

 Early Warning System

EIB-20200039

CONGO DIGITAL TRANSFORMATION



## Quick Facts

Countries	Congo, Republic of
Financial Institutions	European Investment Bank (EIB)
Status	Approved
Bank Risk Rating	U
Voting Date	2022-12-30
Borrower	Government of Republic of Congo
Sectors	Communications, Law and Government
Investment Type(s)	Loan
Investment Amount (USD)	\$ 38.54 million
Project Cost (USD)	\$ 144.52 million



## Project Description

According to bank provided information, the project relates to the implementation of the digital transformation programme of the public administration in Congo. The project will support the Promoter in establishing an e-governance in line with international best practices. It will include transversal components such as the creation of the Personal Data Protection Commission, the definition of the national cybersecurity strategy, the creation of the country's CERT (computer emergency response team), and the definition of an information technology (IT) interoperability framework and data exchange platform. The project will also develop and implement systems targeting tertiary education, the health sector, focusing on management of epidemics, and the council of ministers. Finally, the project will finance digital skills capacity building and the definition of an IT certification framework, targeting public administration and private sector IT professionals, as well the general population.

The project aims to achieve four specific objectives:

- (i) Human capital: contributing to bridging the digital divide in terms of digital skills, digital literacy, access to information and vocational training.
- (ii) Digital Services: promoting access to digital services for citizens and businesses, thereby making the country more attractive to investors.
- (iii) E-governance: promoting better governance based on digital solutions and contribute to the development of a regulatory framework for the digital space, according to European standards.
- (iv) Technical assistance (TA) to support project implementation: The success of this project requires institutional strengthening of the actors concerned through the provision of TA to the project implementation unit, aimed at supporting project implementation and strengthening the Promoter's capacities to operate and maintain the investments.



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## Investment Description

- European Investment Bank (EIB)



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## Contact Information

*\*Contact information not provided at the time of disclosure\**

## ACCESS TO INFORMATION

You can submit an information request for project information at: <https://www.eib.org/en/infocentre/registers/request-form/request-form-default.htm>

## ACCOUNTABILITY MECHANISM OF EIB

The EIB Complaints Mechanism is designed to facilitate and handle complaints against the EIB by individuals, organizations or corporations affected by EIB activities. When exercising the right to lodge a complaint against the EIB, any member of the public has access to a two-tier procedure, one internal - the Complaints Mechanism Office - and one external - the European Ombudsman. A complaint can be lodged via a written communication addressed to the Secretary General of the EIB, via email to the dedicated email address: [complaints@eib.org](mailto:complaints@eib.org), by completing the online complaint form available at the following address: <http://www.eib.org/complaints/form> via fax or delivered directly to the EIB Complaints Mechanism Division, any EIB local representation office or any EIB staff. For further details, check:

[http://www.eib.org/attachments/strategies/complaints\\_mechanism\\_policy\\_en.pdf](http://www.eib.org/attachments/strategies/complaints_mechanism_policy_en.pdf)

When dissatisfied with a complaint to the EIB Complaints Mechanism, citizens can then turn towards the European Ombudsman. A memorandum of Understanding has been signed between the EIB and the European Ombudsman establishes that citizens (even outside of the EU if the Ombudsman finds their complaint justified) can turn towards the Ombudsman on issues related to 'maladministration' by the EIB. Note that before going to the Ombudsman, an attempt must be made to resolve the case by contacting the EIB. In addition, the complaint must be made within two years of the date when the facts on which your complaint is based became known to you. You can write to the Ombudsman in any of the languages of the European Union. Additional details, including filing requirements and complaint forms, are available at:

<http://www.ombudsman.europa.eu/atyourservice/interactiveguide.faces>



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## Bank Documents

- [Environmental and Social Data Sheet \(ESDS\) - CONGO DIGITAL TRANSFORMATION](#)