



**Ministério  
das Finanças**  
Unidade de Gestão  
de Projectos Especiais



# DIGITAL CABO VERDE PROJECT (PE-P171099-LEN-BB)

## **STAKEHOLDER ENGAGEMENT PLAN**

September, 2020

## Acronyms and Abbreviations

AIF	Atlantic Innovation Fund
AGYW	Adolescent girls and young women
ARME	Multisectoral Regulatory Agency for the Economy
CBO	Community Based Organisation
CV	Cabo Verde
CVT	Cabo Verde Telecom
DGPCP	General Directorate of Heritage and Public Procurement
DoFA	Department of Finance and Administration
ESCP	Environmental and Social Commitment Plan
ESF	Environmental and Social Framework (World Bank)
ESS	Environmental and Social Standards (World Bank)
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
ICCA	Cape Verdean Institute of Children and Adolescents
ICIEG	Institute Condition for Equality and Gender Equity
ECOWAS	Economic Community of West African States
ICT	Information and Communication Technologies
DGPCP	General Directorate of Heritage and Public Procurement
GDP	Gross domestic product
NGO	Non-Governmental Organization
GM	Grievance Mechanism
GRM	Grievance Redress Mechanism
LAC	Local Community Agent
NOSI	Operational Nucleus of the Information Society
PAP	Project Affected People
PEDS	Strategic Plan for Sustainable Development
PIN	Public Infrastructure Network
PPA	Project Preparation Advance
SEP	Stakeholder Engagement Plan
TBD	To be determined
TOR	Terms of Reference
TRA	Telecommunications Regulatory Authority
UGPE	Special Projects Management Unit
UNI-CV	University of Cape Verde
WB	World Bank

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# 1. Introduction and Context

## 1.1. Country Context

Located 500 kilometers from the west coast Africa, Cabo Verde (CV) is an archipelago of 10 islands. The country has an estimated population of 520,500 people who live on nine of the islands. Only 10% of its territory is classified as arable land, and the country possesses limited mineral resources. In 2016, about 66 percent of the population lived in urban areas, and Cabo Verde is the most urbanized country on the continent after Gabon. Urbanization has been mostly driven by frequent droughts and job creation in tourism-related activities.

The total emigrant population is estimated to be between 750,000 and 1,000,000 people, many of whom left before independence in 1975. Today, more Cabo Verdeans live abroad than in Cape Verde itself. According to UN Migration Data 2017 226,786 Cabo Verdeans live outside of their home country, worldwide (60,590 in Portugal, 39,841 in the United States, 22,630 in France, and 12,583 in the Netherlands). Increasingly, the Government is looking to the diaspora as a source of funding and investment, knowledge transfer and partnerships. The Government is seeking to build closer links with the diaspora established in key regions within the United States and Portugal, as potential source of economic growth.



Figure 1: Cape Verde Map

Cabo Verde's economy is service-oriented (commerce, transport, public services), with tourism as an economic driver, that leverages on a year-round attractive weather, beautiful beaches, stable democracy, limited security risks and proximity to Europe. The country's islands are scattered within a large water area, which constitutes a major constraint to growth and development. It limits economies of scale, and creates significant connectivity issues, as well as challenges for service delivery including energy, water, education, health.

Gross domestic product (GDP) growth recovery started in 2016 and is estimated to have reached 4.5% in 2018, driven primarily by exports and investments. Robust growth in the industrial sector and commerce supported the pick-up in economic activities. Agriculture, which employs 15% of the population, continues to be adversely affected by the impact of the year-long drought in 2017. Total

revenues reached 28.7% of GDP in 2018. Both tax and non-tax revenues expanded to counter a sharp fall in grants. Total expenditures remained flat at 31.6% of GDP as capital spending was reduced to accommodate higher spending on wages and goods and services.

There is a shared understanding that diversification within and beyond the tourism sector is critical to support Cabo Verde economic recovery and help the country better resist any future shocks. The vision of Cabo Verde as an Information and Communication Technologies (ICT) hub aims at contributing to this economic diversification leveraging on digital technologies and has been articulated in the Strategic Plan for Sustainable Development (PEDS in its Portuguese acronym – Plano de Desenvolvimento Sustentável) for the 2018-2030 timeframe.

## **1.2. Sectoral and Institutional Context**

Cabo Verde has been steadily developing its ICT sector in the last few years with the objectives to bring economic growth, expand opportunities and improve service delivery and quality. Digital Economy is considered as crucial for the achievements of the broader objectives set out in the PEDS for sectors like health, education, transportation as well as an effective accelerator in the tourism sector. The PEDS includes three strategic pillars for achieving the vision of a hub: connectivity; capacity development and services platform.

Four key enablers are also articulated in the PEDS to realize this transformation of the country into a digital hub capable of supporting business outsourcing and back office operations, software development, and Cloud hosting:

### **1. Cabo Verde Techno Park**

The new technological park is currently under construction in Praia with an expected completion date July 2020. It will provide additional infrastructure that will cater to the new initiatives of Cabo Verde as Digital Hub, including an expansion of the existing Data center, a business center, an Incubation center and a training center. The Techno Park will serve as a physical space where all ICT initiatives will congregate, creating an ecosystem that is based on close collaboration of businesses and technology. Another focus of this strategy section will be on the improvement of the existing PIN with focus on submarine cables and the electrical power distribution infrastructure.

### **2. Digital Skills**

Cabo Verde needs to encourage further development of its ICT workforce, creating the framework to deliver specialized ICT training to national and regional human resources, thereby fostering an ecosystem of tech-based innovation and entrepreneurship within its ICT sector. This can be a catalyst for exponential innovation.

### **3. Collaboration, regulation and Legislation**

It is a key necessity to establish meaningful relationships with international key players in the ICT sector, as these relationships can be a conduit to access valuable Direct Foreign Investments (DFI) to finance the ICT services needed to make Cabo Verde's Tech Hub a reality. To this end, it is crucial to guarantee that smart policies, effective regulations and targeted legislation are high priorities for this initiative.

### **4. Digital Platforms**

Cabo Verde has a credible reputation in e-Government services and should deepen and broaden its services to cater to international governments, with a focus on the Community of Portuguese Speaking

Countries (CPLP, using the Portuguese acronym). Additionally, it should enhance its current e-Government platform to create further integration with the private sector through a data exchange platform (PDEX).

However, the current digital infrastructure and telecom sector regulatory and enforcement framework is insufficient to support Cabo Verde's aspirations in the ICT sector.

#### *Affordability and quality of Broadband Connectivity*

Cabo Verde enjoys some of the highest rates of internet penetration (both fixed and mobile 3rd, and 2nd respectively in Sub-Saharan Africa, 96th and 52nd World) in its sub-region and Africa in general. However, the quality and bandwidth available (23.4kbs/user, 5th in Africa, 93rd World) is quite low in comparison with its aspirational peers. Like the other countries in the region, there is a gap between mobile internet coverage and adoption in Cabo Verde. Thirty percent of the population has access to mobile broadband but does not use it. Affordability is amongst the root factor. According to ICT Africa's RAMP index, the cost of 1GB of data is USD \$5.20 which is slightly higher than the median for West Africa. This price has remained relatively unchanged over the last five years.

#### *Telecom sector Regulation and Competition*

A key challenge in the ICT sector for Cabo Verde is in the lack of competition in the telecommunications retail sector, that could foster innovation and demand for capacity. This challenge is in part caused by the current concession contract of the Public Infrastructure Network (PIN) and its subsequent regulation. The PIN is currently managed and commercialized by CV Telecom (partly owned by the government). Its group affiliates, CV Móvel (mobile) and CV Multimedia (VoIP, Data, TV), engage in retailing fixed and mobile broadband services. The only other broadband and mobile provider, Unitel T+, purchases its access to the PIN from CVT. This situation gives CVT a dominant market position and the existing regulation framework has been considered, by the competitors, to be slow or unresponsive to complaints of alleged unfair market practices in the past.

The project preparation requires a consultative process with stakeholders and an assessment of environmental and social issues and impacts and the preparation of instruments in compliance with World Bank's Environmental and Social Framework and the relevant FSM National and State laws and regulations.

This Stakeholder Engagement Plan (SEP) has been developed in accordance with the World Bank (WB) requirements. The objective of the SEP is to assist the Cape Verdean institutions, namely the UGPE to effectively engage with all stakeholders who have an interest in, or will be affected by, the project components.

This SEP describes the planned stakeholder consultation and engagement process for the project. It outlines a systematic approach to stakeholder engagement that will assist the implementing agencies to develop and maintain constructive relationships with the various stakeholders throughout the project lifecycle. The document also summarizes a SEP for stakeholders to raise their concerns about the project with the implementing agencies and the World Bank.

This report provides records of stakeholder consultations conducted in November 2019 during project preparation.



### 1.3. Project Description

#### 1.3.1. Project Development Objective

##### *PDO Statement*

To strengthen Cabo Verde's digital competitiveness foundations and improve the provision of digital public services.

##### *PDO Level Indicators*

The achievement of the PDO will be measured by the results indicators below.

- *Strengthen digital competitiveness foundations:*
  - (a) [Digital connectivity] Increased mobile broadband (3G and above) penetration rate (number of "unique" mobile-broadband subscriptions per 100 inhabitants), of which percentage female users;
  - (b) [Digital skills] Number of additional in and out-of-school youth receiving certificates in intermediate and advanced digital skills, of which percentage female;
  - (c) [Innovation] Number of digital solution firms, of which percentage women-owned/led.
  
- *Improve the provision of digital public services:*
  - (a) [Digital platforms] Share of people using online government services as a percentage of the total number of Internet users, of which percentage urban and percentage rural.

#### 1.3.2. Project Components

The proposed Digital Cabo Verde Project is articulated around five components that seek to (i) improve the enabling legal and regulatory environment for a vibrant, safe and inclusive digital economy; (ii) strengthen its competitiveness through better connectivity, skills and entrepreneurship; (iii) boost digital public services and marketplace; and (iv) provide support to the GoCV to respond to emergencies, including the COVID-19 crisis.

##### ***Component 1: Enabling Legal and Regulatory Environment (US\$3.1 million)***

This component will support the GoCV in improving the legal and regulatory environment for a digital economy. It will include technical assistance (TA) and capacity-building activities focused on telecommunications / broadband market regulations. More specifically, it will strengthen ARME's capacity to manage and continuously monitor the quality of service for fixed broadband Internet and mobile networks, release frequencies for mobile broadband, and establish regulation sandboxes to foster innovation in applications enabled by emerging technologies. These measures become particularly important in the context of the COVID-19 pandemic, which puts a significant strain on broadband networks, and are expected to make GoCV better prepared to respond to similar external shocks in future.

**Subcomponent 1.1: Foundational and forward-looking ICT policies and regulations (US\$0.8 million)** will finance the following: (i) Regulatory impact analysis (RIA) of the effectiveness of regulatory tools and instruments, as a systemic approach to critically assess positive and negative effects of existing

regulations and non-regulatory alternatives; (ii) TA to strengthen regulatory tools for ex-ante regulation on the wholesale and retail telecommunication markets (focused on the dominant position, asymmetric regulation for fixed and mobile broadband, cost models for fixed and mobile operators, margin squeezes, etc.); and (iii) TA to establish regulation sandboxes to pilot innovative applications based on new technologies. In the COVID-19 context, this TA will pay special attention to maximize the positive impact of digital technologies and will focus efforts on the reconfiguration and re-farming of spectrum access .

**Subcomponent 1.2: Trustworthy digital pre-requisites: Cybersecurity and data protection (US\$0.3 million)** is aimed to support enabling policies and regulations as well as adequate enforcement procedures to enhance trust in data transactions in the country , proven critical during the COVID-19 crisis. More specifically, this subcomponent will finance a TA to support the implementation of the Cybersecurity Policy and Strategy (covering data privacy and protection, data flows, cybersecurity legal framework, regulations and enforcement, freedom of information, and intellectual property).

**Subcomponent 1.3: Improved institutional structure and capacity (US\$2 million)** will support the GoCV's efforts in reforming two key public stakeholders in the country – NOSi and CVT. More specifically, it will finance the following: (i) TA to conduct technical, legal and financial audits of NOSi's legacy systems and infrastructure, financial asset valuation and the development of recommendations for effective management of the digital access network, with an overarching objective to operationalize NOSi 2.0 as a technology product manager, released from the ownership of digital infrastructure assets and related responsibilities; (ii) TA to develop a new Human Capital Strategy and Management Model designed to support NOSi's transformation into a more agile and competitive organization, fully equipped to monitor and interact with its employees, customers, suppliers and private sector partners in real time; and (iii) TA and consulting services to accompany the GoCV during the implementation of CVT's repositioning, which has already been initiated, with a focus on exploring possible financing options and next steps.

## ***Component 2: Digital Competitiveness (US\$ 7.6 million)***

This component aims to better equip individuals and businesses across the country to be more competitive in the digital economy's job market and to spur innovation and productivity growth. To this end, this component supports the GoCV's efforts to strengthen key enablers of a dynamic digital economy, with a focus on digital connectivity, skills and entrepreneurship. A range of activities in this component have been redesigned to help the GoCV effectively respond to the COVID-19 crisis by ensuring education continuity and facilitating distance learning under subcomponent 2.2.

**Subcomponent 2.1: Digital connectivity for education (US\$2.85 million).** The ongoing reform of the MOE places a high priority on the use of technology to improve the effectiveness and efficiency of service delivery as well as enhance the quality of education. This becomes particularly critical as the education system is impacted by the closure of all education establishments during the COVID-19 pandemic, resulting in an overwhelming recognition of the need for effective distance learning empowered by digital technologies. It is expected that improved Internet access and increased bandwidth in schools will enable the access to and the use of online education platforms and learning materials – the only available channels of learning during the general lock-down. In this context, this subcomponent will finance: (i) TA to conduct a feasibility study and prepare bidding documents to purchase additional broadband capacity for primary and secondary schools as well as undertake an evaluation of Weblabs I; and (ii) Purchase of international bandwidth in the wholesale market that will be delivered by existing operators to schools.

**Subcomponent 2.2: Digital skills (US\$3.95 million), including support for COVID-19 response in education.** With the aim of extending immediate support to the provision of distance learning in Cabo Verde following the COVID-19 crisis, this subcomponent includes financing for the following: (i) purchase of 700 tablets for new education staff; (ii) provision of Internet and mobile connectivity to education staff; (iii) production of video lessons for students. Beyond the immediate crisis response, this subcomponent focuses on the competitiveness of human capital in Cabo Verde, prioritizing digital skills of its youth. More specifically, it will finance activities related to the expansion and scale-up of Weblabs I. These include: (i) the purchase of equipment, supplies, and operating costs for the implementation of WebLabs II; and (ii) TA provided by NOSI to support the MOE in developing a new ICT curriculum for grades 5-8 and training ICT teachers, upgrading their skills and enabling them to deliver courses offered by WebLabs. This activity will integrate a gender lens across the offered training programs. Given the existing gender gap in the WebLabs, the program will work to ensure the completion rate among girls of at least 50 percent. First, the program will work with teachers to directly encourage girls' participation and will explore ways to disseminate information on the potential opportunities of computer science. Second, learning materials will be reviewed for potential gender biases and gender stereotypes. Third, the WebLabs will also explore ways to highlight and interact with local female role models in technology. Modules on online safety, harmful digital content as well as appropriate online behavior for both young men and women will also be explored.

**Subcomponent 2.3: Digital entrepreneurship ecosystem support (US\$0.8 million).** This subcomponent will help streamline all digital economy initiatives of the GoTG through an overarching digital economy strategy and will contribute to the implementation of the Digital Cabo Verde Program, supporting digital start-ups. To this end, it will include three core elements: (i) TA to support the development of the Digital Economy Strategy; (ii) TA to support the implementation of the Digital Cabo Verde Program; and (iii) TA to scale the Code for All program and support the development of entrepreneurship talent and digital skills at firms' level.

### ***Component 3: Digital Public Services and Marketplace (US\$ 8 million)***

This component will support activities designed to boost the GoCV capacity to better deliver digital public services in G2G, G2B and G2P domains, particularly critical during the COVID-19. To that end, it will help transform and update existing government information systems for enhanced back office and service delivery, while enabling the scalability of selected cloud-based services and introducing new relevant business models in collaboration with the private sector. In the context of the COVID-19 crisis, some financing has been repurposed to support ComVida platform designed for the pandemic response. More specifically, component 3 will finance goods and services, particularly hardware equipment, traditional software and software as a service (including cloud services) as well as an accompanying TA and consulting services required for implementation.

Digital public platforms (their upgrade or integration) to be considered for financing include: (i) Single External Trade System – JUCE, which will aim to integrate information databases of various external trade players; (ii) e-Embassy (or Digital Consulate), digitizing databases of all embassies and consulates and making their services available online, thus facilitating the lives of Cabo Verdeans abroad, and ComVIDA platform developed to monitor the impact of COVID-19 and provide information to the general public on available resources, government response program, and disease awareness; (iii) Cloud Blockchain Platform that involves updating various legacy systems of the public administration to blockchain technology; (iv) Integrated e-ID, based on the full consolidation of databases of the national system of identification and civil authentication (Sistema Nacional de Identificação e Autenticação Civil, SNIAC), registries and voters; (v) Digital one-stop shop for investors and people looking to do business in Cabo Verde, particularly aimed at attracting international investment from the diaspora; and (vi) Digital governance plan, aimed at supporting the implementation of various

modernization actions by the public administration with priority given to digital public services, research and development, innovation and human resources empowerment.

#### ***Component 4: Project Implementation Support (US\$ 1.3 million)***

This component will provide support for the management and implementation of project-associated activities. It will finance activities related to project management, including project coordination, procurement, financial management (FM), monitoring and evaluation, project communication, citizen engagement, and environmental and social safeguards. This component will also cover office equipment, incremental operating costs, and independent audits. Moreover, it will aim to finance additional staff required for overall project implementation, as well as staff specifically assigned to conduct fiduciary activities. This includes the recruitment of an individual digital economy project coordination advisor for the National Directorate of Telecommunications and Digital Economy (DGTED) under the Ministry of Finance (MOF), a project manager as well as safeguards, procurement and FM specialists assigned to the fiduciary PIU, also known as the Special Projects Management Unit (Unidade de Gestão de Projetos Especiais - UGPE). Special attention will be devoted to promoting women's equal participation in all decision-making bodies under the project and contributing to tackling barriers in their recruitment, retention and promotion.

#### ***Component 5: Contingent Emergency Response Component (US\$ 0 million)***

In the context of the COVID-19 crisis, a Contingent Emergency Response Component (CERC) is added to the project structure to allow for quick disbursement of uncommitted balances as a response measure to any crisis (current or future). It will have an initial zero value but may be financed during the implementation of the project to allow for agile response to emerging events, with funds redirected from other components. Including CERC at the preparation stage, albeit with zero funding, provides for flexibility to respond to an imminent or actual emergency (such as COVID-19) The crisis response expenditures could cover, for instance, the facilitation of emergency payments to vulnerable groups of population using mobile money or ensuring the business continuity of core government functions, when civil servants are required to continue home-based work, or supporting MSMEs, particularly the most affected ones, to address their immediate liquidity challenges, reduce layoffs, and avoid bankruptcies. The CERC is not expected to finance civil engineering works that can induce risks and/or negative environmental and social impacts.

### **1.3.3. Project Beneficiaries**

The Project is focused on improving foundations of digital competitiveness and the provision of digital public services in Cabo Verde, which will have significant ramifications for a wide range of beneficiaries. Nearly every user of telecommunications in Cabo Verde and its sizeable diaspora abroad – individuals and businesses alike – will benefit from proposed legal and regulatory reforms aimed at enhancing the quality, accessibility and affordability of broadband services (component 1). Other benefits ensuing from the project include, but are not limited to, the following (further elaborated in Section IV):

- Citizens. Schools and through them students and local communities, particularly those in remote rural areas, will enjoy improved broadband connectivity (subcomponent 2.1). Students and adults, especially girls and women, will also benefit from scaling up of programs, such as Weblabs and advanced digital skills trainings that will better equip them for the jobs and economy of the future (subcomponent 2.2). Additionally, individuals will be able to take advantage of improved public services (component 3), with the most significant

benefits accruing to traditionally vulnerable groups, who do not reside on the main island of Santiago and face barriers of distance and transportation to access physical service locations.

- Private sector. Improved digital public services, particularly digital one-stop shops for investors and businessmen (component 3), will facilitate doing business in Cabo Verde, while implementation of the Digital Cabo Verde Program with its incubation and acceleration programs (subcomponent 2.3) will support entrepreneurs, expanding their opportunities to improve productivity and tap into new customers and markets.
- Public sector. The project will significantly benefit the public sector through increased efficiency of the Government’s internal operations. Cost savings from digitization and automation of core administrative functions and services (component 3) could relieve strain on public finances.

### 1.3.4. Results Chain

The proposed project will support the GoCV’s strategy to accelerate digital transformation of the country, contributing to the realization of its vision as a competitive and inclusive digitally enabled economic hub. The project’s results chain is outlined in Figure 1 below.

**Figure 2. Theory of Change**

Development Challenges	Activities	Output	PDO/Outcome	Long-term Outcomes	
<p>Design forward-looking regulations and trustworthy foundations for the digital ecosystem</p> <p>Improve the governance structure of the broadband infrastructure and adapt it to future technologies</p> <p>Improve access to high-quality, low-cost Internet services</p> <p>Equip Cape Verdean youth and adults with digital skills to become more competitive on the job market of the future</p> <p>Accelerate the development of the digital innovation ecosystem that responds to global market demands</p> <p>Increase the adoption of digital public services and digital ID nationally and among the diaspora</p>	<p><b>Component 1. Enabling Legal and Regulatory Environment</b></p> <p>a. Foundational and forward-looking ICT policies and regulations</p> <p>b. Trustworthy digital prerequisites: Cybersecurity and data protection</p> <p>c. Improved institutional structure and capacity</p>	<ul style="list-style-type: none"> <li>Selected telecom/ICT guidelines, policies and/or regulations drafted and submitted to relevant authorities</li> <li>Cybersecurity policy and strategy defined</li> <li>NOSI’s realignment completed</li> <li>New technology products developed and managed by NOSI</li> <li>CVT repositioning implemented</li> </ul>	<p><b>Strengthen digital competitiveness foundations:</b></p> <ul style="list-style-type: none"> <li>Mobile broadband (3G and above) penetration rates (unique mobile BB subscriptions per 100 inhabitants), of which percentage female users;</li> <li>Number of additional in and out-of-school youth with enhanced intermediate and advanced digital skills, of which percentage female</li> <li>Number of digital solution firms, of which percentage women-owned</li> </ul>	<p>Enabled Digital Hub vision for Cabo Verde</p> <p>Improved economic competitiveness</p> <p>Increased number of individuals with improved digital skills and enhanced employability</p> <p>Increased access to and improved quality of digital public services</p>	
	<p><b>Component 2. Digital Competitiveness</b></p> <p>a. Digital connectivity for education</p> <p>b. Digital skills</p> <p>c. Digital entrepreneurship ecosystem</p>	<ul style="list-style-type: none"> <li>Number of additional primary and secondary schools with better access to Internet for pedagogical purposes</li> <li>Digital Economy Strategy developed</li> </ul>			<p><b>Improve the provision of digital public services:</b></p> <ul style="list-style-type: none"> <li>Share of people using online government services as percentage of the total number of Internet users, of which percentage urban / rural</li> </ul>
	<p><b>Component 3. Digital Public Services and Marketplaces</b></p> <p>a. Single external trade system (JUICE)</p> <p>b. E-Embassy and ComVIDA platform</p> <p>c. Cloud blockchain platform</p> <p>d. Consolidated e-ID (SINAC)</p> <p>e. One-stop business portal</p> <p>f. Digital governance plan</p>	<ul style="list-style-type: none"> <li>Digital government services platforms updated and used</li> <li>Grievances responded and/or resolved within stipulated standards</li> </ul>			
	<p><b>Component 4. Project Implementation Support</b></p>				
	<p><b>Component 5. Contingent Emergency Response Component (CERC)</b></p>				
<p><b>Critical assumptions include:</b></p> <p>a. GoCV’s commitment to the vision of becoming a competitive and inclusive digital hub and having a forward-looking ICT sector;</p> <p>b. GoCV’s willingness to enact necessary changes to the legal and regulatory environment;</p> <p>c. Further development of international broadband connectivity (improved network connectivity);</p> <p>d. Private sector willingness to co-invest in digital solutions and digital skills programs;</p> <p>e. Interest of individuals, particularly women, to engage in digital skills development programs; and</p> <p>f. Continued collaboration across sectors within the digital entrepreneurship ecosystem</p>					

**Figure 2: Theory of Change**

### 1.4. Summary of Expected Impacts

Given the known likely nature of the project activities, there are potential minor environmental and social impacts. The following potential negative social and environmental impacts of the project were identified:

#### 1.4.1. Project Benefits

Independent economic analysis of the proposed project indicated that “economically speaking”, all scenarios show positive.

Stakeholder consultations have indicated overwhelming support for the CV Digital project, with perceived level of benefits to be extremely high. Expected benefits of the project include improved access to information, social connections to family and friends in other locations, improved access to educational resources, banking services, opportunities for increased economic participation, access to government Services (including the health system), increased use of internet for meetings instead of requiring physical travel, and many more. Remittances are a major source of revenue for families in Cabo Verde, and internet connectivity will make these vastly easier to access. Online purchasing has also been identified as a major benefit to individuals and businesses.

Increased internet connectivity through the CV Digital project will undoubtedly be beneficial for the Cape Verdeans. However, increased access will also introduce some risks, as is experienced globally.

#### 1.4.2. Environmental Impacts

**Environmental risk** is rated **low**. The environmental risk classification for the Project is low under the World Bank ESF, based on the nature of the project activities. Also, it is extremely unlikely that any indirect, downstream environmental or social effects would be caused by the technical assistance and advice provided through the project.

The project will benefit nationwide by improving the Digital access and compliance through institutional strengthening and capacity building. The project will not finance any infrastructure that could conceivably result in any adverse environmental impacts.

The activities planned for the different components do not have negative impacts on the environment as they are limited to activities to strengthen capacities, review and update legislation and create digital platforms and adopt digital technologies whose impacts on the environment are minimal.

#### 1.4.3. Social Impacts

The **social risk** level for this project is **low**. The activities assessed include development of digital platforms, technical assistance for regulatory improvements, and digital skill improvements. It is anticipated that through the expansion of access to digital services, the project will result in positive social impacts, both at the individual and community levels. Nonetheless, infrastructural barriers and gender-based stereotypes could hinder specific groups’ access to the project’s digital benefits, such as for disabled people and adolescent girls and young women (AGYW). The project will adopt specific measures to ensure these vulnerable groups will actively participate in the project’s planning and implementation and will fully benefit from its interventions. The project will also ensure digital access at schools level will be properly monitored and restricted to learning purposes to avoid students’ exposure to unsafe and inappropriate content and dangerous environment. As the project will not invest in civil infrastructures, it will not lead to involuntary resettlement, land acquisition and labor influx concerns.

From the preliminary consultations undertaken, the key considerations identified include:

- Taking into account the situation of the Pandemic, the project document and those of environmental and social protection must be socialized through the internet, wherever possible.
- The strategic partners are aware of the framework and their inherent responsibilities within the scope of the Cape Verde-Digital project and are willing to participate as interested parties;
- Partners recognized the activities carried out by the different national institutions (Ex: NOSI) and which should be enhanced with the “Cabo Verde Digital” project;

## **2. Previous Stakeholder Engagement Activities**

The UGPE held a Project Kick Off meeting in early November 2019 with representatives of the institutions at central level.

Preliminary stakeholder consultations were undertaken at Praia in November 2019. The list of stakeholders is outlined below, and detailed participation lists are included in



Annex 1 – Summary of Stakeholder Consultations. As far as possible Stakeholders were consulted at the central and municipal level. The current situation in the country has not made it possible to hold meetings or travel to different islands and municipalities.

Additional consultations took place in March 2020, after the WHO declared COVID-19 a pandemic. It was possible to raise some schools/high schools, the NGO platform, the Association of Disabled People of Cape Verde and institutions that support women and children via telephone. National state institutions are all involved in looking for strategies to deal with the pandemic.

March 13, 2020, meeting held with the Follow-up Committee of the Social Inclusion Project for the socialization of the Stakeholder Engagement Plan in which representatives of the related ministerial departments participated.

18 March 2020, telephone contact with the NGO Platform (President) to socialize the SEP and update the survey of the needs of the target group;

19 March 2020, telephone contact with ICIEG (President) to socialize the SEP and update the survey of the needs of the target group;

19 March 2020, telephone contact with the ICCA (President) to socialize the SEP and update the survey of the needs of the target group;

18 March 2020, telephone contact with the Association of the Disabled for the socialization of the SEP and update of the survey of the needs of the target group;

20 mars 2020, meeting held with São Domingos High School for the socialization of the Partner Involvement Plan, in which teachers and students participated.

The minutes of these meetings and contacts are available and can be consulted at the UGPE.



### 3. Stakeholder Identification and Analysis

Project stakeholders were identified as a basis of determining the likely relationship to the project and to determine appropriate consultation methods throughout the project lifecycle. The list of stakeholders needs to remain dynamic over the duration of the project and as it enters different phases.

#### 1.1. Project Partners

Project partners are defined as stakeholders that contribute to the execution and implementation of the Project. Project partners as identified for the Project Preparation stage are:

- Department of Finance and Administration
- NOSI
- ARME
- UNI-CV
- Pró-Empresa
- Doing Business Unit
- NOSIAcademia
- Telecommunications Regulatory Authority
- National Data Protection Commission
- Directorate-General for Industry and Energy
- Department of Health and Human Services (implementing agency)
- Cabo Verde Telecom
- Ministry of Infrastructure Spatial Planning and Habitat
- Ministry of Foreign Affairs, SNIAC
- Ministry of Culture and Creative Industries
- National Directorate for the Environment
- General Directorate of Heritage and Public Procurement (DGPCP)
- Cape Verdean Institute for Gender Equality and Equity ICIEG
- Cape Verdean Institute of Children and Adolescents (ICCA)
- Disability National Association
- The World Bank Regional Office

The list of partners will likely change over the project life cycle and hence will be updated accordingly.

#### 1.2. Project Beneficiaries

The project will have wide benefits – socially and economically – for almost all citizens of CV, as long as access for all is delivered as part of the project to avoid exacerbates inequality through introducing a ‘digital divide’.

#### 1.3. Project Affected Peoples

The downside social risks associated with the internet already exist in Cabo Verde, however are likely to increase as a result of the project across the general population.

Broad stakeholder engagement across each island is needed. There are some parties who will be particularly affected, as outlined below.

Table 1: Project Affected People

<b>Project Affected People</b>			
<b>Component</b>	<b>Communities</b>	<b>Private Land owners and, users</b>	<b>Businesses, Government and Public</b>
<b>Component 1. Enabling Legal and Regulatory Environment</b>			
1.1. Foundational and forward-looking ICT policies and regulations	<p>Low income and vulnerable communities (including female headed households, people living with disabilities, households with high numbers of children, the elderly and other low-income households, remote communities, etc.) would benefit from price structures through the regulator that allow targeted low-cost access to services.</p> <p>Vulnerable people, including women and girls, would benefit from stronger legislation around potential risks of the internet (such as revenge pornography).</p> <p>Community would broadly benefit from increased cyber security.</p>	Not applicable	Government and businesses would broadly benefit from increased cyber security to minimize risks.
1.2. Trustworthy digital prerequisites: Cybersecurity and data protection	<p>All members of the communities would be potentially affected by the system if data is compromised by hackers or used inappropriately by government actors.</p> <p>Community would need to demonstrate broad support for proposed system and provide time for consultation process.</p>	Not applicable	Increased security to minimize risks.
1.3. Improved institutional structure and capacity	<p>Communities would benefit from increased access to government services</p> <p>Communities would benefit with the implementation of the Human Capital Strategy and Management Model</p>	Not applicable	<p>The NOSi's transformation into a smarter organization, capable of monitoring and interacting with its employees, customers, suppliers and partners in real time, that is, making it more adaptive and competitive</p> <p>Repositioning of CVT</p>

<b>Component 2: Digital Competitiveness</b>			
2.1. Digital connectivity for education	improved Internet access and increased bandwidth in schools will enable the access to and the use of online education platforms and learning materials – the only available channels of learning during the general lock-down	Not applicable	Teachers will benefit from school connectivity and MoE from a strengthen educational system, which addresses the COVID-19 challenges.
2.2. Digital skills, including support for COVID-19 response in education	<p>Student and teachers will benefit from the immediate support to the provision of distance learning in Cabo Verde following the COVID-19 crisis</p> <p>Communities would benefit from greater internet access in the schools and increased bandwidth</p> <p>WebLabs. Improve sustainability and begin institutionalizing innovative programs for digital skills development into the formal education system. Community members would benefit from the installation of a WebLab in all public schools in Cabo Verde</p>	Not applicable	Good quality broadband connectivity and access to online academic content for higher education institutions and secondary schools and enable more adoption of the WebLab program which seeks to address the COVID-19 related educational challenges. Improvement of the Ministry of Education’s ongoing education reform
2.3. Digital entrepreneurship ecosystem support	Communities would benefit from the streamline of all digital economy initiatives of the GoTG through an overarching digital economy strategy, which will contribute to the implementation of the Digital Cabo Verde Program, supporting digital start-ups. Communities would benefit from increased of the equal opportunities access to government and Services.	Not applicable	<p>Development of institutional arrangements, governance and fund raising.</p> <p>Mobilization of investments for MSMEs and infrastructure in the ICT sector.</p>
<b>Component 3: Digital Public Services and Marketplace</b>			
<ul style="list-style-type: none"> <li>Communities will benefit from a boosted GoCV capacity to better deliver digital public services in G2G, G2B and G2P domains, particularly critical during the COVID-19.</li> <li>Communities will benefit from a digitizing databases of all embassies and consulates, which will make their services available online, thus facilitating the lives of Cabo Verdeans abroad.</li> <li>They will also benefit from the ComVIDA platform developed to monitor the impact of COVID-19 and provide</li> </ul>	Not applicable	<ul style="list-style-type: none"> <li>State government departments would benefit from proposed system if implemented in accordance with their needs collaboration with private sector</li> <li>Single External Trade System implementation</li> </ul>	

<p>information to the general public on available resources, government response program, and disease awareness.</p> <ul style="list-style-type: none"> <li>• Communities would benefit from integrated e-ID, which will contribute to completing the full integration of the identification system, by consolidating the databases of SNIAC, registries and voters. Communities would benefit from the integration of the identification system, facilitating registration and participation and monitoring of electoral processes.</li> <li>• The Digital one-stop shop will benefit investors and people looking to do business in Cabo Verde attracting international investment from the diaspora;</li> <li>• All members of the communities would be potentially affected by this system if data is compromised by hackers or used inappropriately by government actors.</li> </ul>		<ul style="list-style-type: none"> <li>• Strengthening democracy and citizen participation</li> <li>• Increased sense of citizenship.</li> <li>• Attracting international investment from the diaspora</li> </ul>
<p><b>Component 4: Project Implementation Support</b></p>		
<ul style="list-style-type: none"> <li>• The communities will benefit from ad hoc interventions to strengthen citizen participation to the project implementation and monitoring.</li> <li>• The communities will also benefit from measures which will safeguards the environmental and social risks that the project's activates might trigger.</li> <li>• Women will specific from the promotion of equal participation in all decision-making bodies to tackle barriers in their recruitment, retention and promotion.</li> </ul>	<p>Not applicable</p>	<ul style="list-style-type: none"> <li>• The GoCV will benefit from TA related to the project management, including project coordination, procurement, financial management (FM), monitoring and evaluation, and project communication. It will also benefit from new office equipment, and the development of independent audits. Finally, the GoCV will benefit from additional staff required for overall project implementation, as well as staff specifically assigned to conduct fiduciary activities.</li> </ul>
<p><b>Component 5: Contingent Emergency Response Component</b></p>		
<ul style="list-style-type: none"> <li>• The communities and Capeverdian society as an all will benefit from the availability quick disbursement to address the challenges related to the COVID-19 crisis.</li> <li>• Vulnerable groups of population can benefit from emergency payments using mobile money</li> </ul>	<p>Not applicable</p>	<ul style="list-style-type: none"> <li>• Government and private sector will benefit from a quick disbursement as a response measure to any crisis. This will or ensure the business continuity of core government functions</li> </ul>

#### 1.4. Other Interested Parties

Other interested parties are stakeholders who may be interested in the project because of its location, its proximity to natural or other resources (sea), or because of the sector or parties involved in the project. Other interested parties for this project have been identified as follows at the national level:

**Table 2: Other interested parties**

Government	<ul style="list-style-type: none"> <li>– National Institute of Meteorology and Geophysics</li> <li>– Attorney General’s Office</li> <li>– National Civil Protection Services</li> <li>– Department of Foreign Affairs (Immigration)</li> <li>– Department of Justice</li> <li>– Department of Resource and Development</li> <li>– ICIEG - Institute Condition for Equality and Gender Equity</li> <li>– ICCA - Cape Verdean Institute of Children and Adolescents</li> <li>– National Police</li> <li>– Public Information Office</li> </ul>
Businesses/Industry	<ul style="list-style-type: none"> <li>– Potential Telecommunications Competitors</li> <li>– Potential Internet Service Providers (ISPs)</li> </ul>
Others	<ul style="list-style-type: none"> <li>– International Organisation for Migration (IOM)</li> <li>– Development Agencies (UNDP, etc.)</li> </ul>

At the State level, the following interested parties have been identified:

Government	<ul style="list-style-type: none"> <li>– Attorney General’s Office</li> <li>– Department of Education</li> <li>– Department of Justice</li> <li>– Department of Health</li> <li>– Department of Transport</li> <li>– Department of Resources (Land)</li> <li>– Department of Youth and Civic Affairs</li> <li>– Environmental Protection Authority</li> <li>– Police</li> </ul>
Formal Leaders	<ul style="list-style-type: none"> <li>– Governor’s Office, Government institutions</li> <li>– National Assembly (Deputies), Mayors, State Congress Delegates</li> </ul>
Traditional Leaders	<ul style="list-style-type: none"> <li>– NGO Platform</li> <li>– Community associations</li> </ul>
Businesses / Industry	<ul style="list-style-type: none"> <li>– Chambers of Commerce</li> </ul>
Others	<ul style="list-style-type: none"> <li>– Church leaders</li> </ul>

#### 1.5. Disadvantaged / Vulnerable Individuals or Groups

Some project impacts may disproportionately fall on disadvantaged or vulnerable individuals or groups, who often do not have a voice to express their concerns or understand the impacts of a project.

Gender analyses will be conducted during the project design stage, and the findings will be incorporated into action planning for implementation stage.

Other vulnerable groups, such as youth, the elderly and disabled, will be consulted. Attention will be paid to specific vulnerabilities as well as specific benefits that projects can bring to women and other vulnerable members of society, and where necessary particular targeted awareness raising programs

for these groups will be proposed. The project will identify vulnerable or disadvantaged individuals or groups and the limitations they may have in participating and/or in understanding the project information on an ongoing basis. Additional support or resources needed to enable these people to participate in the consultation process will be provided. The following have been identified as vulnerable people:

**Table 3: vulnerable people**

	<b>Cabo Verde</b>
<b>Women</b>	ICIEG, MORABI, OMCV, Rural women Association of Women Entrepreneurs Women's Interest Office Association of Catholic Women City Hall Department of Social Services
<b>Youth</b>	Association of Young Entrepreneurs; Youth associations Young Farmers Association
<b>People Living with Disabilities</b>	Disabled Association
<b>Low Income Communities</b>	Islands with high poverty rates
<b>Elderly and Others</b>	TBD

### 1.6. Summary of project stakeholder needs

The following table summarizes the needs by stakeholder category.

**Table 4: stakeholder needs**

<b>Country</b>	<b>Stakeholder Group</b>	<b>Key characteristics</b>	<b>Language Needs</b>	<b>Preferred Notification means</b>	<b>Specific needs</b>
Cabo Verde	State agencies: Ministry of Finance, Ministries of Education, Culture, Foreign Affairs, Tourism, Home Affairs, NOSI, ARME, UGPE, WB.	Number to be defined at the start of the project	Official language (Portuguese), creole	Information submitted by mail, telephone, orally via websites and via Facebook	Meetings, workshops for information, reflection, sharing of experiences  Training and capacity building
	Consultant on environmental and social safeguards	Number to be specified later depending on the progress of the project	Portuguese language	Information's transmitted by mail, mobile phone, online, via the websites and	Travail meetings, Videoconference

				via the Facebook page	
	Companies specialized in setting up and developing digital applications and platforms		Local and official language	information's transmitted by mail, mobile phone, online, via the websites and via the Facebook page	Capacity building
	Basic communities of the localities concerned	Approximately 200 localities concerned	Local and official language	Information transmitted in writing, and explained orally or via traditional media, or via the project Facebook page	Illustrated messages Sustained awareness-raising actions, of digital IEC during all the processes Community meetings
	Schools and High Schools	An exponential number of students	Local and official language	Information transmitted by mail, mobile phone, online, via the websites and via the Facebook page	Digital IEC during all the processes Capacity building,
	Private / farmers		Local and official language	information's transmitted by mail, mobile phone, online, via the websites and via the Facebook page	Capacity building
	People with disabilities	Approximate number to be defined after the effective start of the project	Local and official language	Information explained orally or schematically after a door-to-door	Digital IEC during all the processes Capacity building,
	Minor girls attending high schools and schools	More than half of the school population	Local and official language	information's transmitted by mail, mobile phone, online, via the websites and via the Facebook page	Digital IEC during all the processes Capacity building,
		Approximate number to be defined later depending on the	Official and local language	Information submitted by mail, telephone, orally	Meetings, information workshops, reflection, sharing experiences

	Les promoteurs des points émetteurs de paiement électronique	progress of the project		via websites and via Facebook	Training and capacity building
	Expert Consultants	Number to be specified later depending on the progress of the project	Portuguese language	Information transmitted by email, telephone, orally, via websites and via the Facebook page	Work meetings, Video conference
	The informal micro enterprises with a low level of education	Number to be specified later depending on the progress of the project	Official and local language	information's transmitted by mail, mobile phone, online, via the websites and via the Facebook page	Digital IEC during all the processes Capacity building,



# Stakeholder Engagement Program

## 3.1. Key Messages

Key messages will need to be developed as the project design is confirmed in more detail during implementation and through the process of engagement with stakeholders to select final locations and confirm technical options. Some of the key messages will include:

- Communities living in the shadow areas will be connected via satellite if they are interested.
- Internet services would need to be connected if desired through a retail service provider. CV Telecom and T+ is the only current option, but in future there may be other retail telecom or internet service providers.
- Where possible, local workers will be engaged to assist with in the project implementation phase.
- The expected timelines for interventions in each location should be communicated once determined.

The UGPE have prepared a Communications Strategy, which will further develop key messages.

## 3.2. Purpose and timing of stakeholder engagement program

The objectives of stakeholder engagement in this project include:

- Socializing the project with the potential communities to be affected
- Disseminating information about the project;
- Eliciting input and advice from a range of stakeholders, and adjusting the project design in response to feedback received;
- Fostering confidence and trust;
- Ensuring local buy-in of proposed project design;
- Providing avenues for conflict resolution by consensus; and
- Generating, and responding to, feedback.

Engagement of stakeholders has already commenced as part of the project preparation. This will continue throughout the project lifecycle, starting as early as possible and continuing throughout planning and installation activities and through the technical advisory components.

The nature and frequency of the engagement will be tailored to relevant groups and issues.

## 3.3. Proposed strategy for information disclosure

Information prior and during project implementation will be made available through a range of approaches, tailored to the audience and needs. The local radio will be used for messages targeting the whole community, such as informing of open information sessions. Some brochures will be prepared for communicating more complex information, such as regarding the telecommunication sector governance and roles of each organization (Telecom, T+ and potential new retail providers), given significant levels of community concern and interest. Communities will also be informed of the code of conduct for workers. Traditional leaders, community and women's groups will also be involved at various points.

## 3.4. Proposed strategy for consultation

The following methods will be used to consult with various stakeholder groups, and will vary according to target audience, and within the limits established by the GoCV during the COVID-19 pandemic:

- Individual contacts

- small group meetings
- Interviews with stakeholders and relevant organization
- Public meetings, workshops, and/or focus groups on specific topic
- Specific measures to include vulnerable groups to ensure their views are incorporated into project decision making
- Other traditional mechanisms for consultation and decision making, including engaging with local leaders.

**Table 5: Proposed Stakeholder Engagement Activities**

Project stage	Information to be disclosed / Topic of Consultation	Methods proposed	Timetable: Locations/ dates	Target stakeholders	Responsibilities
<b>Component 1 – Enabling Legal and Regulatory Environment</b>					
Project Preparation	<ul style="list-style-type: none"> <li>- Overview of proposed project and components</li> <li>- Summary of stakeholder consultations and response/ actions</li> </ul>	<ul style="list-style-type: none"> <li>- Individual meetings (as relevant)</li> <li>- Community meetings</li> <li>- Small group meetings</li> <li>- Public consultation workshops</li> <li>- Local radio, telephone, letter</li> <li>- Disclosure on UGPE of Stakeholder Consultation</li> </ul>	<ul style="list-style-type: none"> <li>- All municipalities and national</li> </ul>	<ul style="list-style-type: none"> <li>- Government institutions and Ministries at national and municipal level</li> <li>- Communities / General Public</li> <li>- Local Leaders</li> <li>- NGOs and CBOs</li> <li>- Representatives of Vulnerable Groups</li> <li>- Private sector</li> <li>- Other interested parties</li> </ul>	Ministry of Finance and UGPE
Inception Phase	<ul style="list-style-type: none"> <li>- Information on the GM, how the public can access it, and steps involved in resolution.</li> </ul>	<ul style="list-style-type: none"> <li>- Multiple community consultation workshops</li> <li>- Small group discussions with the communities</li> <li>- Radio, TV, Posters, Flyers, Facebook Page Web(refer to Communications Strategy)</li> </ul>	<ul style="list-style-type: none"> <li>- All municipalities and national <i>as required, prior to final design and roll out and during roll out in each state.</i></li> </ul>	<ul style="list-style-type: none"> <li>- All households and businesses interested in connecting FTTH</li> <li>- Vulnerable groups</li> <li>- Traditional community leaders</li> </ul>	UGPE, DGPCP
	<ul style="list-style-type: none"> <li>- Opportunities to Collaborate on Project Implementation</li> </ul>	<ul style="list-style-type: none"> <li>- Meetings, E-mails, FB (Facebook)</li> </ul>	<ul style="list-style-type: none"> <li>- <i>As soon as possible and ongoing</i></li> </ul>	<ul style="list-style-type: none"> <li>- Project managers in utilities for relevant projects in Cabo Verde</li> <li>- Other potentially related</li> </ul>	MF/UGPE
	<ul style="list-style-type: none"> <li>- Summary of stakeholder consultations and response/ actions, including revised project design and ESCP</li> </ul>	<ul style="list-style-type: none"> <li>- Follow up public consultation workshops</li> <li>- Community radio</li> <li>- Information brochure on telecommunications sector in CV</li> </ul>	<ul style="list-style-type: none"> <li>- All municipalities and national <i>To be held at the commencement of the inception phase, once revised project documents are available. To be repeated in the event of any significant changes to the project, including revised ESCP.</i></li> </ul>	<ul style="list-style-type: none"> <li>- Government agencies at National and Municipal Level</li> <li>- Communities</li> <li>- Locals Leaders</li> <li>- NGOs and CBOs</li> <li>- Representatives of Vulnerable Groups</li> <li>- Private sector</li> </ul>	UGPE

Project stage	Information to be disclosed / Topic of Consultation	Methods proposed	Timetable: Locations/ dates	Target stakeholders	Responsibilities
				- Other interested parties	
Design stage	<ul style="list-style-type: none"> <li>- Consultations on digital government strategic framework, portal and Services, gender strengthening</li> <li>- Information on the GRM, how the public can access it, and steps involved in resolution.</li> </ul>	<ul style="list-style-type: none"> <li>- Public consultation workshops</li> <li>- Focus groups</li> <li>- Meetings with institutions at central and local level</li> </ul>	<ul style="list-style-type: none"> <li>- All municipality / island</li> <li>- <i>Timing TBC</i></li> </ul>	<ul style="list-style-type: none"> <li>- State government departments (e.g. women, health, education, lands, etc).</li> <li>- Disabled Association</li> <li>- Other interested parties</li> </ul>	UGPE/MF/ Ministry of Foreign Affairs
Implementation stage	<ul style="list-style-type: none"> <li>- Code of Conduct for Workers</li> </ul>	<ul style="list-style-type: none"> <li>- Public consultation workshops</li> <li>- Inception workshop</li> <li>- Project kick-off meetings</li> </ul>	<ul style="list-style-type: none"> <li>- Consultation workshops in each Inseln to update on final project design, inform of tentative works schedule for interaction with communities</li> </ul>	<ul style="list-style-type: none"> <li>- All project workers</li> </ul>	UGPE, Contractors
<b>Component 2 – Digital Competitiveness</b>					
Inception Phase	<ul style="list-style-type: none"> <li>- Overview of proposed project</li> <li>- Information on the GM, how the public can access it, and steps involved in resolution.</li> </ul>	<ul style="list-style-type: none"> <li>- Multiple community consultation workshops</li> <li>- Small group discussions with traditional leaders</li> <li>- Individual meetings (as relevant)</li> </ul>	<ul style="list-style-type: none"> <li>- Locations to be determined based on discussions with communities in locations identified as suitable for backbone fibre.</li> </ul>	<ul style="list-style-type: none"> <li>- Community leaders and land users of proposed route for fibre</li> <li>- Landholders of proposed sites</li> <li>- Representatives of Vulnerable Groups</li> <li>- All households and businesses interested in connecting FTTH</li> <li>- Other interested parties</li> </ul>	UGPE/DGPCP
	<ul style="list-style-type: none"> <li>- Opportunities to Collaborate on Project Implementation</li> </ul>	<ul style="list-style-type: none"> <li>- Meetings, E-mails, FB</li> </ul>	<ul style="list-style-type: none"> <li>- <i>As soon as possible</i></li> </ul>	<ul style="list-style-type: none"> <li>- Project managers in utilities for on relevant projects in CV</li> <li>- Other potentially related</li> </ul>	UGPE/DGPCP
<b>Component 3 - Digital Public Services and Marketplace</b>					
Implementation	<ul style="list-style-type: none"> <li>- Information on telecommunication sector structure,</li> </ul>	<ul style="list-style-type: none"> <li>- Information Brochure in English and Portuguese</li> </ul>	<ul style="list-style-type: none"> <li>- All municipality / island/ diaspora, CPLP and ECOWAS</li> </ul>	<ul style="list-style-type: none"> <li>- Interested community members</li> </ul>	UGPE/MF/Ministry of Foreign Affairs

Project stage	Information to be disclosed / Topic of Consultation	Methods proposed	Timetable: Locations/ dates	Target stakeholders	Responsibilities
	governance and liberalisation	- Facebook page (UGPE) / online, if possible	- Timing TBC	- Countries in the Region and CPLP - Other interested parties	
	- Information on cyber security and legal and regulatory framework changes	- Public consultation workshops - Focus groups - Meetings with institutions at central and international level (Diaspora)	- All municipality / island diaspora, CPLP and ECOWAS - Timing TBC	- State government department - Countries in the Region and CPLP - Women's groups - Private sector - Other interested parties	UGPE/MF/Ministry of Foreign Affairs
	- Community awareness raising on social and financial risks of the internet	- Targeted programs through schools, youth and women's groups - Broad information sharing through community groups, schools, traditional leaders, church groups - Workshops and information sessions - Brochures (2 page) in English, translated as applicable	- All municipality / island - Timing TBC	- Parents, women and youth - Broader public, including vulnerable groups - Locals Leaders - Private sector - Other interested parties	UGPE/MF and Ministry of Education
<b>Component 4: Project Implementation Support</b>					
Implementation	- All TA provided to project's implementation organisms	- Meetings with institutions at central and local level - Disclosure of information and updates through governmental online platforms	- Central and local government in all island/municipality - Timing: throughout project's implementation	- UGPE - Project's partners including ministries participating in the project, other public institutions, and private sector	UGPE/ and all implementing Ministries and agencies
<b>Component 5: Contingent Emergency Response Component</b>					
Implementation	- Starting and functioning of CERC and available support	- Meetings with institutions at central and local level - Meetings with local leaders to inform project's stakeholders - Disclosure of information and updates through governmental online platforms	- All municipality / island - Timing: when CERC is triggered and throughout its implementation	All stakeholders including other interested parties	UGPE/Ministry of Finance

### **3.5. Proposed strategy to incorporate the view of vulnerable groups**

Vulnerable groups will be targeted through representative organisations, including women, disability and youth associations. Remote communities, which are often low income, will be included through their traditional and formal representatives.

The project will inherently benefit vulnerable groups, such as people living with disabilities, by increasing access opportunities for a range of government and private services, including the Government systems, access to banking, remote employment opportunities, education, tourism and health services. As the project is intended to be delivered nationwide, including to any outer atolls, all people will have theoretical benefit from the project.

Measures will be developed through the project to allow access to project benefits. The main impediments to vulnerable people benefitting from the project will be related to the cost of “last mile” connections to each household, access to devices and costs of services. The Telecommunications Regulatory Authority will have a key role to play regarding the latter, to ensure that the project doesn’t deepen inequality. The “last mile” connection question will differ depending on the final technical solution selected, with the potential “leapfrog” option of upcoming 5G or another wireless platform being a preferential outcome.

Additional vulnerable groups on this project may be identified during future stages of community engagement, and the plan will be revised accordingly to reflect this identification of new stakeholders.

A strategy will be defined to defend minor girls from being harassed on line and from having access to pornographic material. This will be achieved by blocking these issuing sites.

### **3.6. Timelines**

There is no current information available regarding the project timelines. This will need to be updated once the project design is further finalised.

### **3.7. Review of Comments**

Suggestions, comments, clarifications and other information collected will be documented in Consultation Memos, and at the next engagement opportunity a summary of how they were taken into account will be reported back to the stakeholder group.

This document includes details of the consultations undertaken as part of the project preparation phase, including key discussion points and recommendations to respond to stakeholder feedback.

Concerns voiced by the stakeholders and commitments consequently made by the project will be recorded in the Environmental and Social Commitment Plan (ESCP), which will be updated over the project lifecycle.

### **3.8. Future Phases of Project**

People will be kept informed as the project develops, including reporting on project environmental and social performance and implementation of the stakeholder engagement plan and grievance mechanism. Projects will report at least semi-annually to stakeholders and more frequently during particularly key activities (if necessary).

## **4. Resources and Responsibilities for implementing stakeholder engagement activities**

### **4.1. Resources**

The Ministry of Finance have established the Special Projects Management Unit to oversee World Bank financed projects, including safeguards oversight. The UGPE will also hire an Environmental and Social Specialist to support the WB-funded projects managed by the UGPE, including the digital project. As part of its overall communication strategy, the UGPE will work also with a communication agency to ensure its communication and engagement strategy are effective, including the outreach aspects of the stakeholder plans.

### **4.2. Management Functions and Responsibilities**

The UGPE will be the key agency with responsibility for oversight of this plan. The E&S will coordinate and supervise the project's environmental and social aspects, including the implementation of the stakeholder engagement plan. The communication agency will also support the UGPE and the E&S in the implementation of plan's outreach strategy. The key point of contact for further information on the project is the UGPE National Coordinator, or alternatively, the E&S once on board.

## **5. Grievance Mechanism**

A formal Grievance Mechanism (GRM) has been developed for all UGPE projects. The GM takes into account culturally appropriate ways of handling community concerns. Processes for documenting complaints and concerns have been specified, including time commitments to resolve issues. The GM will include specific procedures for Sexual Exploitation and Abuse/Sexual Harassment (SEA/SH), including confidential reporting with safe and ethical documenting of SEA/SH cases.

The GM has been and will continue to be communicated to all stakeholder groups during each planned engagement activity. Special communications will be held with the vulnerable groups identified at each Islands.

To respond as quickly as possible to the stakeholder's concerns and complaints, a complaints management mechanism will be set up within the UGPE a Grievance Redress Mechanism (GRM). The GRM will consist of one (1) representative of the UGPE, one (1) representative of the ARME, one (1) representative of all categories of stakeholders, and the Project Manager. This structure will be established before the project start.

Being neutral, it will be chaired and coordinated by the UGPE, through its coordinator or their representative. The GRM includes a management sub-committee which will serve as a Organ for Grievance treatment at first instance.

This GRM Sub-Committee (GRM-SC) will play the roles of the 1st instance bord for handling and resolving complaints and grievances. In addition to the environment and social expert from the UGPE, it brings together 1 (one) representative by stakeholder category, 1 (one) representative from civil society, 1 (one) representative from local associations of women involved in development, 1 (one) or (one) representative of vulnerable people, 1 (one) community liaison officer per island who collects and registers complaints at regional level. The GRM-SC will be implemented at the same time as the GRM.

Complaints that cannot be processed and resolved by the 1st instance subcommittee will be referred to the GRM which will automatically assume the responsibilities of a 2nd instance complaint handling body.

The Grievance Redress Mechanism will be made up of the UGPE environmental and social expert, the UGPE coordinator, and the representative of the ARME focal point, 1 (one) representative of NOSI, the

representative of the category of membership of the complainant, 1 (a) representative of women's associations, 1 (a) or (a) representative of civil society.

At the island level, 1 (one) community liaison officer will be identified by the environmental and social expert of the UGPE and designated in consultation with the competent authorities to register and group complaints from base communities.

Being a full member of the GRM and the GRM-SC, the environmental and social expert of the UGPE acts as secretariat to these two bodies.

In addition, the environmental and social expert of the UGPE will also identify leaders and influential people in all the localities affected by the project at the start in order to facilitate consultations with the local population in the event of conflict resolution.

The GRM-SC meets monthly during the lifetime of the project and will discuss upstream complaints lodged through its Local Community Agent (LAC) or lodged directly at the headquarters of the UGPE or recorded on its website or ARME.

### **6.1. Procedures for reporting and registering complaints**

Any stakeholder and anyone wishing to report a breach of any kind has several options to do so:

- Come personally to the headquarters of the UGPE or to a special counter of the project registering of a complaint in the grievance logbook,
- Call by phone – toll-free: 800 13 14,
- Send a short message by phone to define later,
- by mail to be addressed to the local community agent or to the project manager - [reclamacao.ugpe@mf.gov.cv](mailto:reclamacao.ugpe@mf.gov.cv) ,
- By filing an online complaint form - <https://forms.gle/VE1fH2zp1oxQg2kM9>
- on a website (UGPE website)

If the person decides at the local level to present the complaint personally, he can be assisted to fill out the complaint form with the Local Community Agent (LAC), call the Local Community Agent and file the complaint orally, send an email or go to the Facebook page or the project website. The Local Community Agent (LAC) then forwards it to the GRM-SC after registration in the local complaints register. All complaints will be admissible provided that they provide the necessary elements for their treatment.

Vulnerable or marginalized people (illiterate, unable to move, etc.) may file the complaint orally in person or by telephone, providing all the necessary data (including contact details and means of contact) to the Local Management Committee of Complaints that will take care of transcribing the complaint in writing.

Regardless of the channel for filing the complaint, the deadline for recording and returning admissibility to the complainant is a maximum of 5 days after receipt of the complaint.

### **6.2. Type / category of complaints**

The mechanism to be put in place will be used to submit complaints, comments, requests / complaints, suggestions, compliments or questions relating to the management and implementation of the project. Among others, the latter may well be skeptical of non-compliance with project procedures (health and safety of workers, gender-based violence), those that may arise between stakeholders, dissatisfaction with the organization mobilization activities



### 6.3. Grievance Redress Mechanism

Depending on the gravity and the extent of a complaint received, the GRM-SC discusses with the complainant and the Local Community Agent the content of their complaint and the appropriate measures recommended, and can therefore decide to refer the matter to the GRM for second instance in the event of failure after analysis and search for resolutions or in the event that the prerogatives exceed them. The measures taken in the event of a favorable outcome will be notified in the complaint summary sheet.

### 6.4. Complaint summary sheet

The complaint summary sheet is a document completed by the UGPE or the environmental and social expert of the UGPE depending on the case. The complaint summary sheet contains the following information: complaint number; description of the complaint; structure in charge of handling the complaint; resulting from the recommended measures; expected processing date.

### 6.5. Complaint handling report

The complaints handling report is a summary document completed quarterly by the UGPE environmental and social expert. The report provides information on the following: number of complaints registered during the period, summary of types of complaints, number of complaints dealt with, number of complaints not dealt with, with supporting explanations.

Complainants will be continuously informed of the progress and details of the processing of their complaints. This information will be provided by the MGR to the complainant.

**Table 9. Steps and complaint processing times**

STEPS	ACTION	RESPONSIBLE	MAXIMUM WORKING PROCESSING TIME (IN DAYS)
<b>REGISTRATION AND PRELIMINARY EXAMINATION</b>	Receipt and registration of the complaint	E&S expert and UGPE stakeholder engagement officer	1
<b>SORTING THE COMPLAINT</b>	Preliminary examination, classification and constitution of the complaint file	GRM	1
<b>ACKNOWLEDGMENT OF ACCEPTANCE</b>	Send acknowledgment of receipt to complainant	GRM (Stakeholder Engagement Agent)	3
<b>TRAITEMENT NIVEAU 1 LEVEL 1 TREATMENT</b>	Meeting with the complainant and the 1st instance Complaints Management Committee	GRM-SC	7
	Preparation and writing of the 1st instance decision	GRM-SC	7
	Implementation of the 1st instance decision	GRM-SC	15
	Formulation of an appeal	Local agent / E&S Expert	30 from the notification of the resolution of 1st instance

<b>TREATMENT LEVEL 2</b>	Meeting with the complainant and the 2nd instance mediation committee	GRM	14
	Deliberation by the Mediation Committee	GRM	7
	Implementation of the 1st instance decision	GRM	21
<b>MONITORING &amp; CLOSING</b>	Monitor the implementation of decisions	GRM	60
	Close the case	GRM	The time needed until the decisions have been implemented to satisfaction

### 6.6. Information to the public on the GRM

The Local Community Agent, the environmental and social expert of the UGPE, the coordinator of the UGPE, the ARME and the local focal point must communicate on each appropriate occasion the existence of a complaint management mechanism and encourage all stakeholders potentially affected by the implementation of the project to use it.

The UGPE environmental and social expert is required to do the same process for all categories of stakeholders.

### 6.7. Recourse to justice

Dissatisfied complainants can take administrative or legal action at any time when their concerns have not been resolved.

## 6. Monitoring and Reporting

### 6.1. Involvement of stakeholders in monitoring activities

Procedures to monitor the progress of implementation of the ESMP and relevant social safeguards, will be established and maintained throughout the Project. These will include, but not be limited to, monitoring of engagement outcomes related to gender.

Recording and monitoring in the implementation phase of the projects will be carried out by the implementing agencies in collaboration with the UGPE (Monitoring & Evaluation Cell) at regular intervals. Regular reporting of such information to other Project partners should also be established, including to people in the project areas.

Monitoring and Reporting should be conducted by qualified and experienced national experts, with the potential assistance from NGOs and international consultants. Six-monthly reporting back to stakeholder groups should continue throughout the implementation stage. Stakeholders should always be reminded of the availability of the grievance mechanism through consultations and reports.

### 6.2. Reporting back to stakeholder groups

The stakeholder engagement process will promote the development of strong, constructive and responsive relationships among the key identified Project stakeholders for successful management of the project's environmental and social risks. Effective stakeholder engagement between the

Government and project stakeholders improves the environment and social sustainability of projects, enhances project acceptance and makes significant contribution to successful project design and implementation.

Comments, suggestions, clarifications and other information collected will be documented in Consultation memos, and at the next engagement opportunity a summary of how they were taken into account will be reported back to the stakeholder group. Stakeholders will be reminded of the availability of the grievance mechanism during all consultations, workshops, meetings, etc.

The UGPE will maintain and regularly update this SEP detailing public consultations, disclosure information and grievances throughout the project, which will be available for public review on request. Stakeholder engagement should be periodically evaluated by senior management, assisted by the Safeguards Specialist including:

- Number of Grievances received and how they have been addressed; and
- Engagement activities completed, reported and recorded.

Concerns voiced by the stakeholders and commitments consequently made by the project will be recorded in the Environmental and Social Commitment Plan (ESCP), which will be updated over the project lifecycle.

## Annex 1 – Summary of Stakeholder Consultations

Workshops and stakeholder meetings were held in November 2019 in in Praia, capital of the country. The main objectives were the socialization of the project idea and to ensure that stakeholders understood the proposed project, had the opportunity to raise any concerns that could determine the project design, clarify information provided, and determine stakeholders' attitudes towards the project. The preliminary stakeholder consultations were also an opportunity to identify any major risks that could be anticipated.

Below is the report of the meeting including the questions asked, the conclusions, the attendance list and some photos.

However, due to the Corona Virus and the state of emergency in the country, the meetings were cancelled and the team used the following approach to socialize this instrument: a) meeting with high schools and schools b) Telephone contacts and via skype with other stakeholders, namely NGO platform, the National Association of the Disabled, Cape Verdean Institute of Children and Adolescents (ICCA) and Cape Verdean Institute for Gender Equality and Equity (ICIEG).

In all consultations, stakeholders indicated that they supported the project and that large and very positive are the benefits.

The following emerging themes identified in discussions were similar across all meetings / contacts:

- 1 Legislation and regulations** – a gap analysis of legislation and regulations is needed to consider the Environmental and social risks. It is clear the deficit in regulation of certain laws.
- 2 Internet Access.** All Islands have an existing level of internet access – although somewhat constrained by price, reliability, connection speed and availability. The social risks associated with internet use are already being experienced and opportunities to reduce these downside risks are needed.
- 3 NOSI** – to avoid duplication and services the project must work in concert with NOSI taking into account all the work already done at national and institutional level.
- 4 Service providers** – General concern of users is whether any investment made within the scope of CV-Digital will have a positive impact in terms of reducing costs for the user or will increase the yields and profits of CV Telecom and T +.
- 5 Shadow areas** – If the shadow areas will be included in the project and if an optical fibre connection is not achieved, how will the situation be resolved so that everyone can have access.
- 6 Handicapped** – Those contacted asked for special support for vulnerable people, especially for the disabled in terms of facilitating access to them, as well as special discrimination to increase the use of information / communication technologies by girls.
- 7 Timelines and Sequencing.** There was significant interest from stakeholders in the project proceeding as soon as possible, with many requests for priority connections (shadow areas). Many were of the opinion that remote communities should be serviced first.
- 8 Maintenance phase** –. Most are of the opinion that young unemployed locals should be involved in the process and that they should be trained and qualified to participate in the maintenance phase where appropriate, given the scarcity of employment opportunities

# Annex 2 – Stakeholder meetings

## - REPORT -

**Data:** Sexta-feira, 08/11/2019

**Projeto:** Cabo Verde Plataforma Digital

**Local:** UGPE, Chã de Areia

**Hora:** 10:00 – 12:00 horas

**Nº de pessoas presentes:** 13

**Lista de presença:** em anexo

**Assuntos tratados:** (i) Apresentação do projeto Cabo Verde Plataforma Digital; (ii) Socialização do Plano de Envolvimento das Partes Interessadas .

### 1. Enquadramento

Cabo Verde Plataforma Digital é um projeto do Governo de Cabo Verde liderado pela UGPE e financiado pelo Banco Mundial com os objetivos de apoiar Cabo Verde no estabelecimento das bases necessárias para se tornar num centro digital regional, aprimorando a infraestrutura digital e fortalecendo o fornecimento de capacidades digitais e a procura de serviços digitais.

No âmbito da preparação do Projeto “Cabo Verde Plataforma Digital” foram elaborados os seguintes instrumentos de salvaguarda ambiental e social:

- Plano de Compromisso Ambiental e Social;
- Plano de Engajamento dos Parceiros.

Cumprindo o estabelecido nas Normas do Banco Mundial, antes da aprovação do projeto, a UGPE organizou uma reunião inicial para a socialização do Plano de Envolvimento/Engajamento dos Parceiros.

### 2. Abertura

A abertura do encontro esteve a cargo do Coordenador da Unidade de Gestão de Projetos Especiais (UGPE), Engº Nuno Gomes que, após cumprimentar e agradecer a presença dos parceiros estratégicos, informou que os objetivos do projeto Cabo Verde Plataforma Digital é transformar Cabo Verde num centro digital regional baseado em três pilares fundamentais:

- Expansão da infraestrutura de conectividade digital;
- Reforço das capacidades nacionais;
- Prestação de serviços digitais, através do mercado regional.

Dada a importância do projeto para a propomoção do desenvolvimento económico e social do país e da região oeste africana, o Coordenador da UGPE pediu a colaboração e a participação dos presentes nas diferentes fases de preparação e execução.

### 3. Desenvolvimento

Após a sessão de abertura do encontro o Engº Nuno Gomes, Coordenador da UGPE fez uma breve apresentação do Projeto Cabo Verde Digital começando por informar que o Governo de Cabo Verde está em processo de negociação com a Associação Internacional para o Desenvolvimento (IDA), do Grupo Banco Mundial, o financiamento do projecto CABO VERDE DIGITAL, num montante total de US\$ 30,000,000 (trinta milhões de dólares americanos).

Informou que o objectivo do Projecto é apoiar Cabo Verde no estabelecimento das bases necessárias para se tornar num centro digital regional, aprimorando a infraestrutura digital e fortalecendo o fornecimento de capacidades digitais e a procura por serviços digitais.

O projeto está estruturado em quatro componentes:

**COMPONENTE 1** (US\$4,5 million) - Promoção da criação de um ambiente favorável ao desenvolvimento da economia digital;

A componente 1 apresenta a seguinte distribuição:

- (i) Desenvolvimento e preparação de um novo quadro a curto e médio prazo (US\$1,5 million);
- (ii) Requisitos digitais confiáveis (US\$1,0 million);
- (iii) Porta de dados neutra (US\$2,0 million)

**COMPONENTE 2** (US\$19.5 million) - Aumentar a oferta por meio do acesso internacional à banda larga e promover a capacidade e a força de trabalho com conhecimento digital;

A componente 2 subdivide-se em:

- (i) Cabo submarino entre ilhas (US\$15 million);
- (ii) Ponto de comutação de Internet (IXP) (US\$4,5 million);

**COMPONENTE 3** (US\$4.0 million) - Expansão da demanda por meio de aplicativos e uso orientado a dados;

A componente 3 subdivide-se em:

- (i) Serviços digitais do estado (US\$2,0 million);
- (ii) Promoção da prestação de serviços (US\$2,30million);

**COMPONENTE 4** (US\$ 2.0 million) - Implementação/Supervisão do Projecto - Esta componente visa suportar a UGPE na Gestão e Coordenação do Projecto e na construção de capacidade de Procurement, Gestão Financeira, Seguimento e Avaliação, através da prestação de serviços de consultoria técnica, custos operacionais, bens e auditorias.

O coordenador da UGPE informou ainda que o projecto está sendo implementado através da “Célula de Execução do Projecto”, criada, sob forma de equipa de trabalho, no interior da Unidade de Gestão de Projectos Especiais (UGPE) sob tutela do Ministério das Finanças (MF), em estreita colaboração com as diversas entidades beneficiárias do projecto.

Concluiu que o projecto entrou em vigor a 20 de Junho de 2018 e que a sua vigência é de cinco anos, sendo que a data prevista para o encerramento é 30 de Setembro de 2024.

Seguidamente, a consultora da UGPE usou da palavra para de forma resumida explicar aos presentes o enquadramento e os objectivos de um Plano de Engajamento dos Parceiros (PEP), a sua finalidade e os benefícios que o PEP poderá trazer as partes interessadas, afetadas e vulneráveis no âmbito do projeto.

Aos Parceiros estratégicos presentes foi explicado que a elaboração do PEP visa os seguintes objectivos: 1. estabelecer uma estratégia sistemática de envolvimento das partes interessadas para apoiar a equipa de execução do projeto no estabelecimento e manutenção de uma relação construtiva com as partes interessadas e, em particular com as partes afetadas pelo projeto; 2. avaliar o nível de interesse das partes interessadas em apoiar o projeto e permitir que as suas opiniões sejam consideradas na fase de elaboração do projeto e no âmbito do desempenho ambiental e social; 3. promover e disponibilizar os meios necessários para o envolvimento eficaz e inclusivo das partes afetadas durante todo o ciclo de vida do projeto; 4. garantir que informações apropriadas sobre os riscos ambientais e sociais do projeto sejam socializadas com as partes interessadas, de forma acessível, compreensível, adequada e em tempo útil; garantir que as comunidades afetadas pelo projeto disponham de meios acessíveis e inclusivos para a apresentação de queixas e reclamações, e permitir que a equipa de coordenação do projeto possa tratar e responder com eficácia e eficiência.

Foi apresentada aos presentes uma matriz inicial de identificação das partes interessadas e análise das necessidades, tendo sido solicitada a sua contribuição visando o enriquecimento com novos atores e atividades.

Nesta fase assume-se que o projeto utilizará os direitos de passagem existentes, donde não haverá intervenções significativas a nível de infraestruturas (construção). Considera-se que os impactos que afecta as partes sejam mínimos e serão abordados nos instrumentos de salvaguarda ambiental e social do projeto e, que o programa piloto proposto gere um impacto positivo em diferentes segmentos da população, incluindo os jovens.

Foram ainda informados que o plano de engajamento das partes interessadas, inclui nesta fase, as atividades propostas no PPA, e será revisto durante a preparação do projeto, antes da sua aprovação.

Apresentadas as atividades do PPA, os tópicos de consulta, a abordagem metodológica, o cronograma, as responsabilidades de cada parceiro e as formas de divulgação da informação, passou-se à apresentação do Mecanismo de Gestão de Reclamações, informando que as pessoas potencialmente afetadas pelo projeto poderão apresentar as suas eventuais reclamações e preocupações junto da Unidade de Coordenação do Projeto. As reclamações apresentadas serão tratadas através dos procedimentos definidos pelo Mecanismo de Gestão de Reclamações (MGR), estabelecido e aprovado pela UGPE para os projetos financiados pelo BM. O MGR será revisto durante a preparação do projeto, por forma a ajustar-se às situações expectáveis de gestão de conflitos.

Finalmente a consultora realçou que em termos de monitorização e apresentação de relatórios, a UGPE será responsável pela implementação e monitorização do PEP. Na presente fase não está prevista nenhuma atividade de monitorização por parte de terceiros ou dos parceiros envolvidos. Os resultados das consultas serão transmitidos às partes interessadas, através dos mesmos mecanismos utilizados para notificar as consultas, duas semanas após a recepção dos comentários. As partes interessadas serão informadas sobre as formas de disponibilização do mecanismo de gestão de reclamações.

#### **4. Debate**

O assessor do Vice-Primeiro Ministro, Eng<sup>o</sup> Carlos Santos usou da palavra para informar que o projeto Cabo Verde Digital já foi objeto de socialização em vários encontros nacionais e na diáspora, através da plataforma existente e que o Banco Mundial foi promotora de algumas atividades no país e na diáspora.

A presidente da UNI-CV, Doutora Judite Nascimento, felicitou a iniciativa e disponibilizou-se a participar ativamente no processo como parte interessada, através das acções de investigação, capacitação dos recursos humanos e dos pontos focais.

O Administrador da Caixa Económica, Dr. Antão Chantre afirmou que o projeto é muito importante para a área financeira principalmente se se pensar na criação de Bancos Digitais e consequentemente na utilização de moedas digitais, tendo em conta que a nível nacional a gestão da moeda papel situa-se entre 1-3% do PIB.

A Literacia/educação digital deve ser tida em conta e o investimento num software humano é essencial, tendo em conta que grande parte da população não sabe usar um cartão multibanco e é obrigada a dirigir-se aos balcões para o levantamento de pequenas quantias (os bancos gastam cerca de 5000 contos por mês para prestar esse serviço).

O Coordenador de TI, Eng<sup>o</sup> Emanuel Livramento, por sua vez frisou que a mudança de atitudes /comportamentos tem muito a ver com a confiança e com a justiça (segurança). Há que investir nas normas internas de segurança, visando a aplicação das Diretivas IJTF. A protecção e securização de dados exige o reforço dos Tribunais para facilitar a arbitragem relacionada com a digitalização e securização de dados.

Felicitou ainda a UGPE pelas informações apresentadas e solicitou ainda, para facilitar o processo de engajamento e apropriação, o envio do documento do projeto aos parceiros estratégicos.

O representante do NOSI, EPE, Eng<sup>o</sup> Orlando Tavares, solicitou que seja tido em devida conta tudo o que foi e está feito e a necessidade de se estabelecer uma ligação com o projeto do parque tecnológico.

Informou que o NOSI/ACADEMIA é um programa que faz parte do parque tecnológico e participa na vertente emprego e capacitação (estágios profissionais).

Apelou ainda para a necessidade de se adotar um ordenamento jurídico nessa matéria.

Por fim conclui afirmando que está-se a recentrar o NOSI para promover o mercado das tecnologias de informação e que através da plataforma estará aberta uma janela de oportunidades para visitar as soluções.

Por sua vez a Diretora Geral do Emprego, Dr<sup>a</sup> Jacqueline Moniz destacou a importância estratégica da Cabo Verde Digital em complementaridade com outros programas e projetos nacionais, na transformação de Cabo Verde a longo prazo, principalmente na articulação entre a formação e a empregabilidade, visando o desenvolvimento da economia nacional.

O membro da Comissão Nacional da Protecção de Dados, Eng<sup>o</sup> Djamilson Pinto, afirmou que a plataforma digital irá trazer uma grande contribuição em termos de educação e segurança de dados. Que a Cv-Digital deve tirar proveito da internet para educar e tentar na medida do possível mudar a atitude e o comportamento no domínio digital. Informou ainda que a educação é a base da CNPD, que vem trabalhando com as academias, universidades, escolas nos programas de educação digital.

Terminou reafirmando a disponibilidade de trabalhar em parceria com a CV-Digital.

A representante da Câmara do Comércio de Sotavento (CCS), Dr<sup>a</sup> Bernardina Pinto, enalteceu o papel que a CV-Digital poderá vir a ter, principalmente na economia digital, facilitando desta feita o quotidiano das empresas caboverdianas. Disponibilizou o seu envolvimento/engajamento como parte interessada no projeto.

O Coordenador da STX-Cabo Verde Telecom, informou que a empresa é uma pioneira no domínio digital e que naturalmente estão disponíveis a colaborar com o projeto. Informou que está programado para o próximo ano a instalação de um novo cabo submarino entre Marseille e Praia do Futuro e outro entre Mauritània-Senegal (incluindo Praia-Dakar), visando a prestação de serviços para toda a costa oeste africana.

O assessor do Vice-PM rematou dizendo que o Banco Mundial é um parceiro financeiro do projeto, sendo a UGPE uma parceira fiduciária e que a estratégia foi definida pelo país, e que para tal criou uma coordenação técnica constituída por diversas instituições.

Como esclarecimento adicional, o Coordenador da UGPE, o Eng<sup>o</sup> Nuno Gomes informou o seguinte:

Foi criada uma Comissão Ministerial para a Estratégia Cabo Verde Digital que engloba duas representações das academias sendo uma delas do sector privado mais algumas individualidades.

Enalteceu o papel tanto do NOSI como da Agência de Regulação e do Sistema Nacional da Protecção de Dados no processo de seguimento e avaliação do projeto. Informou ainda da existência de um plano de seguimento com indicadores definidos como de um plano de trabalho.

Informou ainda que o reforço das capacidades está contemplado nas atividades 5 e 6, por forma a permitir a transação financeira segura e que o regulador, neste caso o Banco Central, terá um papel importante a desempenhar para que o processo possa avançar e que a digitalização dos dados em segurança é um projeto complementar.

## **5. Conclusões**

Após uma longa sessão de perguntas, respostas e esclarecimentos, deu-se por finda a reunião de socialização do PEP, permitindo extrair as seguintes conclusões:

- Os parceiros estratégicos estão cientes do enquadramento e das suas responsabilidades inerentes no âmbito do projecto Cabo Verde-Digital e dispostos a participarem como partes interessadas;
- Reconhecimento dos Parceiros pela iniciativa do projeto, cujas atividades virão complementar outras que estão sendo implementadas a nível dos diferentes parceiros estratégicos;

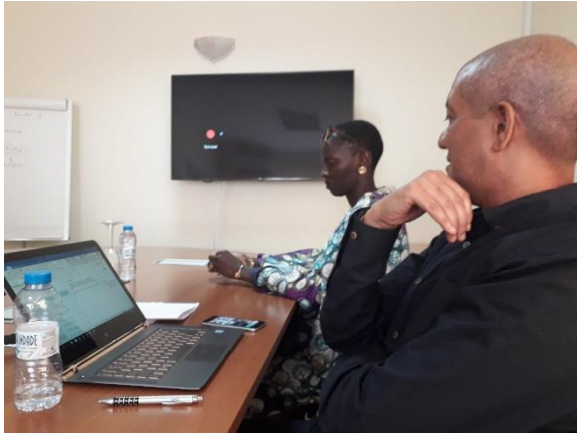


- Necessidade de disponibilização do documento do projeto e do PEP (versão digital) para consulta e apropriação;

Não havendo mais nada a acrescentar, deu-se por finda a reunião.

## ATTACHMENTS:

### PHOTOS OF SEP PUBLIC CONSULTATIONS



SEP PUBLIC CONSULTATIONS - LIST OF PRESENCE



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Projecto Cabo Verde Plataforma Digital  
Plano de Envolvimento dos Parceiros  
LIST OF PARTICIPANTS - Praia, November 8<sup>th</sup>, 2019

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## Annex 3 – Organisations/Agencies Consulted

Due to the Corona Virus pandemic, it was not possible to travel to all the islands and meet with all the actors. However, this extended socialization is scheduled for when everything returns to normal. As far as possible some consultations were undertaken at the national and local level in Mars 2020:

### Information Dissemination and Consultation Meeting

State	Consulted institution	Responsible
<b>National</b>	NGO Platform Cape Verdean Association of the Disabled Cape Verdean Institute for Gender Equality and Equity Cape Verdean Children's Institute	Jacinto Santos – President David António Cardoso – President Rosana Almeida – President Maria Medina Silva – President
<b>Municipal</b>	São Domingos High School	Silvino M. Santos Almeida – Director Celestino Tavares Dias – Director





