

# Talking Interoperability

In Focus | Lebanon



Digital  
Convergence  
USP2030

Welcome

Welkommen  
Willkommen  
Bem-vindo  
Yokoso  
Accogliere  
Nau Mai  
Toivottaa  
Degemer  
Akwaba  
Ongietorri  
Dobrodošli  
Üdvözlet  
Wellkomma  
Benvido  
Haere Mai  
Salve  
Tervetuloa  
Acchoje  
Hosgeldiniz  
Nayak  
Bi xêr hatî  
Chào mừng  
Vitajte  
Fáilte  
Swagata  
Benvenuto  
Welkom  
Velkomin  
Namaste  
Witaj  
Bun venit  
Aloha  
Bienvenue  
Huan Ying  
Vítejte  
Swaagat  
Bonavinuta



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## Opening



**Lamine Fall**

Technical Coordinator  
Expertise France



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# Agenda

12:00–12:10

**Welcome**

12:10–12:50

**Presentation**

12:50–13:30

**Discussion**

(with short input from South Sudan)

13:30–13:55

**Audience Q&A**

13:55–14:00

**Closing remarks**



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# Housekeeping rules

- Ask your questions in the Q&A box
- Share any comments or resources in the chat
- Simultaneous interpretation is available  
Select the language in the interpretation icon on control bar  
(English, French, Arabic available)
- Session will be recorded



To: Everyone ▼



Your text can be seen by panelists and other attendees



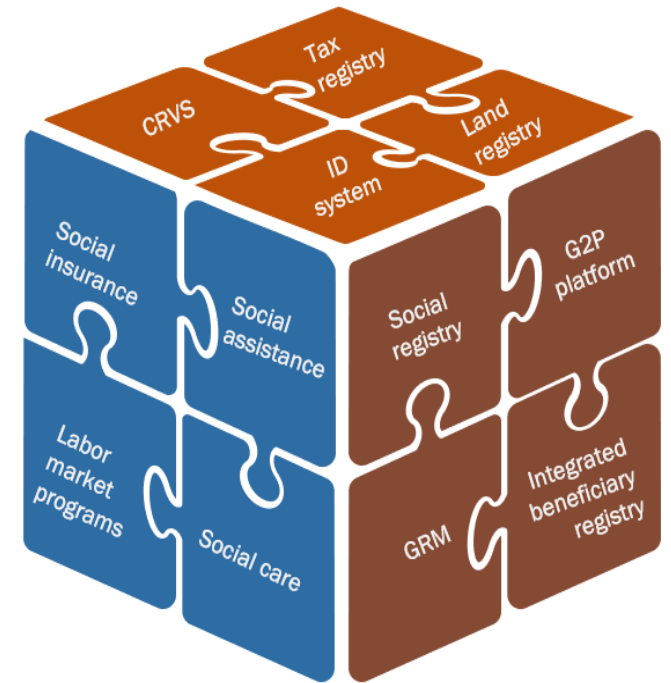
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# The Digital Convergence Initiative (DCI)

A joint effort by USP2030 members and non-members, governments, development partners and private sector towards creating a harmonized and interoperable digital ecosystem for social protection

Building consensus-based standards for interoperability to

- **foster an ecosystem for innovation** by ICT solution providers to build products that are interoperable, easy to use, integrate, maintain and scale
- **reduce time and costs** of developing solutions at the country/program level
- enable programs and countries to **mix and match different components** from different suppliers
- **ensure that systems are future-proof by design**, regardless of current levels of policy and information systems maturity



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# Talking interoperability

**A monthly dialogue series by the DCI to facilitate in-depth technical conversations around integrated and interoperable SP information systems across countries**

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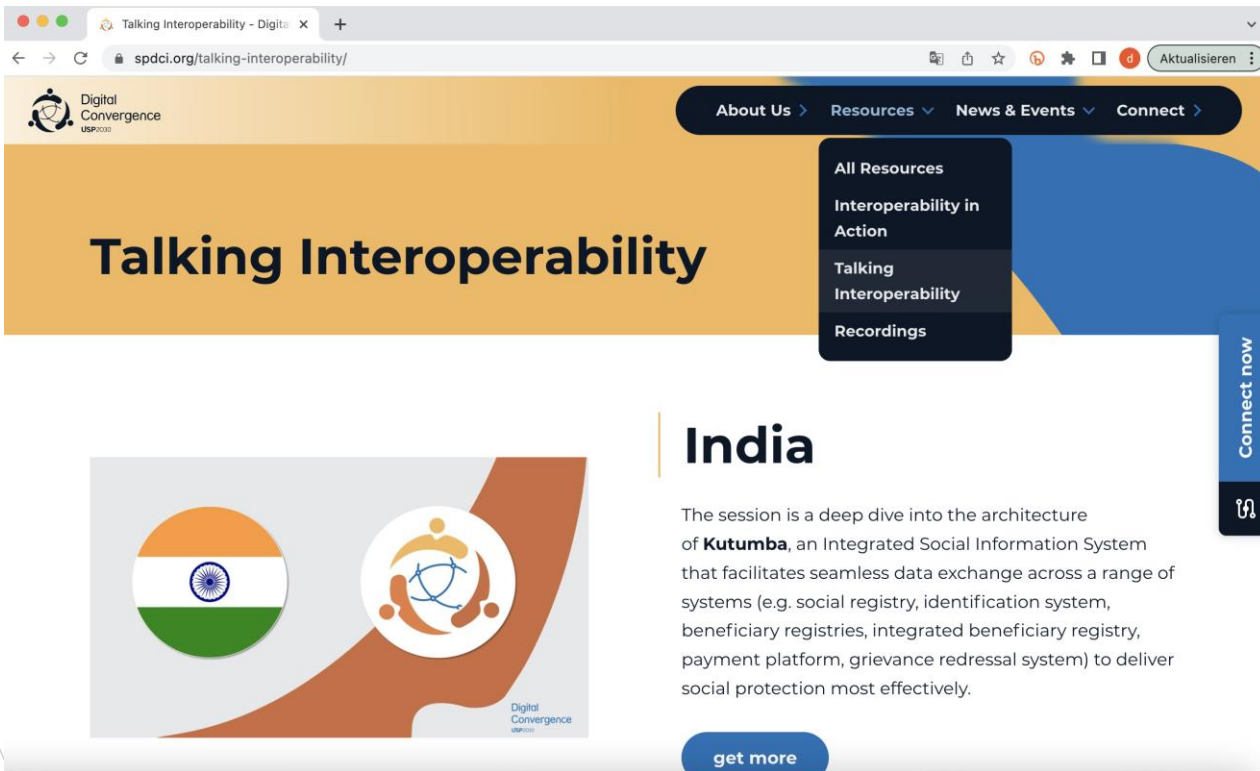
## **Deep dive into one country-level system per session to...**

- share the technical nuts and bolts of how agencies have designed their social protection information systems for interoperability
- understand how agencies have tackled the major challenges to interoperability.
- brainstorm potential solutions to remaining bottlenecks



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# Recordings of past sessions available



The screenshot shows the website [spdc.org/talking-interoperability/](https://spdc.org/talking-interoperability/). The header includes the Digital Convergence USP2030 logo and navigation links: About Us, Resources, News & Events, and Connect. A dropdown menu under Resources lists: All Resources, Interoperability in Action, Talking Interoperability, and Recordings. The main heading is "Talking Interoperability". Below it, there is a section for "India" featuring the Indian flag and a circular logo with a network diagram. The text describes a session on the architecture of **Kutumba**, an Integrated Social Information System. A "get more" button is at the bottom.

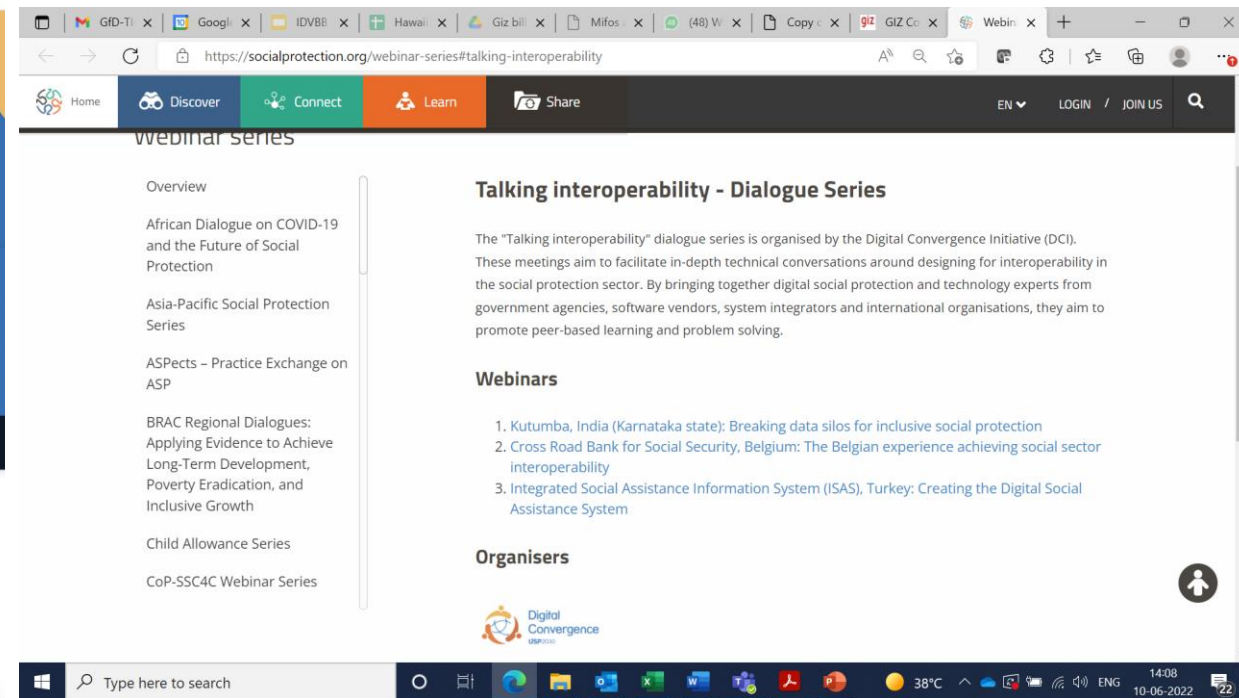
**Talking Interoperability**

**India**

The session is a deep dive into the architecture of **Kutumba**, an Integrated Social Information System that facilitates seamless data exchange across a range of systems (e.g. social registry, identification system, beneficiary registries, integrated beneficiary registry, payment platform, grievance redressal system) to deliver social protection most effectively.

[get more](#)

[Past Events – Talking Interoperability](#)



The screenshot shows the page <https://socialprotection.org/webinar-series#talking-interoperability>. The header includes navigation links: Home, Discover, Connect, Learn, and Share. The main heading is "Webinar Series". The page lists several webinar series: Overview, African Dialogue on COVID-19 and the Future of Social Protection, Asia-Pacific Social Protection Series, ASPECTS – Practice Exchange on ASP, BRAC Regional Dialogues: Applying Evidence to Achieve Long-Term Development, Poverty Eradication, and Inclusive Growth, Child Allowance Series, and CoP-SSC4C Webinar Series. A section titled "Talking interoperability - Dialogue Series" provides a description of the series. Below this, a list of webinars is shown, including: 1. Kutumba, India (Karnataka state): Breaking data silos for inclusive social protection, 2. Cross Road Bank for Social Security, Belgium: The Belgian experience achieving social sector interoperability, and 3. Integrated Social Assistance Information System (ISAS), Turkey: Creating the Digital Social Assistance System. The "Organisers" section features the Digital Convergence USP2030 logo.

**Webinar Series**

**Talking interoperability - Dialogue Series**

The "Talking interoperability" dialogue series is organised by the Digital Convergence Initiative (DCI). These meetings aim to facilitate in-depth technical conversations around designing for interoperability in the social protection sector. By bringing together digital social protection and technology experts from government agencies, software vendors, system integrators and international organisations, they aim to promote peer-based learning and problem solving.

**Webinars**

1. Kutumba, India (Karnataka state): Breaking data silos for inclusive social protection
2. Cross Road Bank for Social Security, Belgium: The Belgian experience achieving social sector interoperability
3. Integrated Social Assistance Information System (ISAS), Turkey: Creating the Digital Social Assistance System

**Organisers**

Digital Convergence USP2030

[Webinar Series - sp.org](#)



# Introductions

## Presenter



**Marie Louise Abou Jaoudeh**

Director of the Central  
Management Unit (CMU),  
Presidency Council of  
Ministers (PCM)

Lebanon

## Discussants



**Alex Sebit Michael**

MIS Specialist at the Single  
Project Coordination Unit,  
Ministry of Agriculture and  
Food Security

South Sudan



**Dr. Shreevyas H M**

Project Director, Centre  
for e-Governance  
Karnataka (India)

## Moderator



**Janina Voss**

Project Manager  
GIZ



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## Presenter



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Director of the Central Management Unit (CMU), Presidency  
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# Lebanon's Social Registry (DAEM): Transforming Cash Delivery for the Poor and Vulnerable

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May 2024

# Exacerbated poverty and vulnerability as a result of multiple crises since 2019



**Increased poverty and lack of adaptive social safety net systems before the crises**



**Limited access to and poor public services resulting in deterioration of human capital**



**Poor labor market outcomes materializing in high inactivity, unemployment and informality**

- Unemployment rate increased from 11% to 30% ; inactivity increased from 51% to 57% between 2018 and 2022
- Informality increased from 55% to 62% of workers informally employed over the same period



**A fragmented contributory system that requires urgent reforms to improve equity and affordability**

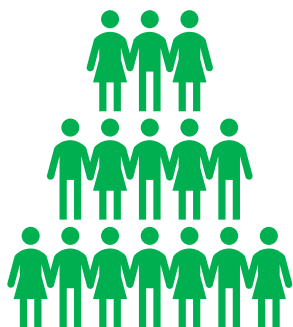
- People working in the informal economy, estimated at 60% of the population in January 2022, lack any form of social protection

Source: CAS follow up Labor Force Survey 2022 and ESSNP AF2 Project Paper



# Context Setting

## POPULATION SIZE

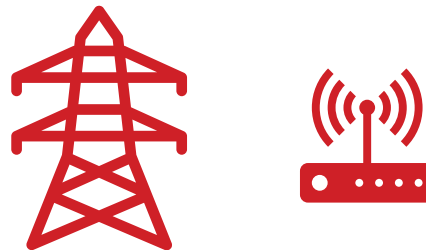


*Hard to estimate.*

*World Bank estimate: 5,489,739  
(by 2022).*

*25% non-Lebanese*

## TECHNICAL Infrastructure



*Internet and electricity not  
available to all*

## SOCIAL PROTECTION until Dec 2021



- *Highly regressive, efficiency & effectiveness challenges*
- *Minimal government spending on social assistance*
- *Donor-financed National Poverty Targeting Program (**NPTP**) only poverty-targeted program*
- *Initial coverage: 1.5% fully donor financed, scaled up to 75K over the past few years.*
- ***NPTP** will run out of resources by June 2024.*
- *NPTP Migration to ESSN by Aug 2024*

Source: CAS follow up Labor Force Survey 2022 and ESSNP AF2 Project Paper

# Evolution of SP Systems as of December 2021



## DAEM Social Registry (DAEM = Support (Arabic))



Creation of

- ESSN established in Dec 2021 to expand the coverage while the subsidies are being lifted
- 2 main SP programs:
  - Emergency Social Safety Net (ESSN) and
  - Donor financed NPTP (NPTP database is moved to DAEM Social Registry)

### Remaining challenges:

- Fragmented, ineffective, and inefficient labor market and social insurance programs
- operating with a limited regulatory framework, limited reach and scale, lack of connection to private sector needs,
- fragmented social insurance schemes with low coverage, and labor regulations require more flexibility

- Established as part of the ESSN project for efficient delivery
- Financed by WB from ESSN
- Only system through which beneficiaries are managed (whole ESSNP process implementation) and more

Source: ESSNP AF2 Project Paper

# ESSN PROGRESS



**December 1, 2021**

Launch of Registration  
for only 2 months ending 31  
January 2022



**February 17, 2022**

Launch of verification  
visits (17 days after the end of  
the registration )



**March 18, 2022**

**Payment to  
beneficiaries started**  
25\$/HH 20\$/pers capped at 6



**583000 HHs registered  
on  
" DAEM Social Registry"**



**Around 250000 HHs met  
initial ESSN criteria**



**190,000 HHs visited  
with Technical  
Assistance from WFP**



**To date 93600 HHs  
received payment  
(205 M\$)**

- *The Government of Najib Mikati – which took office in September 2021 – rapidly initiated and completed key actions to launch project implementation which had stalled since effectiveness including the amendment of the ESSN Project Law by the Parliament (December 7, 2021).*

# Emergency Social Safety Net (ESSN)

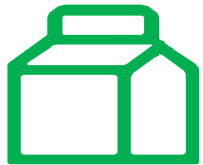
## COMPONENTS, BENEFICIARIES & ASSISTANCE PACKAGES



**Component 1: 105,000** extreme poor and vulnerable Lebanese households to receive monthly **Cash Transfers for Basic Income Support** for one year (ESSN OF). To date, **93,600 beneficiaries** have received cash transfers. Under ESSN AF2, 160,000 households will receive cash transfers for an additional year. **\$20/** household member (capped at 6) + **\$25** per household.



**Component 2: 50,000** students (13 – 18 yrs.) from ESSN beneficiaries, enrolled in public schools, will receive **Top-up Cash Transfers** to reduce dropouts. To date, **around 8,000 students** have received cash top-ups. Under ESSN AF2, 92,000 students will benefit from the Top-up cash transfers. **\$185-\$415** / student/school year (depending on grade and stream of education).



**Component 3: 100,000** individuals from vulnerable households will benefit from improved **access to quality social services**. **With AF2, total of 400,000** individuals are expected to benefit from this component.

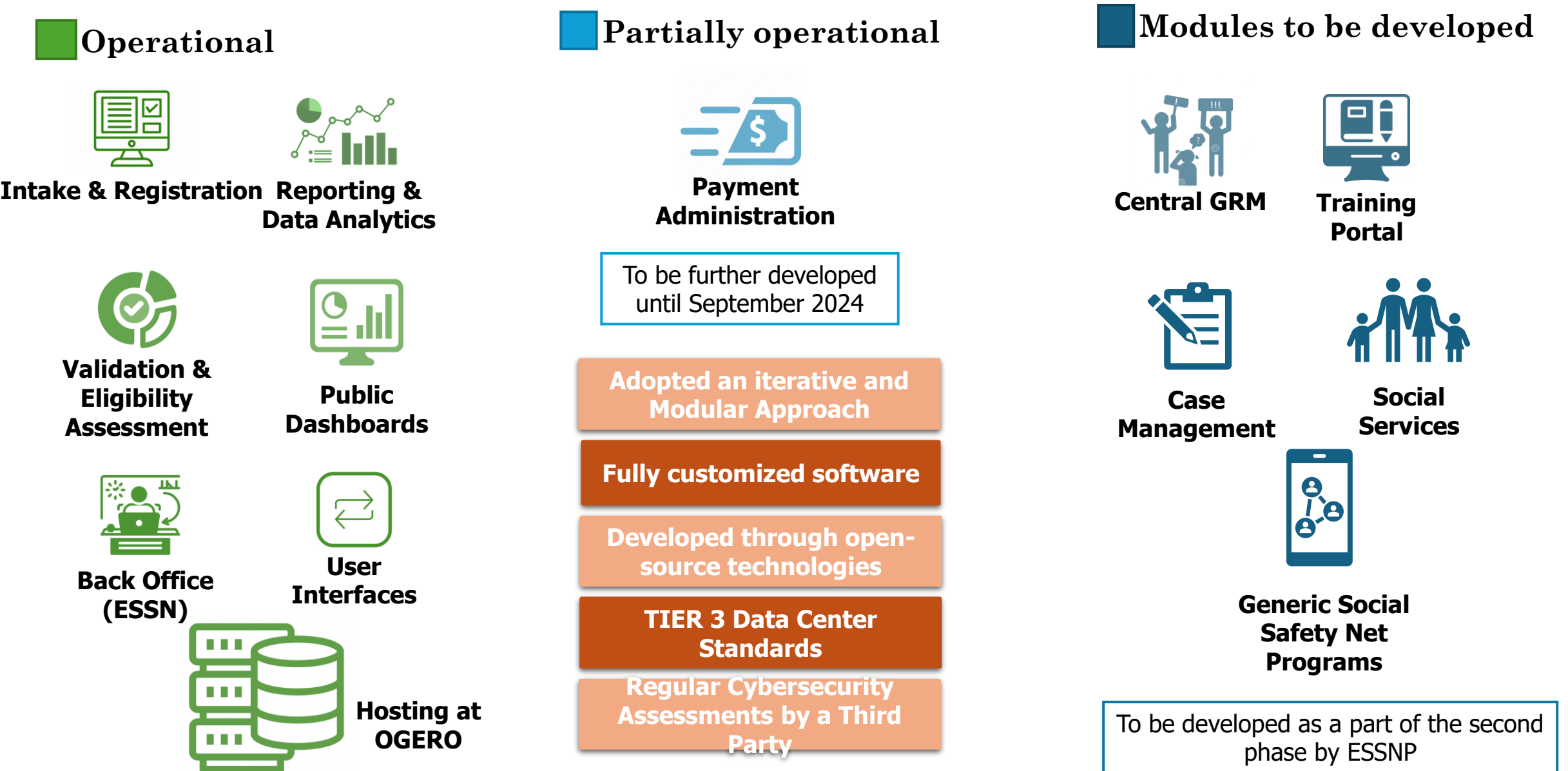


**Component 4: DAEM Social Registry, Third Party Monitoring, Post distribution Monitoring, Audits, Cybersecurity assessments, Project Staff, etc.**

**Original Financing US\$ 250 Million + Additional Financing US\$ 300 Million**

# DAEM Social Registry

## A pathway from DAEM Social Registry to DAEM Social Protection Information System



# Identification System



## System

- Having an ID is required to apply to the ESSN.
- Over 86% of the Lebanese population do have a National ID (15+ population)
- More than 60% registered to DAEM Social Registry with a National ID

3 types of ID's :

1- National ID

2- Passport

3- Civil registry certificate

- If Head of HHs do not have an ID, they can nominate a member aged 18 or older to cash out the assistance.

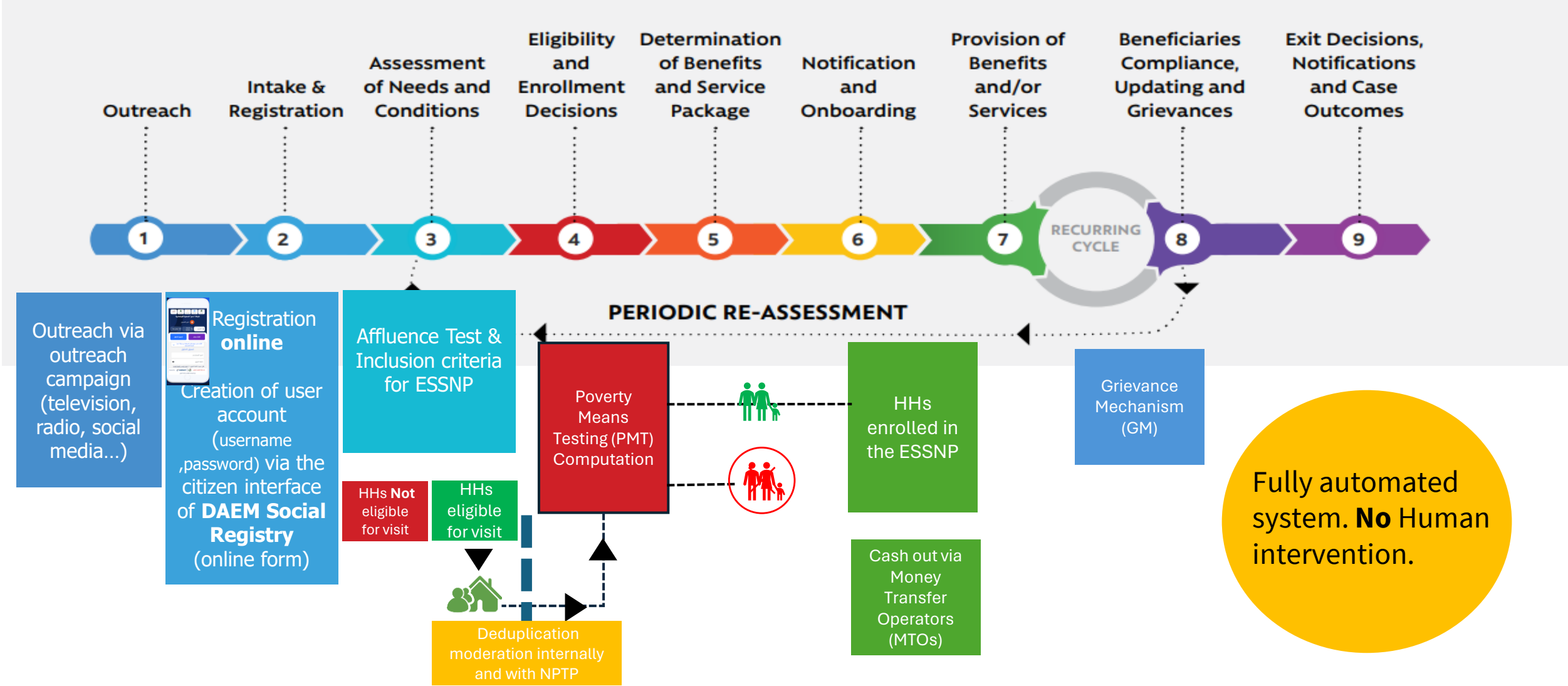
## Challenges

- Despite the existing of a National ID in Lebanon, none of the institutions in the country use it as a unique identifier in their databases.

Result:

- There are numerous IDs from various institutions and programs, but no universally accepted unique identifier.
- Lack of interoperability across systems.

# User Journey of a Beneficiary (Following the SP delivery chain)



Delivery Chain Graphic Source: Sourcebook on the Foundations of Social Protection Delivery Systems, Chapter 2 (World Bank)

# Payment System

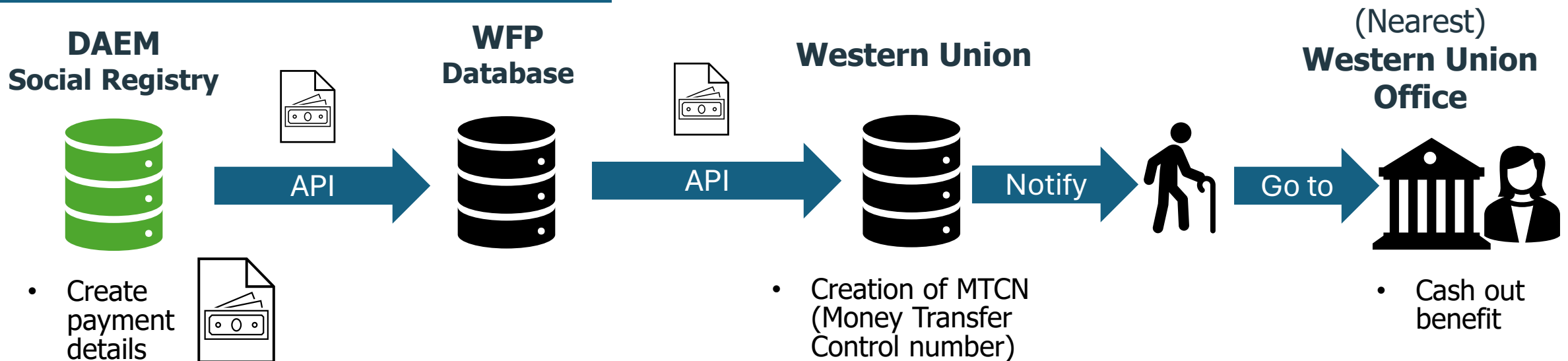
## Context

- Banking System not fully operational in Lebanon
  - Cash preferred method of payment
- Payment via Money Transfer Operators (MTOs)

## Future

- WB is supporting Government to fully operate all payment functionalities using in-house capacity.
- Payment module planned to allow for multiple payment modalities

## Process



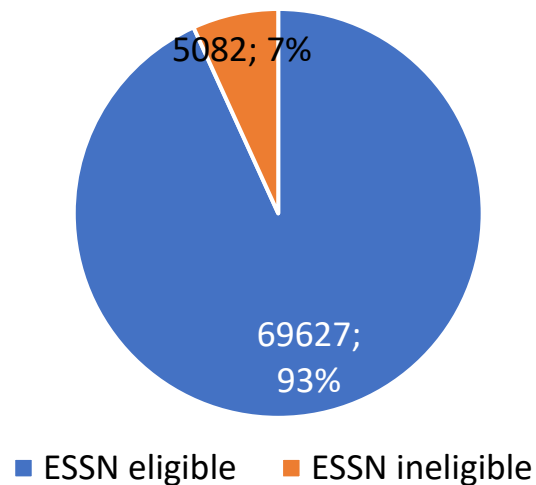
**To be fully operated by the Government by the end of 2024, i.e. DAEM Social Registry with a direct link to Financial Service Providers**



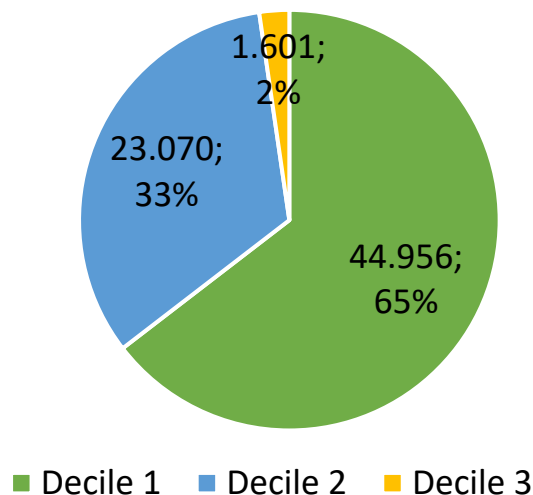
# Migration of NPTP to ESSNP

## NPTP Data Analysis indicates that

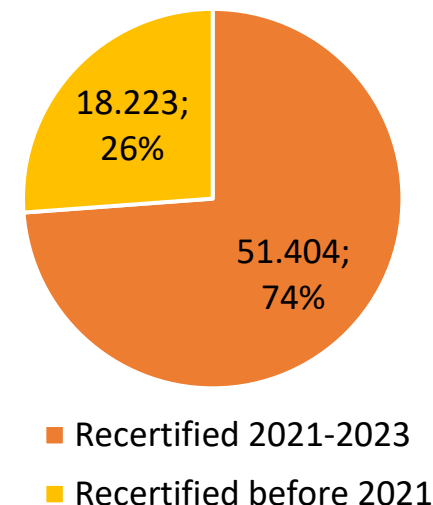
Potential Eligibility of NPTP Beneficiaries from ESSNP



NPTP Beneficiaries by Decile



NPTP Beneficiaries by Recertification date

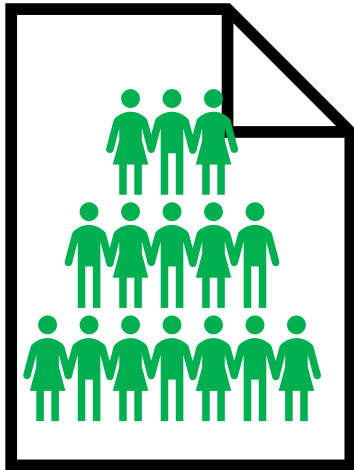


- **93%** of the NPTP beneficiaries (i.e., 69,627 households) are **eligible for ESSNP**.
- **65%** of NPTP beneficiaries **belong to the poorest decile**.
- **74%** of NPTP beneficiaries were **recently recertified**, i.e., after 2021.

Based on the analysis, the government of Lebanon **developed a roadmap for the migration of NPTP beneficiaries** to ESSNP in a phased approach and will complete the process **by August 2024**. The Migration will lead to **unification in program implementation**, benefiting from the **DAEM Social Registry**, improved payments via **digitalization**, and **improved benefits and service delivery**

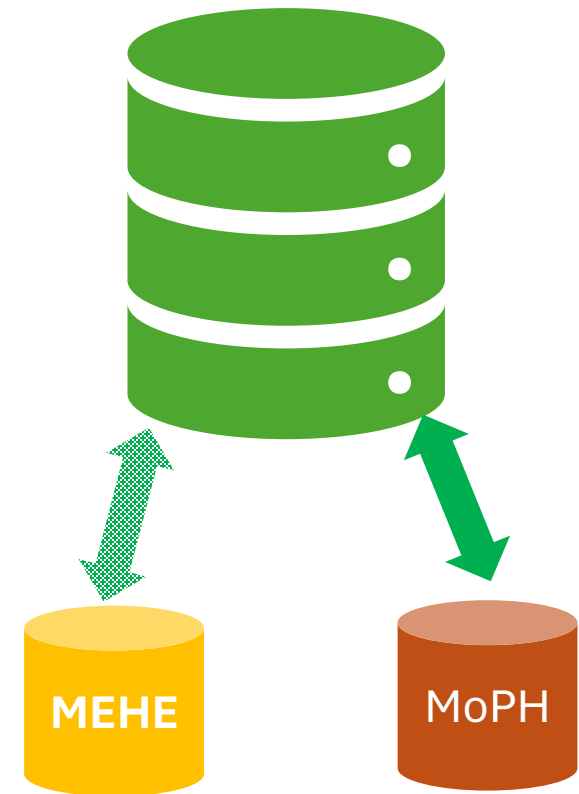
# Migration of NPTP to ESSNP

## NPTP Pool

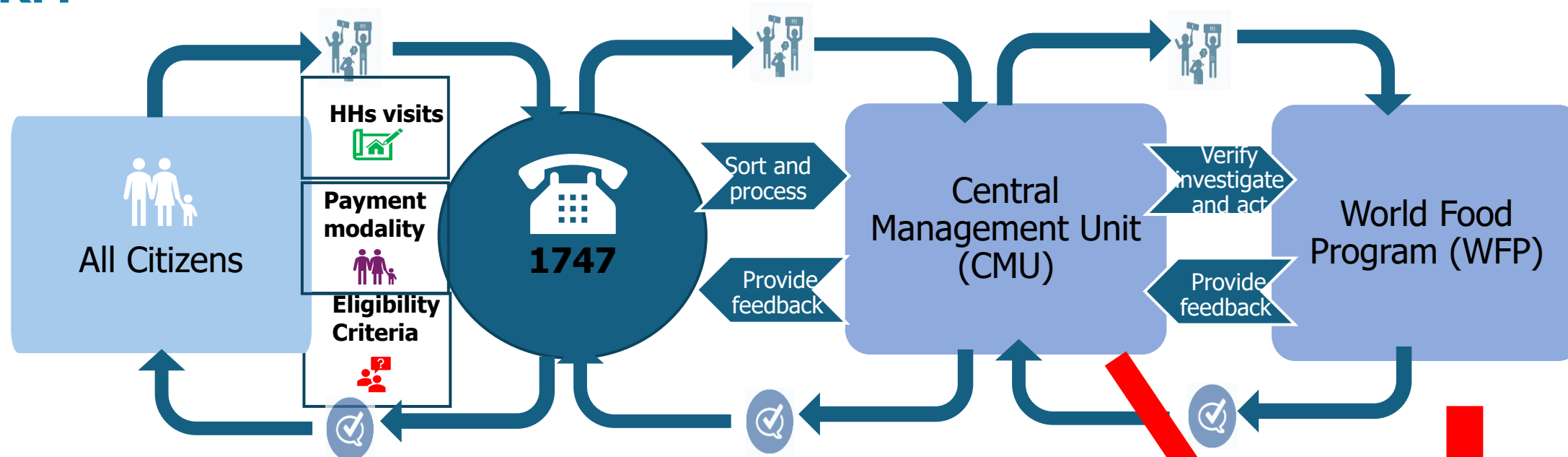


- NPTP currently running manually, but since will run out of funds, the NPTP pool will be migrated to the ESSN program (DAEM Social Registry)
  - **1 single safety net moving forward**
- Currently, there is a deduplication process for NPTP and ESSNP (enrolment only possible for 1 of the 2 programs), i.e., no overlap between programs
- **Technical procedure:**
  - Through automated ETL processes.
  - An auxiliary database will be established within OGERO datecenter to clean, extract, transform, and load the NPTP database to ESSNP pool
  - The process will follow an iterative approach

## DAEM Social Registry



# GRM



*An active and well-functioning Call Center was established in December 2021, managed by the company developing DAEM Social Registry, and hosted under the Central Inspection Office.*



*The Central GRM will go live in mid May 2024 to support Social Safety Nets.*

Ministry of Social Affairs (MOSA)

# PROJECT MONITORING, ACCOUNTABILITY & TRANSPARENCY MEASURES

## 1/2

In addition to strict Data Protection measures the **Project employs** the following **Monitoring & Transparency measures deployed at multiple levels** to ensure the highest levels of **transparency** and **accountability** as well as to **maximize** the **impact** of the assistance provided to extreme poor households:



**Post Distribution Monitoring:** includes conducting regular post distribution and outcome monitoring with beneficiaries to track the **desired outcomes** of the program including **how assistance helped households meeting their needs**.



**Third-Party Monitoring Agent:** contracted an **independent TPMA** is **auditing** implementation including registration, eligibility, status of cash transfers, accuracy of amounts, etc.

# PROJECT MONITORING, ACCOUNTABILITY & TRANSPARENCY MEASURES

## 2/2



**External Financial Audit:** hired an auditor **to ensure financial operations are implemented** as per existing World Bank **rules** and **regulations** in place.



**Overall Project Monitoring:** led by the **Central Management Unit** which is responsible for the implementation, management of eligibility (determination, payments process), in coordination with **MOSA**



**Cybersecurity Assessments:** contracted to an independent organization to regularly implement **vulnerability** and cybersecurity assessments, penetration test, black box, etc.



**World Bank close monitoring and supervision** of project implementation and proceedings through regular engagement with stakeholders, technical assistance and support missions.

# GENDER ASPECTS

The project identifies the need to ensure that female-headed households are able to access the cash transfers, given vulnerabilities they face.



As per the **inclusion rules** / initial screening criteria of the Project, **female headed households are among the defined socially vulnerable groups** that are being **prioritized** for household visit post application phase.



The **targeting mechanism** continues to include **weighted criteria** for female-headed households, and the **expansion of digital payments is expected to benefit women's access and overall financial inclusion.**



Another gender gap identified is the **share of boys dropping out of secondary school** to engage in income-generating activities, which the financial incentives provided to households will address.



MOSA & UN organizations partnership to mainstream gender aspects (training gender-based violence for SW, gender studies)

## KEY ISSUES AND NEXT STEPS



Migration of NPTP beneficiaries to ESSNP to attain National Social Safety Net in Lebanon



**Sustainability** of SSN programs after ESSNP runs out of budget.



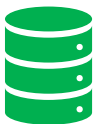
Due to increased poverty and vulnerability, the **coverage** of the SSN programs needs to further increase with a **link to activation programs**



**Financing** to be within a Medium-term Fiscal Framework - whereby initial years GOL relies on external financing (grants, loans), and gradually GOL fully finances SSN.



DAEM Social Registry's **link to education and health sectors to be strengthened**. Government is utilizing DAEM Social Registry to implement a health subsidy program targeted to ESSNP through primary healthcare facilities.



DAEM Social Registry to be further developed to DAEM SPIS with ESSNP funds

# **Discussion**

(with short input from South Sudan)

## **Audience Q&A**



SOUTH SUDAN PRODUCTIVE SAFETY NET FOR SOCIO-ECONOMIC  
OPPORTUNITIES PROJECT  
(SNSOP)



Presented by:  
Alex Sebit Michael  
MIS Specialist,  
23/05/2024



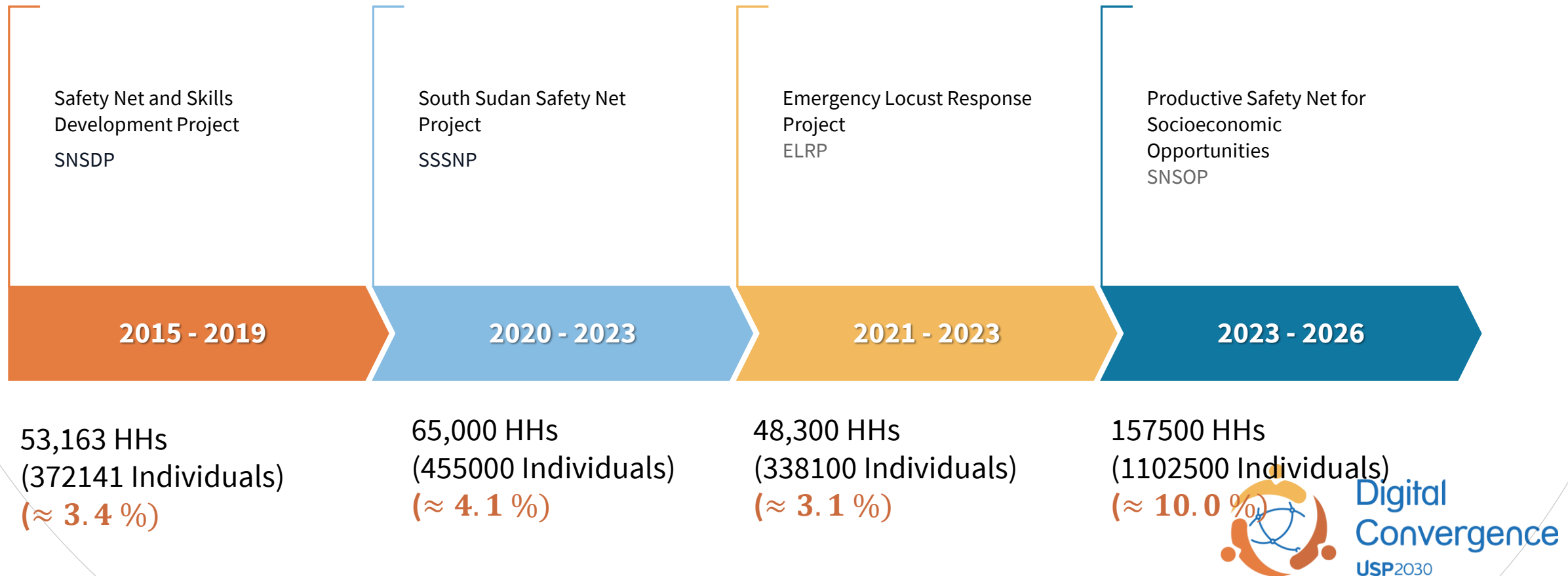
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# Country Context & Program Evolution over Time

**Population:** 11M individuals

**Social Protection System:** 1 program (Shabaka Meisha) across 2 ministries

**Ministries:** Ministry of Agriculture and Food Security & Ministry of Gender Child and Social Welfare



# Information systems landscape in 2024

## Common digital infrastructure

Information system	Status (see legend below)	Responsible institution
Social registry	<b>Under initial phase of development</b>	Ministry of Gender Child and social welfare
Grievance redressal platform	<b>Under development</b>	Ministry of Agriculture and Food Security and Ministry of Gender
Civil registration system	<b>Under development</b>	Ministry of Information and Interior

Live

Under development

Not available



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# Shabaka Meisha (MIS for SNSOP)

## Technology stack

- UI
  - CSS
  - HTML5
  - Telerik Web Components
  - Java Script
- Backend
  - C#
  - .NET Framework 4.6
  - ASP.NET Core5
- Data
  - SQL Server 2019
  - Transact SQL

## SP business processes supported

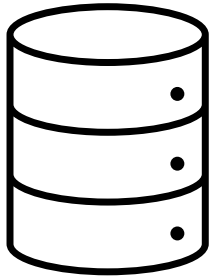
Initial registration	Eligibility check	Enrolment
Grievance redressal	Payment	Data management (updates)
Case management	Monitoring and evaluation	



# Challenges

Challenge Category	Challenge Elaboration (if needed)	Approach to address the challenge
Organisational & Policy	<ul style="list-style-type: none"> <li>- Outdated SP policy framework</li> <li>- Lack of SP coordination on system interoperability</li> <li>- Organisational barriers (silos, competing priorities)</li> </ul>	Revision of the SP policy framework Strengthened partner coordination and establishment of MIS TWG
Data Protection & Privacy Concerns		Coordinated partner support to the govt
Scalability and Performance	<ul style="list-style-type: none"> <li>- to accommodate growing data volume and user demand</li> </ul>	
Technical Compatibility	<ul style="list-style-type: none"> <li>- Uncoordinated partner MISs</li> <li>- Diverse platforms and systems</li> <li>- Lack of data sharing <b>standards</b> and formats</li> </ul>	Strengthened partner coordination and establishment of MIS TWG

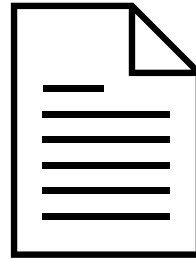
# Future roadmap for extending the system's interoperability capabilities



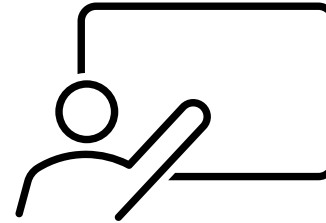
Program MIS strengthening, expansion and enhancement based on lessons learned



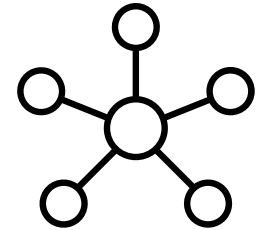
Support government on the social registry agenda ( diagnostic assessment and pilot)



National SP Policy framework review



Stakeholder capacity building



MIS mapping



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# Thank you

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**... and back to the overall discussion**

## Closing



**Raúl Martín Garcés**

Project Manager

FIIAPP



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# Next Talking Interoperability Event

Azerbaijan

September 19, 2024  
12 -14 GMT



Registration via [sp.org](https://www.socialprotection.org)  
(<https://www.socialprotection.org>)



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# Updates on Partners and Funding

Addition of implementing partners with funding support from EU in addition to BMZ

Co-funded by



Implemented by



Expanding Community with Other Stakeholders

DPGS

International Organizations

Country Representatives

Similar other initiatives

Private sector

External Experts



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# DCI Interoperability Standards

## CRVS and SP-MIS



v1.0.0 released and endorsed by USP2030

## Social Registry and SP-MIS



Draft standards under review by standards committee

## Integrated Beneficiary Registry and SP-MIS



Draft standards under review by standards committee

# Digital Transformation Challenge

[Link to Post \(LinkedIn\)](#)



## The Challenge:

Share your insights on how digital transformation can reshape social protection. What does digital transformation in Social Protection mean to you? How can we ensure that the digital leap forward leaves no one behind?

## Join the Conversation:

Post your conceptual understanding, ideas, projects, or case studies that showcase innovative approaches to realizing digital transformation in social protection. Use the hashtags [#DCI](#) , [#DigitalTransformationChallenge](#) and [#SocialProtection](#) to share your vision for a digitally empowered future.

## The Reward:

The most insightful and innovative contributions will be featured in our upcoming webinar on 'Enhancing Social Protection through Digital Transformation'.

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# Support the Initiative

## Your input matters

- **Contribute your expertise** to our workstreams
- **Support** the process of **consensus building and harmonization of standards**.
- **Spread awareness** about the initiative
- **Adopt the standards and other outputs** in your SP projects and share **feedback**



## Forms of participation

- **Share** existing **materials**
- **Review** outputs
- **Join** group **discussions** and workshops
- **Submit your draft standards** to DCI for consensus building through DCI standards committee.
- **Join the Standard Committees**



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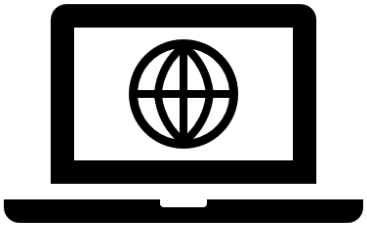
# Connect with the DCI

E-Mail



[contact@spdci.org](mailto:contact@spdci.org)

## Website & Social Media Channels



<https://spdci.org>



[digital-convergence-initiative](#)



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<https://spdci.slack.com>



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# Thank you

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Make sure to answer the sp.org survey which will appear  
on your browser, and join us for the next sessions!

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