COMBINED PROJECT INFORMATION DOCUMENTS / INTEGRATED SAFEGUARDS DATA SHEET (PID/ISDS)
APPRAISAL STAGE

Report No.: PIDISDSA20299

Date Prepared/Updated: 26-Oct-2016

I.   BASIC INFORMATION

A. Basic Project Data

Country:	Burkina Faso	**Project ID:**	P155645
		Parent Project ID (if any):	
Project Name:	Burkina-Faso eGovernment Project (P155645)		
Region:	AFRICA		
Estimated Appraisal Date:	07-Nov-2016	**Estimated Board Date:**	11-Jan-2017
Practice Area (Lead):	Transport & ICT	**Lending Instrument:**	Investment Project Financing
Borrower(s):	Ministry of Economy, Finance and Development		
Implementing Agency:	Ministry of Digital Economy (ICT) and Posts Development, National Agency of ICT Promotion		
Financing (in USD Million)			

Financing Source	Amount
BORROWER/RECIPIENT	0.00
International Development Association (IDA)	20.00
Total Project Cost	20.00

Environmental Category:	C - Not Required
Appraisal Review Decision (from Decision Note):	The review did authorize the team to appraise and negotiate
Other Decision:	
Is this a Repeater project?	No

B.   Introduction and Context

Country Context
1.   Burkina Faso has witnessed dramatic regime changes in 2014 when its former President

Compaoré was forced to step down. In October 2014, a transitional government was installed, with the support of the Economic Community of West African States (ECOWAS). Presidential and parliamentary elections were held in November 2015, resulting in the election of Roch Marc Christian Kaboré as the country➣(s new President. President Kaboré is a big champion of simplification and integration of administrative procedures, as well as inter-connecting different management information systems and databases across the different silos of government. His presidential program dedicates a whole chapter to the ICT sector promotion, at par with other infrastructure sectors such as energy, transport, and water.

2.   The profound political change witnessed by the country in the last year is taking place in a context of persistent poverty, weak human development outcomes, and declining citizen trust in government, despite the progress achieved at a macroeconomic level. The recent AQMI terrorist attack in January 2016 gave a devastating blow to the climate of optimism, attributed to the earlier election process and outcome. The new government➣(s challenge is to ensure safety for citizens while focusing on delivering better services and efficiently implementing economic programs that will realize quick gains for the citizens and businesses and creating new jobs in the meantime.

3.   In 2015, average growth rate of the country was 5.5 percent, while previous annual growth rates in 2013 and 2014 reached 6.5 percent and 4.5 percent respectively. Burkina Faso has received significant aid flows in the last decade, being a relatively good performer in terms of its Country Policy and Institutional Assessment (CPIA) score. Yet a high population growth rate of 2.9 percent , a non-inclusive pattern of growth and the sub-optimal performance of public administration have limited the impact of economic growth and stability on poverty reduction, anti-corruption and service delivery. Burkina Faso continues to be ranked among the poorest countries in the world.

4.   The critical challenge for the new Burkinabe government is to rapidly restore public confidence by strengthening governance institutions, as well as developing a modern and accountable administration that is capable of delivering effectively and efficiently quality services and tangible development outcomes for all its citizens, in rural and urban settings alike.

5.   ICT is seen by the new administration as a key driver for the country➣(s development, so that as its promotion is part of the five main points of the President➣(s program. Commitments in ICT include connecting of all public agencies, schools and health facilities, setting up a unique digital ID for each citizen and company, improving education and health by developing and deploying on-line e-Learning and e-Health services, as well as developing a vibrant local ICT content industry, through a series of investment in incubation, innovation and R&D.

6.   Against this background, there is a clear need to strengthen and modernize public sector governance institutions and in particular to modernize the administrative governance. For this purpose, a new Strategy was approved for Modernization of Public Administration (2011-2020) including an Action Plan 2015-2018 where Axis 4 refers directly to e-Governance. This objective is also aligned with the Government➣(s digital development Strategy (Cyberstratégie Sectorielle e-Gov - Burkina Faso) published in January 2013, focusing on key economic sectors for transformation, such as education, heath, and rural development.

7. The recently approved National Development Strategy 2016-2020 (PNDES) (including footnote to the link below) includes three Strategic Axes, Objectives and Expected Results (modernizing institutions, human capital and promoting key sectors with a high impact on growth and jobs), and the components of e-Burkina build from PNDES and reflect well the expected impacts of the Plan. The project is a cross-cutting initiative in the PNDES going beyond the reference to the sector based strategies on ICT, public sector reform and governance and indeed will aim to achieve expected impacts spanning the 3 PNDES Strategic Axes.

http://www.finances.gov.bf/index.php?option=com_content&view=article&id=302:plan-national-de-developpement-economique-et-social-pn des-2016-2021&catid=9&Itemid=371

8.   As in all ICT sector development strategies, the government needs to be mobilized and united around a shared vision of marrying ICTs to build the needed shared digital infrastructure, governance, and capacity to implement the strategic vision and related roadmap. This complex task has been done successfully in the past through several WBG lending operations (eRwanda, eGhana, eLanka, eVietnam, eMoldova,). Today, as reported in the World Development report 2016 (Digital Dividends) reform-minded governments leverage ICTs to amplify and deploy information and services to citizens while adjusting institutional settings. The private sector is already leveraging ubiquitous mobile networks to reach and serve their consumers, enabling these to pay through mobiles (mPesa for instance) and allowing citizens to provide feedback. This approach can be replicated by governments to efficiently serve their citizens by providing needed on-line services

Sectoral and institutional Context

8.   Two decades of Telecoms sector reforms have resulted in notable improvements in Burkina Faso➤(s ICT sector. The country has created a relatively competitive environment for telecommunication services and has been one of the leading countries in the region in terms of adopting ECOWAS ICT policies and adhering to the supplementary acts. The Government of Burkina Faso has also developed a licensing regime that ensures non-discriminatory access to infrastructure, and has ongoing efforts to develop PPP frameworks and structures, including to manage the yet to be developed national backbone, financed through the WARCIP project.

9.   From a market➤(s perspective, the ICT sector is characterized by a relatively well performing mobile telephony market but an under-performing Internet sector. Overall, there are 9.4 percent of Internet users in the country most of them through mobile internet and concentrated in the major cities (Ouagadougou, Bobo-Dioulasso). The rapid take-up of 3G (and 4G in the future) will most likely dramatically increase the penetration of mobile Internet broadband in the coming years. In Burkina, the coverage quality is not satisfactory. Internet users complain openly about slow and unreliable access, as well as frequent daily outages and signal drops, even in the context of private high-speed networks such as the World Bank Group office in Ouagadougou.

10.   In order to tackle some of the issues faced in the ICT sector, the Government of Burkina Faso is currently implementing the West African Regional Connectivity I Project (BF-WARCIP) funded by the World Bank.

The last progress and achievements done under WARCIP (PRICAO) have been the operationalization of the as Internet Exchange Point, which is now operational and working effectively with important traffic through it and the Official Launch by the Prime Minister on October 14th of the fiber-optic works for connectivity between Ghana and Ouagadougou with Virtual Landing Point.

11.   In parallel to acquiring international connectivity, Burkina Faso started in November 2015 the roll-out of its G-Cloud project, funded by the Government of Denmark (through DANIDA), a cloud networking technology that will create elements of infrastructure to enable the country to develop new e-services. The company Nokia (formerly Alcatel-Lucent) will supply the country with its NFV (Network Functions Virtualization), Cloudband and IP platforms, which will be integrated into the G-Cloud infrastructure being built around virtualized network resources from cloud nodes in the capital Ouagadougou and five provinces. Approximately 400 public facilities in 13 regional urban centers will be connected through a 513 km fiber-optic IP/MPLS wide area network. Backhaul will be provided by an 800 km fiber-optic transmission system that

will become part of Burkina Faso➢(s National Fiber Optics Backbone. However, the scope of the current G-cloud project does not cover the entire country nor does it provide for access devices (laptops, computers, etc.) for government office staff to access the future systems; moreover, it does not finance services/content on-line; nor capacity building for citizens and civil servants to actually exploit the cloud.

12.   The Government of Burkina Faso deployed in 2012 a publicly operated internal network infrastructure to connect government agencies (RESINA), established a common Data Center and a Wide Area Network infrastructure (WAN) and is planning a common technology platform for the operation of most of the Information Systems under the leadership of the National Agency for ICT Promotion (ANPTIC). Eventually, RESINA will be merged into the G-cloud infrastructure which will become part of the country➢(s backbone. Additionally, a prospective initiative to be funded by the Government of Luxemburg, would connect 8 regions via Satellite, however the project is still at its early infancy.

13.   Overall, Burkina Faso is increasingly positioning itself as a champion of innovative applications and was the first country in the region to launch an open data initiative. Open Data Burkina Faso, publicly launched in June 2014, received technical and financial support from the World Bank through the Trust Fund for Statistics Capacity-Building. Achievements so far include the setting-up of a project team under the National Agency for ICT Promotion, the implementation of the open data portal data.gov.bf, and the release of more than 140 datasets from 28 public sector organizations. However, many of the key datasets for e-services and open data such as map, land, facilities, and company register are still unavailable for reuse, as they have not been released by the agencies producing them or because the data has not been collected nor digitized. Overall, despite improvement in the overall ICT sector, the country is still lagging behind in terms of use and access to online e-Government services: Burkina Faso ranks 178 out of 193 countries in the 2016 UN E-Government Development Index.

14.   The increase in access to the broadband network and reduction of the tariffs of communications offers a unique opportunity for Burkina Faso to develop e-Government application for its citizens (G2C), its businesses (G2B) and for its own administration (G2G). WARCIP-BF and the G-Cloud project will provide some of the key ICT infrastructures for the development of e-Government services in the country as all government offices get connected to the shared G-cloud. However, to ensure the infrastructure is properly exploited for on-line service delivery and access to information, new services need to be designed in pair with more traditional frontline services through a multi-channel service delivery approach. This approach has to be tailored to the country➢(s context. Massive training and capacity building is needed as more than 90 percent of the population still does not use the Internet. Citizen access centers, off-hour school labs, post offices, and Internet cafes are possible vehicles through which the government could reach end users of e-services in education, health, agriculture and rural development. In parallel, the digital platform will allow the Government to consolidate its web-based presence and services; link its administration together through shared services, ensure cybersecurity; cr eate and sustain a framework for digitization; and for data interoperability and sharing amongst the government institutions.

C. Proposed Development Objective(s)

Development Objective(s)

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20.   The Project Development Objectives (PDO) are (i) to improve government➢(s service

delivery by providing information and services on➤(line and (ii) to stimulate job creation by fostering digital skills.

Project Beneficiaries

Direct beneficiaries of the project include the government units involved in the provision of information and public e-services, the citizens and businesses using this information and e-services, either online or through intermediate channels, and entrepreneurs of the digital economy, with women and the youth as a priority. Indirect beneficiaries include potentially all the citizens of Burkina Faso, with a specific focus on the population living in rural area, notably farmers and their family.

The entry points for project activities will be: (i) key line Ministries, Departments and Agencies (MDA): Ministry of Digital Economy and Posts Development (MDENP), National Agency for ICT Promotion (ANPTIC), Ministry of National Education and Literacy (MENA), Ministry of Agriculture, and Hydraulic Planning (MAAH), Ministry of Water and Sanitation (MEA), Ministry of Health, Ministry of Territorial Administration, Decentralization and Internal Security (MATDS), Ministry of Economy, Finance and Development (MEFD), Ministry of Commerce, Ministry of Infrastructures; (ii) Civil Society Organizations; (iii) Private Sector in the ICT arena.

Key Results

key results include: (1) Improved capacity, skills and use of ICT by the government and the population; (2) Provision of information and public e-services; and (3) Enhanced entrepreneurship in the digital economy.

D. Project Description

In order to achieve the Project Development Objectives, the proposed project follows an integrated transformational solutions approach with four components: (1) Enabling environment for e-government and open data initiative (2) Digital platforms for effective service delivery and stimulating the development of the digital economy: local content, applications and services with an emphasis on key sectors (3) Foster local skills and entrepreneurship activities (4) Effective project implementation, monitoring and evaluation, institutional strengthening, capacity-building and communication.

The approach of leveraging an e-government platform to generate a demand for local content, applications and services creation will be ultimately applicable to all other e-government platforms such as e-education or e-agriculture. Going forward, this will provide Burkina Faso with a powerful instrument/model to harness the use of ICTs in order to develop a competitive digital economy and create jobs not only within the sector.

Component Name

(1)   Enabling Environment for e-Government, including Policy, Legal and Regulatory Frameworks

Comments (optional)

Component Name

(2)   Data Management and Digital Platform for e-Service Delivery

Comments (optional)

Component Name

(3)   Foster local skills and entrepreneurship in the digital economy

Comments (optional)

Component Name

(4)   Project implementation. Effective project implementation, monitoring and evaluation, institutional strengthening, capacity building, and communication.

Comments (optional)

E. Project location and salient physical characteristics relevant to the safeguard analysis (if known)

The project is not expected to have an adverse social or environmental impacts. It will not entail any civil works or prepare civil works, or other physical interventions, besides some potential minor renovations (mainly painting and/or cabling to install internet connectivity in existing offices) under component 3.

F. Environmental and Social Safeguards Specialists

Abdoul Wahabi Seini (GSU01)

Leandre Yameogo (GEN07)

II. Implementation

Institutional and Implementation Arrangements

The Project Implementation Unit (PIU) will be located within the ANPTIC supported in FM and procurement with an already established and experienced PIU called PST. This PIU has been implementing successfully the BF-WARCIP project and has vast experience with WB Guidelines and Procedures and will allow a quick start of the implementation, building on lessons learned and taking advantage of the regulatory reforms supported by WARCIP. The PST will also work closely with the ANPTIC to provide training in financial management and procurement specifically to develop a functioning unit that will be able to accommodate fully future projects within the Agency. The PIU will be reporting to the Ministry of Digital Economy and Posts Development and the National Agency for ICT Promotion.

A Steering Committee will be established (Digital Economy Steering Committee chaired by the MDENP and incorporating other key ministries with ANPTIC reporting , using structures similar to the one for WARCIP and Modernization for the Administration and e-Government) for overall guidance, direction, and coordination as well as for fiduciary and governance oversight. The Steering Committee will be supported by a Technical Operational Committee to deal with complex technical matters. The ArrêtÃ© setting up the Steering Committee will need to be established by a Decision

of the Burkinabe Government in line with other World Bank projects.

The Technical Operational Committee (where ANPTIC is leading the implementation with participation of other Ministries and beneficiaries of e-Government) will be in charge of providing technical and operative support, guidance, direction, and coordination during project implementation, will have technical inputs for fiduciary and governance aspects and will bear responsibility for the compliance of activities to national and World Bank policies.

The Project Implementation Unit (PIU) will be in charge of all technical matters providing all fiduciary support in the implementation of the eBurkina project, including Procurement, Financial Management, Monitoring & Evaluation (M&E) and Safeguards supported by the PST for all fiduciary, FM and procurement related activities (e.g. IFR). A project manager (Chargé de projet) will be hired under the project to provide project management support to the e-Government Steering Committee to which the PIU will be reporting to for the eBurkina project. This PIU will be anchored within the ANPTIC for project implementation and administration and will be supported for fiduciary aspects, covering FM and procurement, by the already existing and experienced structure PST.

III. Safeguard Policies that might apply

Safeguard Policies	Triggered?	Explanation (Optional)
Environmental Assessment OP/BP 4.01	No	The project is not expected to have any adverse environmental or social impacts.
Natural Habitats OP/BP 4.04	No	The project will not affect natural habitats.
Forests OP/BP 4.36	No	The project will not have any impact on forests.
Pest Management OP 4.09	No	The project does not entail any pest management.
Physical Cultural Resources OP/BP 4.11	No	The project will not entail any movement of earth, excavations or other civil works (besides some minor interior renovations of the existing buildings and offices).
Indigenous Peoples OP/BP 4.10	No	The project will not lead to involuntary resettlement.
Involuntary Resettlement OP/BP 4.12	No	The project will not lead to involuntary resettlement.
Safety of Dams OP/BP 4.37	No	The project does not involve construction or reliance on dams.
Projects on International Waterways OP/BP 7.50	No	The projects does not impact on international waterways.
Projects in Disputed Areas OP/BP 7.60	No	The project is not located in any disputed areas.

IV. Key Safeguard Policy Issues and Their Management

A. Summary of Key Safeguard Issues

1. Describe any safeguard issues and impacts associated with the proposed project. Identify and describe any potential large scale, significant and/or irreversible impacts:

2. Describe any potential indirect and/or long term impacts due to anticipated future activities in the project area:
3. Describe any project alternatives (if relevant) considered to help avoid or minimize adverse impacts.
4. Describe measures taken by the borrower to address safeguard policy issues. Provide an assessment of borrower capacity to plan and implement the measures described.
5. Identify the key stakeholders and describe the mechanisms for consultation and disclosure on safeguard policies, with an emphasis on potentially affected people.

B. Disclosure Requirements

If the project triggers the Pest Management and/or Physical Cultural Resources policies, the respective issues are to be addressed and disclosed as part of the Environmental Assessment/ Audit/or EMP.
If in-country disclosure of any of the above documents is not expected, please explain why:
Not Applicable.

C. Compliance Monitoring Indicators at the Corporate Level

The World Bank Policy on Disclosure of Information	
Have relevant safeguard policies documents been sent to the World Bank's Infoshop?	Yes [ ] No [ ] NA [×]
Have relevant documents been disclosed in-country in a public place in a form and language that are understandable and accessible to project-affected groups and local NGOs?	Yes [ ] No [ ] NA [×]
All Safeguard Policies	
Have satisfactory calendar, budget and clear institutional responsibilities been prepared for the implementation of measures related to safeguard policies?	Yes [ ] No [ ] NA [×]
Have costs related to safeguard policy measures been included in the project cost?	Yes [ ] No [ ] NA [×]
Does the Monitoring and Evaluation system of the project include the monitoring of safeguard impacts and measures related to safeguard policies?	Yes [ ] No [ ] NA [×]
Have satisfactory implementation arrangements been agreed with the borrower and the same been adequately reflected in the project legal documents?	Yes [ ] No [ ] NA [×]

V. Contact point
World Bank

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Title: Lead ICT Policy Specialist

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Title: ICT Policy Specialist

Borrower/Client/Recipient
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Implementing Agencies
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VI. For more information contact:

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VII. Approval

Task Team Leader(s):	Name: Samia Melhem,Axel Rifon Perez	
Approved By		
Practice Manager/ Manager:	Name: Boutheina Guermazi (PMGR)	Date: 01-Nov-2016
Country Director:	Name: Pierre Frank Laporte (CD)	Date: 01-Nov-2016