INTEGRATED SAFEGUARDS DATASHEET

Date prepared/updated: **June 10, 2014**

I. Basic Information

1. Basic Project Data

Country: Tunisia Organization: Union Générale Tunisienne du Travail - UGTT	Project ID: P150877
	Additional Project ID *(if any)*: n/a
Project Name: Building a National Network for Social Accountability Project	
Task Team Leader: Josef Trommer	
Appraisal Date: 5/12/2014	Estimated Board Date: n/a
Managing Unit: WBIGA	Lending Instrument: Small RETF
Sector: Health; Education; Public Financial Management	
Theme:	
IBRD Amount (US$m.): IDA Amount (US$m.): GEF Amount (US$m.): PCF Amount (US$m.): Other financing amounts by source: GPSA Grant **US$800,000**	
Environmental Category: C	

Is this a transferred project	Yes [X]	No [ ]
Simplified Processing	Simple [ ]	Repeater [ ]
Is this project processed under OP 8.00 (Rapid Response to Crises and Emergencies)	Yes [ ]	No [X]

2. Project Objectives:

The development objective of this proposal is to contribute to improving the quality of service delivery and to strengthen citizens' capacities to engage in evidence-based, collaborative problem-solving through the creation of a participatory platform for monitoring services in two pilot sectors, health and education.

3. Project Description:

Component 1: **Promoting citizen monitoring of hospital performance.**
The key objective of this component is to improve information flows about hospital performance by leveraging participatory monitoring and evaluation tools. The intermediate outputs of this component are: (1) The Hospital Performance Score Card (HPSC) tool - a combination of techniques of Patient Report Card, based on patient satisfaction questionnaire, and social audit of hospitals that covers resources utilization, generated outputs, quality and access indicators -

developed; (2) HPSC piloted and then replicated at country level; (3) HPSC findings disseminated on www.spitale.md website; (4) The Hospital Efficiency Evaluation Framework (HEEF) - a particular type of social audit based on statistics compilation and designed for evaluation of resources' allocation and results of hospital activity - developed; (6) Report developed, distributed and feedback collected; (7) HEEF findings disseminated on www.spitale.md website; (8) institutionalization of both processes.

Component 2: **Strengthening performance based incentive program in family medicine through social audits of primary healthcare institution.**
The key objective of this component is to strengthen performance based incentive program by promoting Primary Healthcare Performance-based Incentives Audits (PHCPIA) that would help the National Health Insurance Fund and the Ministry of Health verify the validity of performance indicators supplied by service providers. The intermediate outputs of this component are: (1) PHCPIA tool - a social audit technique based on quantitative and qualitative analysis of PHC institutions activity in the context of performance-based incentive program - developed; (2) PHCPIA rolled out in targeted sample; (3) Report developed, distributed and feedback collected; (4) Dissemination of results using transparency website, publication of reports and public presentations; (5) follow up and institutionalization.

Component 3: **Creating an enabling environment for informed public dialogue in health.**
Activities included in this component are geared towards creating the enabling environment for effective public participation including complementing existing evaluation processes, improving information flows and promoting opportunities for improve public dialogue. The intermediate outputs of this component are: (1) Development of tools aimed at improving transparency of information in health; (2) Implementation of Public Opinion Polls on health services; (5) Organization of relevant policy dialogues on health reforms impact and sustainability.

Component 4: **Facilitate Knowledge and Learning to enhance effectiveness of social accountability interventions in Moldova and around the world and project management.**
The objective of this component is to ensure that mechanisms for learning and sharing are developed both to support social accountability practitioners in Moldova as well as ensure that lessons learned from the implementation of social accountability mechanisms are taken into account to deepen knowledge base on the effectiveness of such interventions. This will include inter alia:

    (a) Build/develop sustainable information-communication tools based on existing and popular tools to serve as a platform for disseminating and using health systems' data and project results.
    (b) Promote and monitor that project results, achieved on social accountability tools, are effectively used by MOH, NHIC and other governmental institutions to complement formal M&E and to inform about policy process.
    (c) Conduct a series of capacity building activities with local CSOs, local public authorities, media institutions, etc. for promotion of social accountability in healthcare.
    (d) Network with other GPSA grantees.

(e) Documentation of what works, lessons learned and suggestion for further improvements in future initiatives

(f) Management, monitoring and evaluation of project activities including audits.

5. Environmental and Social Safeguards Specialists on the Team:
n/a

6. Safeguard Policies Triggered (please explain why)	Yes	No
Environmental Assessment (OP/BP 4.01)		X
Natural Habitats (OP/BP 4.04)		X
Forests (OP/BP 4.36)		X
Pest Management (OP 4.09)		X
Physical Cultural Resources (OP/BP 4.11)		X
Indigenous Peoples (OP/BP 4.10)		X
Involuntary Resettlement (OP/BP 4.12)		X
Safety of Dams (OP/BP 4.37)		X
Projects on International Waterways (OP/BP 7.50)		X
Projects in Disputed Areas (OP/BP 7.60)		X

II. 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:
The project will not finance any physical activities, no risks related to environmental or social safeguards policies are anticipated during implementation of project activities.

2. Describe any potential indirect and/or long term impacts due to anticipated future activities in the project area:
n/a

3. Describe any project alternatives (if relevant) considered to help avoid or minimize adverse impacts:
n/a

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:
This project is not expected to trigger any safeguards policies as the project screening identified minimal environmental or social risks related to project activities. Hence the project is assigned the Environmental Category C, requiring no further environmental and social assessment.

5. Identify the key stakeholders and describe the mechanisms for consultation and disclosure on safeguard policies, with an emphasis on potentially affected people:
Direct beneficiaries include: (1) service users and service providers (professional staff, etc.) in a sample of health (hospitals and health clinics) and education (primary and secondary schools) facilities. Project direct beneficiaries will be reached out to provide their feedback on the quality of service delivery at the facility level through various mechanisms, such as SMS (service

messaging system), participatory meetings with service users and service providers, and service quality surveys (e.g. citizen report cards); (2) UGTT local coordinators and CSOs based in the sample of selected municipalities corresponding to the targeted health and education facilities. Local CSOs will be selected competitively to administer a citizen survey or citizen report card tool with service users; both UGTT local coordinators and selected CSOs will take part in the Project's capacity-building program which will provide them with the skills needed to perform their intermediary and facilitation roles at the local level; (3) public sector institutions, including but not limited to the Ministries of Health, Education and Finance and their respective Regional Delegations, the Presidency of the Government of Tunisia, Public Audit Court and the National Assembly will also benefit insofar as they are expected to use the information generated by the Project to complement information available through their management information (MIS) and Monitoring and Evaluation (M&E) systems. It is expected that the feedback generated as a result of the Project will help them to take corrective measures and introduce improvements to the service delivery chain and to the budget allocation and monitoring processes.

Project's indirect beneficiaries are: (1) CSOs at the regional and national level, private sector associations, media and other stakeholders that will be convened by the Project to take part in a multi-stakeholder dialogue process around the feedback generated through the social accountability tools. These organizations will be convened as part of the Project's efforts to create a national network for social accountability; and (2) all the Tunisians that may benefit from the information and knowledge generated by the Project, outside the targeted facilities and at the national level. The Project expects to design and implement a communications strategy that will disseminate activities and thus reach out to Tunisian citizens and other key audiences.

B. Disclosure Requirements Date	
Environmental Assessment/Audit/Management Plan/Other:	
Was the document disclosed *prior to appraisal?*	N/A
Date of receipt by the Bank	N/A
Date of "in-country" disclosure	N/A
Date of submission to InfoShop	N/A
For category A projects, date of distributing the Executive Summary of the EA to the Executive Directors	
Resettlement Action Plan/Framework/Policy Process:	
Was the document disclosed *prior to appraisal?*	N/A
Date of receipt by the Bank	N/A
Date of "in-country" disclosure	N/A
Date of submission to InfoShop	N/A
Indigenous Peoples Plan/Planning Framework:	
Was the document disclosed *prior to appraisal?*	N/A
Date of receipt by the Bank	N/A
Date of "in-country" disclosure	N/A
Date of submission to InfoShop	N/A
Pest Management Plan:	
Was the document disclosed *prior to appraisal?*	

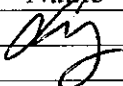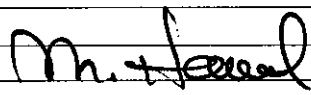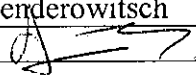| Date of receipt by the Bank	. N/A
Date of "in-country" disclosure	N/A
Date of submission to InfoShop	N/A
* If the project triggers the Pest Management and/or Physical Cultural Resources policies, the respective issues are to be addressed and disclosed as part of the Environmental Assessment/Audit/or EMP.	
If in-country disclosure of any of the above documents is not expected, please explain why:	

C. Compliance Monitoring Indicators at the Corporate Level (to be filled in when the ISDS is finalized by the project decision meeting)

OP/BP 4.01 - Environment Assessment			
Does the project require a stand-alone EA (including EMP) report?	Yes [ ]	No [ ]	N/A [X]
If yes, then did the Regional Environment Unit or Sector Manager (SM) review and approve the EA report?			
Are the cost and the accountabilities for the EMP incorporated in the credit/loan?			
OP/BP 4.04 - Natural Habitats			
Would the project result in any significant conversion or degradation of critical natural habitats?	Yes [ ]	No [ ]	N/A [X]
If the project would result in significant conversion or degradation of other (non-critical) natural habitats, does the project include mitigation measures acceptable to the Bank?			
OP 4.09 - Pest Management			
Does the EA adequately address the pest management issues?	Yes [ ]	No [ ]	N/A [X]
Is a separate PMP required?	Yes [ ]	No [ ]	N/A [X]
If yes, has the PMP been reviewed and approved by a safeguards specialist or Sector Manager? Are PMP requirements included in project design? If yes, does the project team include a Pest Management Specialist?			
OP/BP 4.11 – Physical Cultural Resources			
Does the EA include adequate measures related to cultural property?	Yes [ ]	No [ ]	N/A [X]
Does the credit/loan incorporate mechanisms to mitigate the potential adverse impacts on physical cultural resources?			
OP/BP 4.10 - Indigenous Peoples			

Has a separate Indigenous Peoples Plan/Planning Framework (as appropriate) been prepared in consultation with affected Indigenous Peoples?	Yes [ ]	No [ ]	N/A [X]
If yes, then did the Regional unit responsible for safeguards or Sector Manager review the plan?			
If the whole project is designed to benefit IP, has the design been reviewed and approved by the Regional Social Development Unit?			

OP/BP 4.12 - Involuntary Resettlement

Has a resettlement plan/abbreviated plan/policy framework/process framework (as appropriate) been prepared?	Yes [ ]	No [ ]	N/A [X]
If yes, then did the Regional unit responsible for safeguards or Sector Manager review and approve the plan/policy framework/process framework?			

OP/BP 4.36 – Forests

Has the sector-wide analysis of policy and institutional issues and constraints been carried out?	Yes [ ]	No [ ]	N/A [X]
Does the project design include satisfactory measures to overcome these constraints?			
Does the project finance commercial harvesting, and if so, does it include provisions for certification system?			

OP/BP 4.37 - Safety of Dams

Have dam safety plans been prepared?	Yes [ ]	No [ ]	N/A [X]
Have the TORs as well as composition for the independent Panel of Experts (POE) been reviewed and approved by the Bank?			
Has an Emergency Preparedness Plan (EPP) been prepared and arrangements been made for public awareness and training?			

OP/BP 7.50 - Projects on International Waterways

Have the other riparians been notified of the project?	Yes [ ]	No [ ]	N/A [X]
If the project falls under one of the exceptions to the notification requirement, has this been cleared with the Legal Department, and the memo to the RVP prepared and sent?			
What are the reasons for the exception? Please explain:			
Has the RVP approved such an exception?			

OP/BP 7.60 - Projects in Disputed Areas

Has the memo conveying all pertinent information on the international aspects of the project, including the procedures to be followed, and the recommendations for dealing with the issue, been prepared	Yes [ ]	No [ ]	N/A [X]
Does the PAD/MOP include the standard disclaimer referred to in the OP?			

The World Bank Policy on Disclosure of Information			
Have relevant safeguard policies documents been sent to the World Bank's Infoshop?	Yes [ ]	No [ ]	N/A [X]
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?			
All Safeguard Policies			
Have satisfactory calendar, budget and clear institutional responsibilities been prepared for the implementation of measures related to safeguard policies?	Yes [ ]	No [ ]	N/A [X]
Have costs related to safeguard policy measures been included in the project cost?			
Does the Monitoring and Evaluation system of the project include the monitoring of safeguard impacts and measures related to safeguard policies?			
Have satisfactory implementation arrangements been agreed with the borrower and the same been adequately reflected in the project legal documents?			

D. Approvals

Signed and submitted by:	Name	Date
Task Team Leader:	Josef Trommer	6/11/2014
Environmental Specialist:		
Social Development Specialist		
Additional Environmental and/or Social Development Specialist(s):		
Approved by:		
Regional Safeguards Coordinator:	Maged Hamed	6/11/2014
Comments:		
Sector Manager:	Roby Senderowitsch	6/11/2014
Comments:		