

# Talking Interoperability

## A dialogue series for advancing interoperability in the social protection sector

### Cambodia Social Protection Registry

*This brief summarizes key learnings from the dialogue on interoperability of the Cambodian social protection system held on 26 July 2022.*

*H.E. Yok Samedy, Deputy Secretary-General, made the opening remarks of the GS-NSPC, Ministry of Economy and Finance and the presentation was made by **Chhut Lay Veasna**, ICT Specialist of General Affairs Department, GS-NSPC, Ministry of Economic and Finance, Cambodia. Anita Mittal, Senior Advisor, GLZ, moderated the session. The discussants were **Robert Palacios**, Lead Economist, Social Protection and Jobs, World Bank and **Jie Yu (Finn) Koh**, Social Protection Programme Manager, ILO Cambodia.*

Please click [here](#) to access the recording and presentation slides.

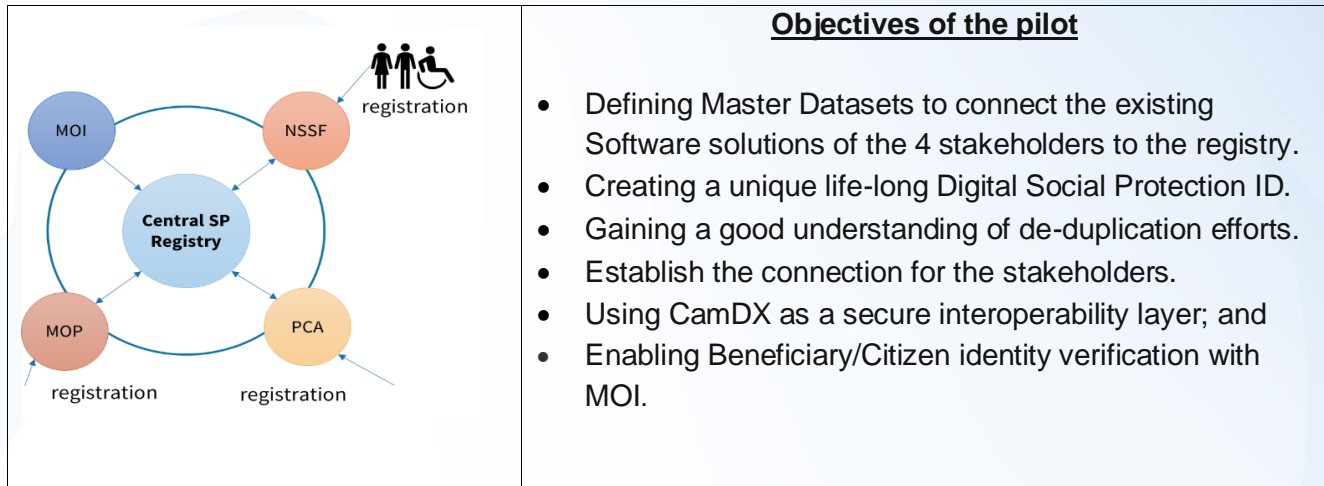
### Overview

Cambodia developed a **National Social Protection Policy Framework 2016 – 2025 (NSPPF)** with the long-term vision of building an effective and financially sustainable social protection system which serves as a policy tool to reduce poverty, vulnerability, and inequality, while at the same time boosting human development and national economic growth.

Towards achieving this vision, a step-by-step approach involved

- a) an assessment of the existing digital Social Protection (SP) systems landscape
- b) the formation of a technical working group under the leadership of the General Secretariat, National Social Protection Council
- c) a partnership with [CamDX](#), a data exchange platform which allows secure data exchange among Government Institutions
- d) developing a digital social protection framework
- e) an interoperability showcase project amongst the most significant social protection program operators

A central social protection registry is being created and will support a National Social Protection Platform. The registry contains **only identity data** of existing and potential beneficiaries, while program-related indicators will remain in the IT solution of the respective SP operator. This guarantees **solid authentication of a person while not violating data privacy rules**. In the pilot implementation, four programs from the National Social Security Fund (NSSF), Ministry of Planning (MOP), Ministry of Interior (MOI) and Payment Certification Authority (PCA) are being linked with this central social protection registry.



### How does the central social protection registry facilitate data exchange?

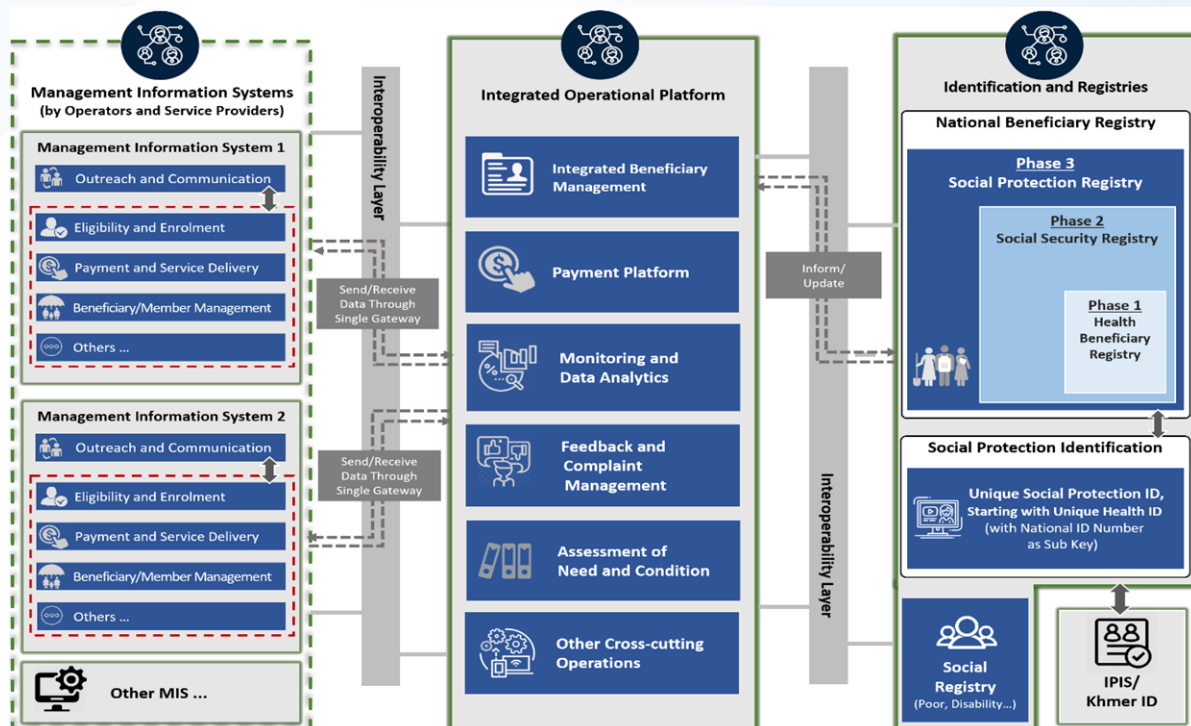
The system's interoperability is designed as an exchange in two directions: from the central social protection registry to partner institutions and from the institutions to the central registry. Limited data on beneficiaries is transmitted to the central social protection registry, and the partner institutions can query the central registry for their data needs. A modular service delivery platform is also envisaged to enable departments which do not have social protection management information systems to use it for beneficiary management. A payment gateway and a centralized grievance redressal system are also under development.

### Challenges identified and solutions adopted to address them

- **Identity de-duplication issues:** While there is a national ID in Cambodia, it is issued only to people above the age of 15; it was decided to create a social protection ID for each registrant in the social protection systems to help with identity de-duplication. The social protection ID would be linked with the National Khmer ID where available.
- **Inability to exchange data:** A partnership has been established with the CamDX – the data exchange platform to connect the social protection program operators with the central social protection registry via the CamDX using secure APIs.
- **Redundant Workflow and processes:** A study of business processes was done to identify common workflows that could be reused and remove redundant workflows and process steps to simplify processes. A modular integrated digital platform is to be developed to enable the reuse of components by various programs.
- **Inconsistent Data:** Data standards are being defined to enable data interoperability across different systems.

## Benefits of the integrated system to various stakeholders

It is envisaged that the envisaged integrated SP system would provide benefits to various residents, scheme implementers and governments as listed below



### Residents

<b>Authentication of Beneficiaries</b> – One identity number (SPID) for multiple schemes
<b>Elimination of Redundant Work</b> – Providing the same data multiple times for different schemes
<b>Faster Application Approval and Transfer</b> – Service providers can fasten the approval and benefits transfer
<b>Better User Experience</b> – Through accuracy, easy and transparent processes
<b>Increased Outreach</b> – Increased coverage through better beneficiary identification mechanism
<b>Faster Resolution</b> – Grievances and Complaints

### SP Scheme Operators

<b>Elimination of Redundant Work</b> – Registrations in multiple schemes through integration
<b>Maximizing Inclusion</b> – Identification of beneficiaries from existing data in SP Registry
<b>Validated Information</b> – Faster validation of beneficiary with KhmerID minimize fraud and duplicates
<b>Enhancement of Current System</b> – Reuse of modules thus reducing additional development efforts and cost
<b>Efficient Scheme Delivery</b> – Automated for beneficiary identification, registration, approval and transfer of benefits
<b>Robust Grievance Redressal</b> – Automated System

### Government of Cambodia

<b>Consolidated view</b> – Of all beneficiaries, potential beneficiaries and the benefits received across schemes
<b>Maximizing Inclusion</b> – Through beneficiary identification achieving goals for universal coverage to social protection
<b>Efficient Implementation and Monitoring</b> – Benefits schemes through tracking of schemes availed by everyone
<b>Data and Analytics</b> – Allows data-driven decision making and policy improvements
<b>integrated digital platform</b> – New SP operators can use the platform modules for their beneficiary management
<b>Increased Harmonization</b> – Saving due to removal of ineligible, fraud and ghost beneficiaries

Prepared by Anita Mittal based on presentation by Chhut Lay Veasna and with contributions from Michael Stahl and Judith Zimmermann