# ICT applications for Social Protection Delivery: Examples in Mongolia, Nepal and Vietnam

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Mongolia – LLDC (\$4,280 GNI/capita); 3M population; >50% in capital, Ulaanbaatar; poverty = 27.4 (2012)\*

Vietnam – LDC (\$1,890 GNI/capita); 91M population; poverty = 9.8 (2013)\*

Nepal – LLDC (\$730 GNI/capita); 28M population; poverty = 25.2 (2010)\*

\* = National poverty line, ADB KI 2015

# Mongolia

- ICT infra in Mongolia has changed extensively in the last 10 years
- Most significant change is the extension of fiber optic backbone network deployed in 2000 which is 43.3% of total national telecom infrastructure (52.4% is owned by MON govt)
- In internet now the overall bandwidth for MON is 30GBPS which is 10x faster than in 2009
- Internet subscribers is 1.1 million (83% in UB and the rest in provinces)

#### **Key Programs...**

# National Program on Registration and Integrated Information Systems, 2008

- Citizen's Smart Card
- Establish government data exchange interconnection infrastructure
- National Data Center

#### National Program on Broadband Network 2011

• Establish broadband networks in soums (2012-2014, 250 soums)

#### National Program on Information Security 2010-2015 "e-Government" National Program (2012-2016)

- provide legal and policy environment to develop e-government;
- develop information technology infrastructure
- make government activities and services online, transparent, open and accessible
- improve information technology skills of the public servants and to improve citizens knowledge to use online public services

# National ID card



- All Mongolian citizens have a personal ID number
- Issuance of electronic ID card started in 2012 (2.3M citizens)
- Citizen smart card has embedded microprocessors with personal data, biometric facial and fingerprint ID systems linked to secure database serving government agencies

 Government uses the electronic identification infrastructure to deliver public services to people through e-kiosks



## Current e-kiosk services

Organization	Services
Civil Registration Authority	1. Enquiry on birth certification;
	2. Enquiry on national identification card;
	3. Statement of proof on residential address;
	4. Enquiry on marriage reference;
	5. Enquiry on divorce reference;
	6. Enquiry on unmarried reference;
	7. Subscription for national identification card.
General Department of Taxation	Taxation inquiries
Real State Registration Authority	1. Enquiry on real state registration;
	2. Enquiry on real state non-registration.
Legal Entity Registration Authority	<ol> <li>Enquiry on legal entity registration;</li> </ol>
	2. Enquiry on legal entity non-registration.
Customs General Administration	Customs authorities owe reference.
Parliament of Mongolia	1. Request to meet with parliament member;
	2. Participation in parliament polls;
	3. Request to participate in open discussions;
	4. Request to visit in Government House.
Cabinet Secretariat of GOM	Requests and complaints
Other	1. Subscription for newspapers and publications;
	2. Utility payments;
	3. Log-in account for <u>www.ezasag.mn</u>



- Functions like ATMs for public service delivery
- Total of 108 e-kiosks were placed in Mongolia: 82 in Ulaanbaatar and 26 in aimag centers
- In 2014, 687,941 people used services from e-kiosks

- Built-in feedback mechanism has initiated citizen's engagement and feedback "11-11 Center"
- This is also linked to a mobile application

# Best practice examples in Social Protection

- Household Information System
- Inter-Sectoral Database used as household registry to generate a poverty scorecard through proxy means test
- Contains data for 2.38M citizens;
   712,493 families
- Can be used to identify people who are eligible for other social welfare programs
- Food Stamp Program
- Used ISDB to identify poorest households as beneficiaries
- Uses a smart card



# Banking services for cash transfers

- Government of Mongolia facilitated the opening of bank accounts for all eligible citizens to transfer money from the Human Development Fund (used in Child Money system starting 2012; benefits 1.14M children under age 18)
- Chip-based and magnetic card strips are extensively used in MON for non-cash transactions (like in the Food Stamp Program)
- Internet banking services by logging into personal accounts online
- Mobile banking services allows access to bank account using mobile phones (usually through an application provided by the mobile operator)
- Message banking services Message (SMS) banking allows customers to send an SMS to their bank to access their accounts, pay bills and purchase goods and services (through an application provided by the bank)

## Vietnam – example on Health Insurance

- Vietnam has several social protection programs social insurance, health insurance and unemployment insurance that covers 70% of total population (64.4 million)
- Majority are covered by health insurance (64.2 million)
- Vietnam Social Security (VSS) manages the health insurance
- Beneficiary and participant management using a Health Insurance (HI) Card with a medical string code and unique ID number
  - Each HI card has a 2-dimension barcode which enables data retrieval at medical and treatment centers
- Contributions done through electronic payment transfers from employers to VSS; or through banks for voluntary members
- Benefits uses both cash and electronic transfer systems for medical claims
  - VN Post has a tie up with VSS and is widely used for benefit payments, especially in hard to reach areas

## Vietnam – challenges

- ICT application in social protection program delivery in Vietnam is still at an infant stage
- There is a need to build the ICT infrastructure as well as raise awareness among beneficiaries on the advantages of transitioning from cash and paper based transactions into electronic modalities
- There is also no integrated information database that can be used to identify and target beneficiaries for government programs – single national database of all SP participants that can be accessed through a common software

## NEPAL

#### **DoCR MIS Status**



- Present MIS System
  - Used by VERS & SS
  - Share same database
- VERS Point of data entry,
- SS Baseline data is extracted

### **DoCR MIS Status**

- 75 Districts
  - 23 districts been brought in at one time or another
  - Updates to the system not consistent
- Workflow and User Interface (UI)
  - Seems to be intuitive
  - Easy to learn for administrators and system users (non public)
  - Bilingual function an added benefit

# **DoCR MIS Status**

- Public Portal
  - Available for the public but not user friendly
  - Problems like security lapse
    - Occurred last year
- Biometric Identification
  - Introduced Finger Print Identification
  - Not been very successful
    - Communities where populations does manual labour (like farmers) prints are not clear.

# **Recommendations for DoCR MIS**

- IT Division of the DoCR
  - Needs to be Expanded and uplifted.
- Public Portal
  - Needs to be more user friendly
  - Due to prior security lapse Public Trust needs to be brought back.
- 75 Districts
  - All 75 districts need to be incorporated in the system
  - A process system needs to be set up for data consistency and accuracy
- Reporting Tools
  - Social Security tools need to be created for management and monitoring. E.g Payments can be tallied with death rates over a period of time.

# **Recommendations for DoCR MIS**

- Smart Phone Technology
  - Referring to the Telecom Statistics
    - Mobile Internet Users Subscription data -11,782,404 which is over 97.00% of 12,091,787
    - Should learn to exploit Mobile Internet services more in the future
- Grievance Systems
  - Existing system needs to be improved and widened with incorporation of phone complaints, sms, online forms etc.
- System integration with other Govt. databases as per GON architecture
- DoCR IT Team
  - Need for Capacity building

## Investment costs



Source: TRPC (2016)

#### CONCLUSIONS

- Lack of policy and regulation
- Separate information systems
- Duplication of information
- Lack of inter-sectoral communication and cooperation
- Absence of integrated database

#### WHAT SHOULD WE DO?

- improve policy environment
- improve intersectoral communication and cooperation on use of ICT (interoperability)
- Business Process Reengineering in social protection
- develop and use integrated database

- Comprehensive ICT Solution and Integrated Database for SP sector
- Efficient, safe, cost-effective, and accessible SP services to citizens and target groups

Future