integration for authentication of customers to provide notary services.
9.	Ministry of Education	Collaborates with NIDP to enroll the academic community and use the authentication facility for academic record management and identity verification for examinations.
10.	Ministry of Health	Collaborate with NIDP to integrate the existing e-systems with Fayda to enable seamless identity verification and authentication at various service points.
11.	Ministry of Agriculture	Collaboration with NIDP to enroll farmers and beneficiaries of various support programs, such as rPSNP beneficiaries, create awareness about the program, and use Fayda-based authentication for benefit disbursement, and fertilizer distribution.
12.	Ministry of Transport	Collaboration with NIDP on the implementation of the Integrated Driver Licensing and Vehicle Registration System (TRANSIP), enrolling people seeking driving licenses, and system integration to adopt Fayda ID for authentication services.
13.	Ministry of Women and Social Affairs	Collaboration with NIDP to enroll returnees, PSNP beneficiaries and use Fayda-based authentication for benefit disbursement.
14.	Ministry of Urban Development and Infrastructure	Collaborate with NIDP to enroll uPSNP beneficiaries among the urban destitute and use Fayda based authentication system.
15.	Ethiopian Disaster and Risk Management Commission	Collaborate with NIDP to register disaster relief and PSNP beneficiaries and use a Fayda-based authentication system for cash and in-kind disbursements.
16.	Returnee and Refugee Services (RRS)	Collaboration with NIDP to ensure the issuance of Fayda ID, thereby enabling refugees, asylum-seekers and stateless people to have enhanced access to basic services.
17.	Industrial Parks Development Corporation (IPDC)	Collaboration with NIDP to register the employees of the businesses in industrial parks.
18.	Public Servants Social Security Agency and Private Employees Social Security Agency	In collaboration with NIDP to register the people covered in the pension system and integrate with the Fayda system to adopt Fayda ID for authentication services.
19.	Civil Service Commission	Collaboration with NIDP to support the implementation of the project through the registration of its public servants.
22.	National Election Board of Ethiopia	Register voters on Fayda in collaboration with NIDP and use Fayda authentication facilities to verify voters during elections.
20.	Regional Governments and City Administrations	Engage with NIDP to ensure local adoption of enrolment, engage in campaigns to create awareness about digital identification, avail registration personnel, security personnel, and other relevant human capital and registration centers for smooth implementation of enrolment.

Sr. No.	Stakeholder	Roles and Interests
		Integrate their systems with Fayda.
21.	Ministry of Labor and Skills	Collaborate with NIDP on enrollment of job-seekers and Ethiopians who migrate for jobs overseas; on the Fayda system and use Fayda-based authentication for service delivery.
22.	Immigration and Citizenship Service (ICS)	Collaborate with NIDP in CRVS registration, city resident ID (kebele ID) enrolling residents, and integrating the Fayda system with the vital events of the ICS. Use the authentication facilities of Fayda to provide services such as birth certificates, marriage certificates, unmarried status certificates, and adoption certificates.
23.	Ethio-Post	Collaborate with NIDP in enrolling residents as well as distributing credentials.
Community, CSOs, Private Sectors		
23.	General Public	<ul style="list-style-type: none"> Project beneficiaries as owners and adopters of Fayda ID Registration for Fayda ID, obtaining credentials, and authentication of identity.
24.	Financial Institutions	Register their customer base on Fayda in collaboration with NIDP and use the authentication facilities of Fayda for customer authentication and to meet eKYC requirements.
25.	Private Sector Transport Service Providers	Collaborate with NIDP to encourage its employees to register for Fayda ID, use Fayda for e-ticketing, and to verify the identities of travelers.
26	Civil Society Organizations	<ul style="list-style-type: none"> Engage with NIDP on project design to incorporate the needs and interests of vulnerable groups of people. Collaborate with NIDP on the adoption and implementation of Fayda ID. Engage in consultation sessions with NIDP on human rights protection, such as inclusion, data privacy, and data protection
27.	Telecom Service Providers	Collaborate with NIDP to register their customer base, use Fayda to consolidate SIM card ownership, and authenticate the identity of their customers, such as their SIM and mobile money subscribers.
28.	Community groups and community leaders (heads of traditional community, and religious leaders, etc.)	Support NIDP in community mobilization, advocacy of Fayda ID, and Provision of support for registration of disadvantaged and vulnerable populations.
29.	Private Organizations	<ul style="list-style-type: none"> Engage as a NIDP enrollment partner; Engage as Authentication Service Providers;

*Line ministries will facilitate the engagement of NIDP with the respective regional sectoral offices in the overall implementation of digital identification, including enrollment.

Table 2: List of identified Other Interested Parties

Sr. No.	Stakeholder	Roles and Interests
1.	Individuals, organizations and private corporations providing services in the fields of business management, project management, digital transformation, identity, biometrics, cybersecurity, marketing, branding, communication, and inclusiveness	<ul style="list-style-type: none"> Provision of services essential for the implementation of the program as vendors for various task projects of the project;
2.	Media	Information, education, and communication to raise awareness of the value and use of Fayda ID, the role of NIDP, NIDP players, and its initiatives.

3.	Professional associations, practitioners, and experts in the areas of social affairs, cybersecurity, biometrics, management and large-scale project implementation	<ul style="list-style-type: none"> • Inputs on good practices in the areas of social affairs, cybersecurity, biometrics, data protection and management, and organizational and human resources management. • Conduct research on digital ID, such as impact evaluation and adoption of digital ID.
4.	Accounting and Auditing Board of Ethiopia	Perform financial audits of the Fayda ID program
5.	International government institutions and development partners	Funding and inputs on international best practices for the implementation of the Fayda ID program and a way forward.

3.3. Vulnerable individuals or groups

The vulnerable individuals or groups find barriers in accessing basic services and are at the risk of exclusion. The National ID Program has prioritized this segment of the population by striving to address their respective concerns to ensure inclusive registration. This includes working with various communities and entities to identify challenges faced by particular groups, risks and impacts specific to these groups, and adopting appropriate processes, technology enablers, exception handling processes, and mitigation measures to ensure that the Fayda system and related processes eradicate existing inequalities and enable inclusion. NIDP has identified the vulnerable groups that need to be focused on during the Fayda enrollment process and the subsequent usage of Fayda-based authentication services through door-to-door registrations, special registration campaigns, biometric and documentation exceptions, and offline verification modalities.

Within the project, vulnerable or disadvantaged groups may include but are not limited to the following:

- Productive Safety Net Program and humanitarian aid beneficiaries;
- Refugees and host communities;
- Elderly with restrictions of movement;
- People with disabilities;
- People who are unhoused or houseless;
- Pregnant women and lactating mothers;
- Internally displaced people;
- People living in border areas; and
- People living in remote, disconnected or conflict affected areas;

The NIDP is engaging with a diverse set of public, industry, and non-governmental stakeholders to extend its reach to vulnerable and disadvantaged groups. This includes, for example, the Ethiopia Disaster and Risk Management Service (EDRMS), the Ministry of Agriculture, the Ministry of Women and Social Affairs, the Ministry of Urban Development, the Refugee and Returnee Service (RRS) agency, and various humanitarian organizations. These agencies are providing a deeper understanding of the needs of vulnerable and disadvantaged groups by highlighting the specific and nuanced challenges with respect to a lack of official identification and resulting barriers to access and use of services. In doing so, NIDP is leveraging the support of these stakeholders to further boost community mobilization and awareness-raising regarding Fayda ID, including processes for registration and its benefits.

Vulnerable groups within the communities affected by the project may be added, further confirmed, and consulted through dedicated means, as appropriate. A description of the methods of engagement that will be undertaken by the project is provided in the following sections.

4. Stakeholder Engagement Program

4.1. Summary of stakeholder engagement undertaken during project preparation

Throughout the program period, public consultations, workshops, and meetings have been conducted with various ministries, departments, and agencies (MDAs), businesses, and development partners. This includes, for example, the Ministry of Finance, Ministry of Revenue, Ministry of Health, Ministry of Education, Ministry of Innovation and Technology, National Bank of Ethiopia, Ethiopian Communication Authority and telecom players, the Immigration and Citizenship Service, Document Authentication and Registration Service, Refugee Returnee Service (RRS), financial sector entities and payment operators such as EthSwitch Share Company and Chapa Financial Technology Share Company, CSOs, and UN Agencies.

Identification Day

The National ID Program organized an annual ID Day on September 16, 2022, which was attended by representatives from private and public entities and development partners. The event enabled NIDP to obtain feedback, discuss the way forward, the various challenges and risks with respect to the inclusion of vulnerable groups of people, and the respective mechanisms to mitigate risks. Technology, infrastructure, and other relevant service providers were also among the attendees, which enabled NIDP to obtain input and align the execution methodologies for the program, with their respective areas.

With adequate foresight of enablers that would make this project a success, increase adoption and showcase the benefits, NIDP co-organized workshops and roundtables with various public and private sector entities to initiate the agenda of making Fayda a Digital Public Infrastructure for Ethiopia and showcasing and brainstorming on the various ways in which Fayda could contribute and be leveraged by various sectors.

ID4Africa, Nairobi, Kenya, May 23-25, 2023

NIDP, in collaboration with development partners, ensured that the various government stakeholders such as MInT, MoA, MoH, NBE, AACA, ICS, HoPR, EthSwitch, EthioTelecom, and the CBE attended the ID4Africa event to understand more about the benefits of digital identity systems, learn from country experiences, and subsequently leverage the learnings into the implementation of the Fayda ID in the country. A total of over 400 participants have attended ID Day, DGPA, and ID4Africa events. A summary of the main recommendations received and integrated into the Stakeholder Engagement Plan is provided in Annex Table 1.

Legal Consultation

Extensive legal consultations were conducted with federal and regional experts, members of the House of Peoples Representatives, public entities, private entities, CSOs, and interested individuals to deliberate on the draft Digital Identification Proclamation. A total of 264 people took part in these consultations, enabling NIDP to obtain input from participants in the different sectors represented in the consultations. These consultations were conducted with the aim of receiving feedback and input on the draft proclamation.

After the adoption of the proclamation, legal awareness creation was conducted with legal experts of Federal Agencies, branch heads of document authentication and registration agencies, and police officers. The consultations enabled NIDP to disseminate information regarding the legal framework it is operating within. It also enabled NIDP to create awareness among legal and law enforcement experts to implement the proclamation.

Public Stakeholder Consultation

More recently, a virtual stakeholders' consultation session was conducted on August 4, 2023, on Google Meet. Participants from government entities, CSOs, the private sector, development partners, academicians, and media took part in the consultation. The stakeholders gave their feedback on issues ranging from inclusion, data security, data protection, integration, and interoperability. A summary of the feedback and input from the stakeholders is attached as Annex 2 below.

4.2. Summary of project stakeholder needs and methods, tools, and techniques for stakeholder engagement.

The methods vary with each stakeholder and the time of project implementation. In the initial stages, the need would be related to the alignment of objectives and benefits, which would move on to participation, execution, and implementation. The messaging, customized for the target audience, would be the requirement for engaging with individuals or groups of individuals.



4.3. Stakeholder Engagement Program

The stakeholder engagement plan focuses on informing stakeholders of activities, new procedures, and systems that will affect their interactions with NIDP, as well as informing the impact and results of this project. This includes communication from NIDP to government institutions, public sector organizations, private sector organizations, CSOs, humanitarian aid agencies, as well as to the general public. Information that will be disclosed includes Project importance and benefits, Grievance Mechanism procedures, Project Updates, Guidelines and regulations, and other project-related documents. This information will be disclosed in English as well as in the local regional languages through public notices, press releases, project websites, consultations and meetings, information leaflets and brochures, and communication and outreach programs.

The National ID Project understands how critical it is to communicate pertinent information to stakeholders at every step of the project while also taking into account their individual information demands. Transparency will be maintained, issues will be addressed, and effective stakeholder interaction will be facilitated.

NIDP project will notify stakeholders based on their requirements and the sensitivity of the project:

1. **Project Design and Scope:**

- At the early stages of the project, stakeholders will receive information about the project design, objectives, and scope.
- Detailed explanations will be provided regarding the purpose of the National ID Project, its potential benefits, and how it aligns with national policies and regulations.

2. **Environmental and Social Risks and Impacts:**

- Stakeholders will be made aware of the project's potential environmental and social risks and effects.
- Extensive analyses and investigations will be carried out to pinpoint potential dangers and effects, such as those pertaining to data privacy, security, and social inclusion.
- Details on how the project plans to reduce these risks and guarantee appropriate data processing and protection will be disclosed.

3. **Mitigation Measures:**

- Information on the suggested mitigation strategies to address the identified risks and impacts will be made available to stakeholders.
- Information on data security methods, privacy precautions, and security and inclusion policies for underrepresented groups may also be included.
- The project's compliance with pertinent laws, regulations, and global best practices will be explained in detail.

4. **Grievance Redress Mechanisms:**

- Stakeholders will be made aware of the grievance redress mechanisms available to them throughout the project.
- Information about the channels for submitting grievances, the process for handling and resolving complaints, and the expected timelines will be provided.
- Clear communication will be maintained to ensure stakeholders understand how their concerns will be addressed and that feedback is valued.

5. **Incorporation of Stakeholder Views:**

- Stakeholders will be informed about how their views and input were incorporated into the project's design and management of environmental and social risks.
- This may include providing feedback on how stakeholder input influenced decision-making, policy formulation, or project adjustments.
- Stakeholders will be assured that their perspectives are considered and acted upon in a transparent and accountable manner.

6. **Information Disclosure Methods:**

- The project will utilize a combination of methods to disclose project-related information based on stakeholder and project sensitivity.

- For community-level stakeholders, information will primarily be shared through public meetings organized within the communities.
- Other channels, such as project websites, social media platforms, newsletters, or dedicated helplines, may also be employed to disseminate information to a broader audience.

The National ID Project is aware of the significance of guaranteeing vulnerable groups' inclusion and engagement in information-sharing and decision-making processes. In order to do this, concerted efforts will be made to fairly represent and listen to the voices of marginalized groups, such as women, children, the elderly, and people with disabilities. The techniques and channels of communication that will be used to secure their involvement are outlined in the following elaboration:

1. Representation of Vulnerable Groups:

- A special focus will be placed on making sure that vulnerable groups are represented in public consultation meetings and other engagement initiatives.
- Outreach initiatives will be undertaken to promote their involvement and remove any obstacles to meeting attendance that they may experience.
- To encourage their participation, certain steps will be implemented, such as offering accessible venues, sign language interpreters, transportation assistance, or childcare facilities.

2. National and State-Level Information Disclosure:

- Information on the initiative will be made available through a variety of outlets, including radio broadcasting, both at the federal and state levels.
- In order to reach a large audience and offer updates on the project's progress, goals, and significant developments, radio programs, talk shows, or interviews will be held.
- To include stakeholders and inform them about the project, community meetings will be held in conjunction with local authorities.
- In order to guarantee that their issues and viewpoints are heard and taken into account, meetings with representatives from various stakeholder organizations will be set up.

3. Availability of Project Documents:

- Stakeholders will have access to printed and electronic copies of pertinent project documentation at predetermined places.
- These designated locations could be community centers, government buildings, libraries, or other areas where locals congregate.
- In order to improve their comprehension and encourage informed engagement, stakeholders will have the chance to evaluate project documentation such as environmental impact assessments, social impact assessments, or project plans.

4. Written Communication and Social Media:

- Written forms of communication, such as letters and electronic mails, will be utilized to reach stakeholders who may not have easy access to in-person meetings.
- Where possible, community radio stations will be used to communicate project-related information in local languages and focus on particular communities.
- In places where conventional communication channels may be constrained, mobile public address systems can be used to reach a larger audience.
- To help in information dissemination, engage stakeholders, and facilitate two-way contact, social media platforms and groups will be established.
- To enable consolidated access to project information, links will be made between all of these communication platforms and channels and the project website.

5. Language and Local Authority Involvement:

- Information will be disclosed in Amharic and the respective key local languages, depending on the specific needs and preferences of the stakeholders.
- Local authorities, including traditional authorities, religious leaders, and state governors, will be requested to inform communities about the project during community meetings and through disclosure at project locations.
- Their involvement will help ensure that project information reaches the grassroots level and is effectively communicated to the communities they represent.



Table 3 – Stakeholder Engagement Plan

Estimated Date/ Time Period	Topic of Consultation/ Message	Method Used	Target Stakeholders	Responsibilities
<i>Continuous until finalization of procurement</i>	Procurement of kits, including delivery and support	<ul style="list-style-type: none"> • Workshops • RfPs/Public Tendering • Emails 	Kit Suppliers	<ul style="list-style-type: none"> • NIDP Procurement Team and PIU
<i>Continuous until finalization of procurement</i>	Procurement of other enabling infrastructure, including ABIS, hardware infrastructure, manpower, and credentials	<ul style="list-style-type: none"> • Workshops • RfPs/Public Tendering • Emails 	Service providers	<ul style="list-style-type: none"> • NIDP Procurement Team • MINT-PIU
<i>Continuous</i>	Implementation of Fayda ID registration by partners: <ul style="list-style-type: none"> • Procurement and Management of Kits • Capital and Operational expenditures • Infrastructure requirement • Registration and operational guidelines • Registration Center guidelines, including facilitations for disadvantaged and vulnerable groups • Communication guidelines and brand kit to develop information to include specific needs • Provision of credentials • Inclusion of vulnerable populations such as people with disabilities, elderly, etc. • Onboarding requirements, documentation, and processes 	<ul style="list-style-type: none"> • Workshops • Focus group meetings/discussions • Emails and Phone calls • Registration follow up and monitoring tools • monitoring and supervision visits 	Government institutions at federal and regional level, Banks, rPSNP, uPSNJP, EDRMC, Humanitarian Aid Agencies, CSOs	<ul style="list-style-type: none"> • NIDP Stakeholder Engagement Officer • NIDP Registration Team • NIDP Communications team • NIDP Technology Team
<i>Continuous</i>	Awareness and sensitization of National ID, project status, benefits of the ID program, and related business opportunities	<ul style="list-style-type: none"> • Workshops/ Public Consultations/Roundtables • Focus group meetings/discussions 	Private Institutions	<ul style="list-style-type: none"> • NIDP Stakeholder Engagement Officer • NIDP Registration Team • NIDP Communications team • NIDP Technology Team
<i>Continuous</i>	Procurement of public and private entities for carrying out registrations to cover all regions	<ul style="list-style-type: none"> • Focus group meetings/discussions • RFPs/Public tendering • Emails and Phone Calls 	Private institutions	<ul style="list-style-type: none"> • NIDP Procurement Team • NIDP Registration Team
<i>Continuous</i>	Implementation of registration by onboarding private sector registration agents <ul style="list-style-type: none"> • Procurement and Management of Kits 	<ul style="list-style-type: none"> • Workshops • Focus group meetings/discussions 	Onboarded private sector registration agents	<ul style="list-style-type: none"> • NIDP Stakeholder Engagement Officer • NIDP Registration Team • NIDP Communications team

Table 3 – Stakeholder Engagement Plan

Estimated Date/ Time Period	Topic of Consultation/ Message	Method Used	Target Stakeholders	Responsibilities
	<ul style="list-style-type: none"> • Capital and Operational expenditures • Infrastructure requirement • Registration and operational guidelines • Registration Center guidelines, including facilitations for disadvantaged and vulnerable groups • Communication guidelines and brand kit to develop information to include specific needs • Provision of credentials • Inclusion of disadvantaged/ vulnerable populations such as people with disabilities, elderly, people in conflict areas, etc. • Onboarding requirements, documentation, and processes 	<ul style="list-style-type: none"> • Emails and Phone calls • Registration follow up and monitoring tools • monitoring and supervision visits 		<ul style="list-style-type: none"> • NIDP Technology Team
<i>Continuous</i>	<ul style="list-style-type: none"> • Training and certification of resources for carrying our registrations and related activities for all registration entities • Updates on registration clients and related trainings, as well as other trainings as applicable; 	<ul style="list-style-type: none"> • Workshops • Site Visits • On-job trainings • Emails and Phone calls 	NIDP, Government institutions, Private Institutions, PSNP, UPSNP, EDRMS, Humanitarian Aid Agencies, CSOs, administrative level offices, and private institutions	<ul style="list-style-type: none"> • NIDP Registration Team • NIDP Technology Team • NIDP Communications Team • NGOs, private practitioners and associations
<i>Continuous</i>	Grievance Redressal Procedures to handle resident complaints and grievances	<ul style="list-style-type: none"> • Focus group meetings/discussions • Formal meetings • Emails and Phone Calls • Grievance Desk 	NIDP, Government institutions, Private Institutions, PSNP, UPSNP, EDRMS, Humanitarian Aid Agencies, CSOs, administrative level offices	<ul style="list-style-type: none"> • NIDP Stakeholder Engagement Officer • NIDP Registration Team • NIDP Communications Team
<i>Continuous</i>	Adoption of Fayda ID for service delivery: <ul style="list-style-type: none"> • Design of new business processes • Infrastructure requirement • Security guidelines 	<ul style="list-style-type: none"> • Focus group meetings/discussions • Workshops • Email/Letter 	NIDP, Relying parties, including Government institutions, Private	<ul style="list-style-type: none"> • NIDP Stakeholder Engagement Officer • NIDP Technology Team

Table 3 – Stakeholder Engagement Plan

Estimated Date/ Time Period	Topic of Consultation/ Message	Method Used	Target Stakeholders	Responsibilities
	<ul style="list-style-type: none"> • Inclusion of vulnerable populations and low network regions • Onboarding requirements, documentation, and processes • Technology or system upgrades and changes 		Institutions, PSNP, UPSNP, and EDRMC.	
<i>Continuous</i>	<ul style="list-style-type: none"> • Communication and branding campaign planning and execution 	<ul style="list-style-type: none"> • Formal meeting 	Media Houses	<ul style="list-style-type: none"> • NIDP Communications Team
<i>Continuous</i>	<ul style="list-style-type: none"> • Communication and branding campaigns: <ul style="list-style-type: none"> ○ To create awareness about the program and its benefits ○ Notifications about registration processes, updates, Todos, credentials, etc. ○ Notifications about registration centers, registration campaign schedules, including door to door and mobile registrations 	<ul style="list-style-type: none"> • Community consultations • Outreach activities • Site visits • Discussions • Mass media, including digital and print media • Social Media • Letters to village leaders and traditional notifications • Focus group discussions 	General Public	<ul style="list-style-type: none"> • NIDP Communications Team
<i>Continuous</i>	Stakeholder onboarding process- end to end including technology integrations	<ul style="list-style-type: none"> • Formal Meetings • Technical Engagement • Emails/Phone Calls/Letters 	All involved stakeholders	<ul style="list-style-type: none"> • NIDP Stakeholder Engagement Officer • NIDP Communications Team • NIDP Legal Team • NIDP Technology Team • NIDP Registration Team • The technical team of the stakeholder
<i>Continuous whenever required</i>	Updates regarding: <ul style="list-style-type: none"> • Technology and related specifications • Procedures and guidelines • Legal framework and policy 	<ul style="list-style-type: none"> • Advocacy • Focus group discussions • Workshops • Emails/Phone Calls/Letters • Training 	All involved stakeholders	<ul style="list-style-type: none"> • NIDP Stakeholder Engagement Officer • NIDP Communications Team • NIDP Legal Team • NIDP Technology Team • NIDP Registration Team

Table 3 – Stakeholder Engagement Plan

Estimated Date/ Time Period	Topic of Consultation/ Message	Method Used	Target Stakeholders	Responsibilities
<i>Aug 2023</i>	Formation of an NIDP Advisory Council	<ul style="list-style-type: none"> ● Media campaign for nominations done ● Selection and short-listing of nominees ● Formal invites sent to top nominees 	Important sectoral players, policy makers, executive organs, civil society and human rights leaders, social and business community members, and representatives from different regional communities, such as pastoralists	<ul style="list-style-type: none"> ● Hold periodic meetings with NIDP management ● Advise NIDP on strategic issues and champion its cause in their spheres of influence.



4.4. Information Disclosure Strategies and Plan

The National ID Project attempts to guarantee that disadvantaged groups are engaged, heard, and informed throughout the project implementation process by utilizing these tactics and channels. In order to empower all stakeholders to actively participate and contribute to the project's success, the project is devoted to encouraging inclusivity, accessibility, and meaningful involvement.

Disclosing project information is essential for meaningful consultation on project design and for stakeholders to understand the potential opportunities of the project as well as its risks and impacts.

To enable meaningful consultations with stakeholders, will disclose the following information:

- The purpose, nature and scale of the project
- The duration of proposed project activities
- Information from the environmental and social assessment process, regarding potential risks and impacts of the project on local communities.
- Proposed stakeholder engagement process, highlighting ways in which stakeholders can participate and contribute during project design and/ or implementation.
- The time and venue of proposed public consultation meeting, and the process by which meeting will be notified summarized and reported.
- The process and means by which grievances can be raised and addressed

Upon disclosure of project information, provision will be made for secure portals where the general public and concerned stakeholders may submit their comments, observations and questions regarding the project. For information disclosed through meetings, instant feedback will be collected through designated rapporteurs who will be available during the meetings. Participating stakeholders shall also be given freedom to take their own minutes of the proceedings and share a copy with the rapporteurs.

Proposed Strategy for Consultation

Where it is proposed to involve the community, the Project shall describe how that involvement will occur, and when it will occur. Some techniques of involvement may include:

- Public meetings (these are "open" with no restriction on who may attend);
- Advisory panels (a group of individuals, chosen to represent stakeholder groups, which meet periodically to assess work done / results obtained and to advise on future work);
- Open houses (a manned facility in an accessible local location which contains an information display on the project and the study, where members of the public can obtain information and make their concerns/views known);
- Interviews (a structured series of open-ended interviews with selected community representatives to obtain information/concerns/views);
- Questionnaires (written, structured series of questions issued to a sample of local people to identify concerns/views/opinions); and
- Participatory appraisal techniques (a systematic approach to appraisal, based on group inquiry and analysis and, therefore, multiple and varied inputs. It may be assisted, but not controlled or directed, by PIU's E&S specialist or external specialists).

Proposed Strategy to Incorporate the View of Vulnerable Groups

The principle of inclusiveness will guide the stakeholder engagements, particularly with respect to vulnerable individuals and groups. In cases where vulnerable status may lead to people's reluctance or physical incapacity to participate in large-scale community meetings, the project will hold separate small group discussions with them at an easily accessible venue. This way, the project will reach out to groups who, under normal

circumstances, may be insufficiently represented at general community gatherings. Some strategies to be adopted to reach out to these groups include:

- Identify leaders of vulnerable and marginalized groups including historically underserved communities to reach-out to these groups.
- Through the existing industry associations, maintain a database of marginalized groups e.g. Federation of Disabled Persons.
- Leverage existing water supply and groundwater management and use projects which include vulnerable populations who overlap with this project to use their systems to identify and engage them,
- Engage community leaders, CSOs and NGOs working with vulnerable groups, and
- Organize face-to-face focus group discussions with these communities.



Table 4 - Information Disclosure Plan

Stakeholder Group	Types of Disclosure Information	Time information disclosure	Disclosure method	Venue	Responsible Entity
<ul style="list-style-type: none"> ➤ Ministry of Education ➤ Ministry of Health ➤ Ministry of Revenue 	<p>Project Overview: Provide a clear and comprehensive overview of the national ID project, including its objectives, scope, and expected outcomes.</p>	Prior to World Bank Board decision	<p>Project Website Stakeholder Engagement Meetings,</p> <p>Radio and Television broadcasting</p>	National ID Program Office, Regional Offices	National ID Program/MinT
<ul style="list-style-type: none"> ➤ National Bank of Ethiopia 	Environmental and Social Commitment Plan (ESCP)	Prior to World Bank Board decision	<p>Project Website Stakeholder Engagement Meetings, Printed Copies</p>	National ID Program Office, Regional Offices	National ID Program/MinT
<ul style="list-style-type: none"> ➤ Ministry of Labor and Social Affairs ➤ National Disaster Risk Management Commission 	Environmental and Social Management Framework (ESMF)	Prior to World Bank Board decision	<p>Project Website Stakeholder Engagement Meetings Printed Copies</p>		
<ul style="list-style-type: none"> ➤ Environmental Protection Authority 	<p>Stakeholder Engagement Plan (SEP): Disclosure of the strategies and mechanisms employed to engage stakeholders throughout the project lifecycle</p>	Prior to World Bank Board decision	<p>Project Website, Stakeholder Engagement Meetings, Printed Copies</p>	National ID Program Office Regional Offices	National ID Program/MinT
<ul style="list-style-type: none"> ➤ Federation of National Association of Persons with Physical Disability; 	<p>Labor Management Procedure (LMP): Disclosing information about equal opportunity and non-discrimination, employment practices, working conditions and compensation, employee engagement and communication, compliance with labor laws and standards</p>	Prior to World Bank Board decision	<p>Project Website, Stakeholder Engagement Meetings, Printed Copies</p>	National ID Program Office Regional Offices	National ID Program/MinT
<ul style="list-style-type: none"> ➤ Citizens including vulnerable groups 	Social Risk Assessment: Disclosure of information on the issues like data privacy and security, inclusive approach, consent and control, transparency and accountability.	Prior to World Bank Board decision	<p>Proponent website, Project Website, Stakeholder Engagement Meetings, Printed Copies</p>	National ID Program Office, Regional Offices	National ID Program/MinT

Stakeholder Group	Types of Disclosure Information	Time information disclosure	Disclosure method	Venue	Responsible Entity
	Security Risks Assessment and Management Plan (SRAMP)	Prior to World Bank Board decision	Project Website, Stakeholder Engagement Meetings, Printed Copies	National ID Program Office	National ID Program/MinT
	GBV Action Plan	Prior to World Bank Board decision	Project Website, Stakeholder Engagement Meetings, Printed Copies	National ID Program Office Regional Offices	National ID Program/MinT
	Workers' Grievance Redress Mechanism (GRM): Providing information how grievances are handled, investigated, and resolved within the Grievance Redress Mechanism. Provide information on the criteria used for assessing grievances, the procedures for fact-finding and evidence gathering, and the decision-making process	Prior to World Bank Board decision	Project Website, Stakeholder Engagement Meetings, Printed Copies	National ID Program Office Regional Offices	National ID Program/ MinT
	Environmental and Social Management Plan Detailed information regarding the project's expected impacts, including direct and indirect effects on ecosystems, biodiversity, water resources, air quality, livelihoods, and community well-being. Stakeholders should also be informed about proposed mitigation measures and alternatives considered	Before and during the project period	Project Website, Stakeholder Engagement Meetings, Printed Copies	National ID Program Office Regional Offices	National ID Program/ MinT
	Environmental and Social Performance Audit Information about project compliance with environmental regulations, social standards, community engagement processes.	Mid-term	Project Website, Stakeholder Engagement Meetings, Printed Copies	National ID Program Office, Regional Offices	National ID Program/ MinT

Stakeholder Group	Types of Disclosure Information	Time information disclosure	Disclosure method	Venue	Responsible Entity
	Project Reports (implementation, monitoring and evaluation)	Throughout the project implementation period	Radio and television broadcasting, Project Website, Stakeholder Engagement Meetings, Printed Copies	National ID Program Office, Regional Offices, Project area	National ID Program/ MinT, PIU, PMU
Citizens including vulnerable groups	Purpose and objectives as well as benefits of the Digital ID registration. Physical location and platforms where and what citizens shall use for the registration and verification process. Disclosure of information on the specific requirements for Digital ID registration. Clear information on the specific location, structure, and process of the public grievance redress mechanism .	Prior to the Digital ID registration. During the Digital ID registration roll out; and Post registration	Continuous community consultations and stakeholder engagement meetings, Local radio and TV broadcasting services, social media, project website, brochures, and other printing media	National ID Program Office, Regional Offices, Specific Digital ID registration agents throughout the project areas	National ID Program/ MinT, PIU, PMU

4.5. Reporting back to stakeholders

Stakeholders will be kept informed as the project develops, including reporting on the project's environmental and social performance, and implementation of the stakeholder engagement plan and Grievance Mechanism, and the project's overall implementation progress.

5. Resources and Responsibilities for implementing stakeholder engagement activities

5.1. Resources

A dedicated stakeholder engagement team of the NIDP will be responsible for managing, implementing, and monitoring the activities of the stakeholder engagement plan. The team will keep track of the stakeholder activities, concerns and mitigate any issues that arise, and revise the stakeholder strategies whenever needed. The stakeholder engagement officer will be in charge of stakeholder engagement activities.

As part of its overall communication strategy, the NIDP communication team ensures its communication strategy is effective, including the outreach aspects of the stakeholder engagement plans. With respect to grievance redress mechanisms, NIDP's grievance redressal team will set up a service desk for the management of grievances and complaints of stakeholders. The budget for stakeholder engagement, including communication and grievance handling associated with stakeholder engagement, is USD 10 million.

5.2. Management functions and responsibilities

The management, coordination, and implementation of the SEP and its integral tasks will be the responsibility of a dedicated stakeholder engagement team in NIDP. The key responsibilities include:

- Approve the content of the SEP (and any further revisions), ensuring the plan is in line with the program's objective, and addressing the needs of the stakeholders thoroughly.
- Maintain the stakeholder database by maintaining updated records of stakeholders, their interests and concerns, and any relevant engagement details.
- Approve, prior to release, all materials used to provide information associated with the NIDP
- Approve and facilitate all stakeholder engagement events and disclosure of material to support stakeholder engagement events.
- Participate either themselves, or identify a suitable NIDP representative, during all face-to-face stakeholder meetings,
- Review and sign-off minutes of all engagement events; and
- Regularly evaluate the effectiveness of stakeholder engagement efforts and identify areas for improvement.

The stakeholder engagement activities will be documented through Excel files and other tools as appropriate, and a repository of all stakeholder communications and meetings will be maintained.

6. Grievance Redress Mechanism

The main objective of a Grievance Redress Mechanism is to assist in resolving complaints and grievances in a timely, effective, and efficient manner that satisfies all parties involved in the entire enrollment ecosystem.

6.1. Description of GRM

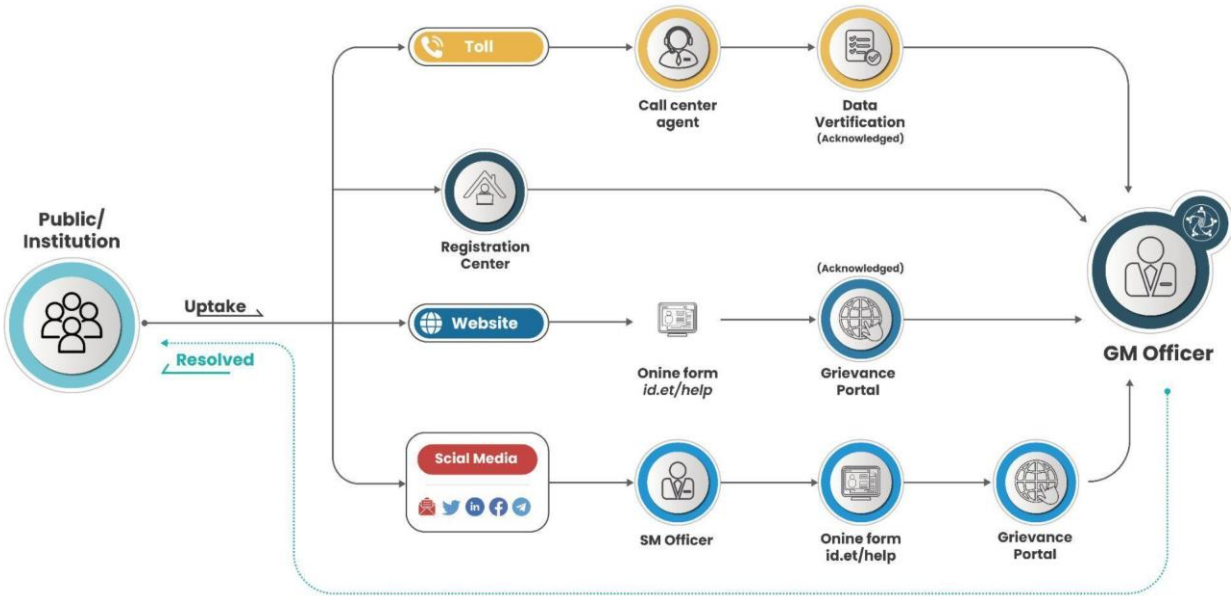
Table 5: Summary of GRM steps, procedures, and timeframe

Step	Description of Process	Time Frame	Responsibility
GRM implementation structure	<p>The escalation levels and resolution times will be defined based on the following:</p> <ul style="list-style-type: none"> - Complainant type: <ul style="list-style-type: none"> - Public - Registration partner/agent, Relying Party, any other institutions involved in registration or authentication processes - Type and severity of issue - Duration of 'no resolution' <p>Level 0/ Low Severity: Standard Service Request to be responded by the service desk</p> <p>Level 1/ Medium Severity: To be escalated to the Service Desk Lead</p> <p>Level 2/High Severity: To be escalated to the Service Desk Manager</p> <p>Level 3/Critical Severity: To be escalated to the Service Desk Director</p>	<p>For institution: Level 0: 48 hours Level 1: 24 hours Level 2: 8-12 hours Level 3: 4 Hours Complaints Requiring investigation: 7 working days</p> <p>For public: Level 0: 96 hours Level 1: 48 hours Level 2: 24 hours Level 3: 8 Hours Complaints Requiring investigation: 10 working days</p>	<p>The GRM unit at NIDP, along with the service desk teams will enable the following:</p> <p>Monitoring and responding to grievances raised by residents and stakeholders at any stage of the Fayda ID registration, credential issuance, and authentication process.</p> <p>Providing residents access to hassle-free mechanisms to have their Grievances redressed; Ensuring fair, impartial, and effective resolution for any issues or complaints; coordinating between stakeholders to redress grievances.</p>
Grievance uptake	<p>Grievances can be submitted via the following channels:</p> <ul style="list-style-type: none"> ● Toll-free telephone hotline and Short Message Service (SMS) line ● Grievance online help desk www.id.et/help ● Self-service portal on the FaydaID app for resending SMS ● Complaint form to be lodged via any of the above channels ● Walk-ins may register a complaint in a grievance logbook at a facility or suggestion box (grievances form). 	Continuous	<p>The GRM unit at NIDP, in coordination with the Technology team, will create the required uptake channels.</p> <p>The aim is to provide effective channels to receive grievances both from residents and stakeholders; further, provide systems in which uptakes can be further escalated into a central database to address those grievances in a timely and effective manner from the concerned officers at NIDP</p>
Sorting, processing received Grievances	Any complaint received is forwarded to the service desk, logged in the grievance channels and categorized according to the following complaint types: critical, high, medium, and low, and complaints requiring investigation	Maximum of up to 2 hours upon receipt of complaint, depending on the channel	Local grievance management focal points
Acknowledgment and follow-up	Receipt of the grievance is acknowledged to the complainant by service desk	Immediate	Local grievance management focal points

Step	Description of Process	Time Frame	Responsibility
Verification, investigation, and action	The investigation of the complaint that requires further investigation is led by the service desk, which will be later forwarded to the NIDP. A proposed resolution is formulated by NIDP and communicated to the complainant by the service desk	Within 7 and 10 working days for institutional and public grievances, respectively	Service desk and NIDP GRM committee
Monitoring and evaluation	Daily data on complaints are collected and aggregated every quarter by the GRM unit and reported to the M&E unit, which provides an annual report based on yearly performance targets.	Every quarter	Service desk, GRM, and M&E units
Provision of feedback	Feedback from complainants regarding their satisfaction with complaint resolution is collected upon providing the resolution to the complainant in an automatic satisfaction survey rating system and collected by the GRM officer in charge of the resolution.	Immediate	Service desk, GRM officer
Training	The public engagement and communications unit will facilitate periodic refresher training and need-based training sessions for existing service desk officers and GRM units, respectively, and provide updates on the DID implementation. New service desk officers will be part of an ongoing training schedule, as per their joining. Additional FAQs will also be available to update responses to common grievances.	Quarterly refreshers and need-based for existing officers Ongoing training for new officers	Service desk, GRM officer, Public engagement, and communications units.

The GRM will provide an appeals process if the complainant is not satisfied with the proposed resolution of the complaint. Once all possible means to resolve the complaint have been proposed, if the complainant is still not satisfied, they should be advised of their right to legal recourse, including an appeal to the court.

The following chart shows the flow for the grievance mechanism.



When relevant, the project will have other measures in place to handle sensitive and confidential complaints, including those related to Sexual Exploitation and Abuse/Harassment (SEA/SH) in line with the World Bank ESF Good Practice Note on SEA/SH. The Grievance Management Unit, through a special committee, will handle gender-based violence related grievances in a secure, confidential, and efficient manner. NIDP and World Bank do not tolerate reprisals and retaliation against project stakeholders who share their views about Bank-financed projects.

The NIDP has an impartial, transparent, and confidential Labor Grievance Mechanism in place that the various categories of workers can use. It involves the standard four steps- starting with an informal discussion with a superior, logging of a formal grievance, a grievance hearing, and an appeal in case of an unsatisfactory redressal. The Labor Grievance Mechanism has been described in detail in the Labor Management Procedures.

7. Monitoring and Reporting

7.1. Summary of how SEP implementation will be monitored and reported

For monitoring the progress of the SEP, internal meetings will be convened by the NIDP on a bi-monthly basis. The agenda of this meeting and certain activities to be carried out would be:

- Defining indicators for various sectors of stakeholders to evaluate the progress of activities agreed by stakeholders to provide strategic supervision for the project's implementation.
- Defining indicators to evaluate effectiveness of stakeholder engagement methods, tools and techniques and monitor status through related parameters
- Certain KPIs to directly monitor the stakeholder engagement activities would include, but are not limited to:
 - Number of public hearings, consultation meetings and other public discussions/forums conducted within the reporting period
 - Number of Stakeholder groups identified in the SEP and engaged by the project categorized as stakeholder type, gender, other vulnerability and topic of discussion
 - Frequency of public engagement activities

- Geographical and population coverage of public engagement activities – number of locations, settlements and people covered by the consultation process, including the settlements in remote areas within the Project Area of Influence (PAI)
- Number of press materials published/broadcasted in the local, regional, and national media
Project related communication materials distributed or broadcasted through various national and regional media outlets, social media platforms and print media to facilitate stakeholder engagement
- Electronic media (Website, FaceBook, Twitter, YouTube, LinkedIn) engagements to project related posts
- Number of public grievances received within a reporting period (e.g. monthly, quarterly, or annually) and number of those resolved within the prescribed timeline
 - Types of channels used to report grievances
 - Types of public grievances received by age, gender, vulnerable/marginalized, etc.
 - Pending grievances
- Feedback received and participation in activities
- Certain indirect ways of monitoring impact of stakeholder engagement and the activities performed would be:
 - Regular evaluation of metrics such as registration numbers across various registration centers set by various stakeholders, including grievance redressals, to evaluate effectiveness of stakeholder engagement and identify corrective actions
 - Monitoring of indicators that display the volume and level of registrations, authentication, and integration, and other defined activities in the SEP, to evaluate effectiveness of stakeholder engagement and identify corrective actions
 - Overseeing that the registration, authentication processes ensure coverage of all societal groups, including disadvantaged/vulnerable groups, and defining metrics that allow for the monitoring of the same.
- Leveraging existing dashboards for other Fayda activities to boost the monitoring processes
- Defining report structures/templates and then reviewing generated/created reports in the fortnightly meetings.

NIDP will also convene meetings with various stakeholders to track the progress of the SEP. These meetings will be convened at a frequency pre-decided with various stakeholders. The agenda of these meetings will be:

- Discussion of Monitoring and Evaluation Report and key takeaways
- Evaluation of progress, definition of the necessary corrective measures, and subsequent performance of the same
- Gather feedback or concerns that stakeholders might have with NIDP or any other stakeholders and address them.
- Highlight key grievances or process issues and define corrective measures for them.

7.2. Reporting back to stakeholder groups

The stakeholder engagement plan will undergo regular revisions and updates as the project implementation progresses and expands. Periodically, both the identified stakeholders and the methods of engagement will be reassessed, considering the stages of project implementation. Monthly summaries and internal reports on public grievances, inquiries, and related incidents, together with the status of implementation of associated

preventive or corrective actions, will be collated by responsible staff and referred to the senior management of the project. The monthly summaries will provide a mechanism for assessing both the number and nature of complaints and requests for information, along with the project's ability to address those in a timely and effective manner. Information on public engagement activities undertaken by the project may be conveyed to the stakeholders in various ways: including emails, phone calls, meetings, workshops, and press releases on a quarterly basis.



Annexes 1.

Table 6 - Template to Capture Consultation Minutes

Stakeholder (Group or Individual)	Dates of Consultations	Summary of Feedback	Response of Project Implementation Team	Follow-up Action(s) /Next Steps	Timetable/ Date to Complete Follow-up Action(s)
Financial Sector	Continuous	<ul style="list-style-type: none"> - Representatives of commercial banks strongly support the implementation of the program as they are one of the primary victims of identity fraud. - Banks are willing to continuously collaborate on enrollment. - They suggested that NIDP initiate collaborative actions with the National Bank of Ethiopia to ensure an aligned collaboration between commercial banks and NIDP. 	<ul style="list-style-type: none"> - NIDP has initiated discussions with NBE as a result of which a technical working group was formed and NBE issued a circular stipulating that banks should collaborate with NIDP. - Pilot sites were selected for enrollment. 	A National-level scale-up is expected with continuous engagement and collaboration of NIDP and the Banks.	NIDP provides technical support and is engaged in collaboration with the banks continuously. The follow-up will continue throughout the project.
NBE	Continuous	<ul style="list-style-type: none"> - NBE and NIDP are engaged in continuous discussions to ensure digital identification enables financial inclusion and averts financial fraud. In addition to the discussions as part of the engagement with the commercial banks, NIDP and NBE continuously strategize on the best ways to collaborate to ensure the effective usability of the digital identification system. Currently, the Ethiopian Movable Collateral Registry (EMCR) team is working in collaboration with the NIDP to ensure that digital identity verification is part of the system. 	<ul style="list-style-type: none"> - The Project team is engaged with the various teams of the NBE for smooth implementation of upcoming and existing engagements. 	Integration with EMCR and follow-up on other financial projects	Continuous engagement
Refugees and Returnees Service (RRS) and UNHCR	Continuous	<ul style="list-style-type: none"> - RRS/UNHCR have inquired about collaboration with NIDP to ensure integration of refugees and asylum-seekers in the socio-economic sphere to enable them to have access to financial, education, and health sectors. Hence, the RRS/UNHCR and NIDP have discussed data sharing, as the data sets collected by the RRS/UNHCR are exactly the same as those collected by NIDP. 	<ul style="list-style-type: none"> - The collaboration is welcomed by the NIDP team. Integration testing and data sharing agreement discussions and review processes have been taking place for seven months. 	<ul style="list-style-type: none"> - SOP preparation - DSA Signing - Credential issuance - Continuous collaboration 	Continuous engagement
Government entities, development partners and UN Agencies providing PSNP	Continuous	<ul style="list-style-type: none"> - Coordinated effort is needed in beneficiary identification and benefit disbursement to ensure interoperable systems and avert double dipping as well as aid diversion. - The partners have raised the issue that the registration and integration process has to be fast-tracked, inclusive, and conscious of the existing digital divide and infrastructural gap 	<ul style="list-style-type: none"> - NIDP is engaged with the various entities to coordinate efforts in ensuring an interoperable identification and verification system. - NIDP's solution is a medium to long-term solution. 	<ul style="list-style-type: none"> - Identify the local context of the beneficiaries. - MoU will be signed with the various entities 	Continuous engagement
Education sector	Continuous	<ul style="list-style-type: none"> - The Ministry of Education and NIDP have discussed and are implementing the usability of digital identification for students. 	<ul style="list-style-type: none"> - NIDP has been engaged in integration testing, establishing protocols for integration, and has executed data migration in collaboration with the technical team of the Ministry of Education. 	<ul style="list-style-type: none"> - Data of 12th graders has been migrated. - Planned scale-up to register students from kindergarten to university 	October 2023
Ministry of Revenue	Continuous	<ul style="list-style-type: none"> - The Ministry and NIDP are in continuous engagement to ensure integrated registration of taxpayer through digital identification system 	<ul style="list-style-type: none"> - NIDP and the Ministry have signed an MOU, have passed the testing stage, and have been collaborating on enrollment. 	<ul style="list-style-type: none"> - Registration is undergoing over 180 registration centers all over Ethiopia 	Regular follow-up and periodic technical support
Ministry of Health	April, 2023	<ul style="list-style-type: none"> - NIDP has introduced its digital identification platform to the Ministry and its ability to uniquely identify residents. - The Ministry has emphasized the need to have a digitized identification system for the health insurance to the existing 45 million people in the health insurance scheme - House to house registration would help the system. 	<ul style="list-style-type: none"> - House to house registration would require the procurement of mobile kits. 	NA	Second priority
Humanitarian Organizations	Ongoing discussions	<ul style="list-style-type: none"> - Digital identification will enable efficient service delivery. However, it has to be accessible to marginalized communities and to people in remote areas with a lack of access to the internet and power. - The organizations have asked about the possibility of registering family members within one data set. 	<ul style="list-style-type: none"> - NIDP is engaged with various entities to coordinate efforts in ensuring an interoperable identification and verification system. - NIDP's solution is a medium to long-term solution. - NIDP does not collect more than the 	A workshop will be organized with the aim of forming a technical working group focused on implementing digital identification for humanitarian services	Last week of August 2023

Stakeholder (Group or Individual)	Dates of Consultations	Summary of Feedback	Response of Project Implementation Team	Follow-up Action(s) /Next Steps	Timetable/ Date to Complete Follow-up Action(s)
			required data. Hence, a set of family member's data is not collected. But it is possible to have another MIS developed by the organizations and integrate it with NIDP		
Addis Ababa City Administration Police Officers	First week of April	<ul style="list-style-type: none"> - Police officers asked to what extent digital identification can be used to strengthen criminal records. - The proliferation of fake Kebele IDs was mentioned, whereby a single person may have multiple Kebele IDs. - The credentials have to be secure, as verifying the cards is a major issue. 	<ul style="list-style-type: none"> - NIDP does not collect criminal records. - The Fayda system enables the unique identification of people. - NIDP is developing an online authentication and offline verification system that will ensure the authenticity of the credentials at service points including courts, police departments, and other service providers. 	- Following the passing of the digital identification proclamation, police officers shall ensure that digital identification credentials are accepted at service points, and they shall investigate criminal conduct perpetrated in violation of conduct the proclamation.	NA
All Legal Directors of Federal Ministries and 14 Branch Heads of Federal Document Authentication and Registration Office	Second Week of July, 20223	- They suggested organizing more sensitization of the proclamation and the implementation of the project in regional states and they will provide support to us	- NIDP asked for collaboration of the institutions represented to implement the proclamation.	- The institutions were engaged in consultation on the proclamation. The continuous collaboration will be conducted in the issuance of directives and regulations of the NIDP. These institutions will be engaged in the consultation process for this legislation. In addition, sensitization	From August to November 2023 and through the project period. Impact assessment and legal audit have to be conducted after a year from the adoption of the proclamation. Advocacy and outreach programs have to be conducted in all of the regions and city administrations.
All Federal Institutions, Members of the House of Peoples Representatives, CSOs and Private Sector	7 consultations in 2022 to 2023	- In-depth discussions on the content of the proclamation on the need to have digital identification, whether it replaces other systems or as well as how to efficiently implement the proclamation not were discussed	- The feedback of the institutions, the members of the house was incorporated in the drafting process	Regular advocacy and outreach are required throughout the project period	Project period
ID Day Event	September 16, 2023	Participants requested to have sectoral engagements and tackling last mile coverage and human capital and technological challenges	NIDP responded that measures will be taken to ensure that sector based engagement is strengthened and mitigation measures will be incorporated in the strategy documents and during implementation	Through program period	Ongoing

Annex 2 – Summary of Discussion Points from the Consultation

A. Background

The National ID Program conducted a virtual stakeholder consultation with the aim of gathering input on how to better align the program with the needs of stakeholders. The consultation was hosted and led by the Communications Unit of the NIDP program and the Executive Director of the program, respectively. A call for participation was issued via social media and the website of the program. Moreover, direct emails were sent to selected government offices, CSOs, development partners, and private companies. Representatives from various organizations including Fin-techs, Government Entities, World Bank, WFP, USAID, Telecom sector, banks, Action Against Hunger, Tony Blair Institute, the media, Mastercard Foundation, and Plan International, took part in the consultation.

B. Date and place

The consultation meeting was conducted on the 4th of August 2023 virtually via Google Meet.

C. Summary of Consultations

The consultation was opened by the Stakeholders’ Engagement Director, who welcomed participants and introduced the Executive Director of the program. The Executive Director introduced the program and provided explanations on the following issues;

- The Ethiopian Digital Identification Proclamation 1284/2023;
- The core components of the program;
- Data protection and privacy;
- Engagement modality of the program; and
- Communication channels.

After the presentation, stakeholders were invited to provide input. The stakeholders from the various sectors expressed their appreciation for the programmatic and policy approach of the government of Ethiopia. Participants inquired about possibilities of integration, ensuring inclusion in operation and by design, issues associated with cyber security, and access to credentials.

Public Sector

Ease of Access- Digital ID is beneficial to ensure seamless identity verification and hence ensures efficiency in the provision of services. Linking the digital ID ecosystem with notary services and banks will be helpful for service delivery among non-governmental organizations and businesses. The program should consider integrating with other public sector systems. The program shall ensure that it provides expedited services during the generation of unique numbers.

Statistics- The issuance of digital ID enables accurate policy formulation through accurate statistics. The program should strengthen its operation to enable policy formulation using gender and age-disaggregated data.

Digital divide and access in regions- given the lack of connectivity in some remote areas and the high concentration of the program in the capital currently, the program scale-up to the regional states considering the specific contexts of the program.

Civil Society/Development Partners/UN Agencies/Academia

Inclusion- most beneficiaries of social protection programs reside in rural areas. The beneficiaries have limited to no access to the internet and phone. Most people in these areas do not have smartphones. The program should consider alternatives to infrastructural challenges. In addition, as these segments of the society do not have access to digital services the program should engage in issuing physical credentials. Ensuring the usability of the digital identification for contract farming is one area that the program can engage in.

Data security- Biometric data is sensitive data. If shared, it could expose people to various misuses, including identity theft. NIDP shall ensure that its cyber-security measures are robust as it is handling sensitive data.

Data privacy and data protection- In the absence of standalone data protection legislation, it is commendable that the program is working under the umbrella of safeguard rules governing data protection and privacy. The program shall ensure the highest compliance with these provisions by third parties as well as its employees and systems.

Private Sector/Media

Interoperability and Integration- interoperability of digital ID will maximize the benefits of digital ID in the private sector. Integrating the system with private sector players, including international businesses, would enable ease of access in cross-border transactions.

Awareness creation - The program has to engage in creating awareness among people and service providers. Service providers have to be aware that a digital ID is a legal ID, and they should use it to verify the identity of a customer. In addition, clarity is needed on the relationship between digital ID and other forms of identity credentials, such as Kebele ID.

Prevention of Fraud- The program shall ensure proactive engagement to prevent fraudsters from compromising the credibility of the ID credential. The offline QR verification system on the Mini App integrated with Telebirr has massive potential in this regard. Service providers should be aware of QR verification.