

BLUEPRINT INITIATIVE - POLICY BRIEF

LIBYA

MARCH 2022

SOCIAL PROTECTION SYSTEMS FOR CHILDREN IN LIBYA OVERVIEW

Years of conflict have damaged infrastructure and displaced thousands of individuals and families within the country, limiting the population's access to public services and livelihoods. In 2021, the Cash and Markets Working Group (CMWG)¹ estimated that 317,657 Libyans and non-Libyans, including 116,699 children, required cash transfer support to meet their basic needs. In this challenging environment, social protection can provide vital support to vulnerable populations, and especially children and families.²

As Libya transitions toward stabilisation and recovery, there is a growing interest in understanding social protection systems in the country. The Blueprint Initiative project, funded by the United Nations' Children Fund (UNICEF) and the United Nations High Commissioner for Refugees (UNHCR), investigates social assistance programmes for children in Libya. The assessment focuses on three programmes that were selected on the basis of their targeting of families and children, their current status (active), and their geographic and demographic scope. **Based on the findings of the study, this document lays out policy recommendations jointly developed with UNICEF and UNHCR, and commissioned by the two main implementing bodies of social assistance in Libya, the Ministry of Social Affairs (MoSA) and the Social Solidarity Fund (SSoF).** These recommendations are aimed at advocating for reform of the system and legislation underpinning it, in order to expand the coverage of existing programmes and strengthen linkages with current humanitarian efforts led by the United Nations and international non-governmental organisations. They are aimed at the MoSA and the SSoF, as well as other government institutions in charge of implementing social protection programmes.

The document is divided into five sections directly derived from the assessment: the first one highlights the key findings of the research, the second section covers recommendations about legislation reforms and enforcement; the third focuses on enhancing accessibility of social protection programmes; the fourth section provides recommendations on how the MoSA and SSoF can build clear grievance mechanisms; and the last section provides pathways for developing digital and integrated information management systems.

More in-depth analysis of quantitative and qualitative data will be shared in the final report that will be published in March 2022. All publications related to this project can be found [here](#).

Methodology. Two rounds of primary data collection were organised in Tripoli, Benghazi, and Sebha. The first one took place between August 16 and October 28, 2021. It involved 37 key informant interviews with national-level experts of social protection in Libya including: 1) heads of branches and departments within the SSoF and MoSA at the central and municipal levels, 2) academics and researchers, and 3) employees of the Ministry of Justice. Interviews were conducted by REACH field teams in all three locations. The second phase of data collection took place between September 23 and December 12, 2021. It involved: 1) 53 key informant interviews with social workers from the SSoF, the MoSA and care centres, 2) 202 individual interviews with Libyan parents registered with social protection programmes and with eligible but unregistered Libyan parents (including parents of children with disabilities, Libyan mothers married to non-Libyan men, non-displaced, internally displaced populations (IDPs), and returnees), and 3) 30 key informant interviews with migrant and refugee community representatives. Interviews were conducted by REACH partner CSOs in all three locations. Alongside conducting interviews, REACH also monitored the Facebook accounts of the SSoF, MoSA, Higher Committee for Children and other relevant institutions at the national and municipal level. Please see the [Inception Report/Terms of Reference \(ToR\)](#) for more details. The findings are not representative and are indicative only for the assessed locations.

1. The CMWG Libya is an inter-sectorial body led by UNHCR, in partnership with UNICEF, the Danish Refugee Council (DRC), CESVI, ACTED, INTERSOS, and the Norwegian Refugee Council (NRC). Its main objective is to support vulnerable households to meet their urgent basic needs through the provision of emergency multi-purpose cash assistance.

2. International Labour Organisation, [Relevant SDG Targets Related to Social Protection Floor](#)

SOCIAL PROTECTION PROGRAMMES ASSESSED

Programme name	Benefit	Eligibility criteria
Basic Assistance	Largest social assistance programme in Libya, implemented by the SSolF. Monthly cash benefit.	Vulnerable groups, including older persons, persons with disabilities, widows, orphans, unmarried single mothers, families with no or limited income. Only open to Libyan nationals with no breadwinner capable and legally obliged to support them. Applicants must not be beneficiaries of the Social Security Fund pensions.
Wife's and Children's Grant	Only universal child allowance system in the Middle East and North Africa (MENA) before 2011. Monthly cash benefit provided by the MoSA.	All Libyan children (under 18), married and unmarried Libyan women with no income (from public sector), and children of Libyan mothers and non-Libyan fathers.
Emergency Assistance	Cash and in-kind compensation provided by the SSolF.	Victims of crisis and natural disasters. Only open to Libyan nationals who are not already insured against damages.

KEY FINDINGS OF THE ASSESSMENT

Findings indicated that social assistance programmes run by the **MoSA and SSolF only cover Libyan citizens**, despite the country's **comprehensive legal framework** that includes, to some extent, dispositions of several international and regional treaties that recognise every **child's right to social protection without any discrimination**. Moreover, findings suggested **strong and diversified means of outreach** to promote awareness and understanding of the three assessed programmes, as well as overall **clear and well-established registration processes** in the main cities of the country. However, **several bottlenecks and barriers** were identified through the study. Indeed, the **lack of up-to-date civil documentation, liquidity shortages, as well as**

administrative division were reported as the main obstacles, leading to delays in registration and benefit delivery processes. These challenges are more acute among the most marginalised groups, including **children of Libyan mothers and non-Libyan fathers, persons with disabilities, people living in displacement, illiterate applicants, children born out of wedlock, children of Libyans of undetermined legal status (ULS) in the South, and those living in remote areas**. Eventually, findings outlined **social workers' pivotal role in the implementation of social protection programmes**; however, a **lack in capacity and skills** in some MoSA and SSolF offices was noted.

ENHANCE LAW ENFORCEMENT AND REFORMS

INTERNATIONAL LAW

1. It is recommended to ensure that **Libya adheres to its commitments under international law**, as key informants interviewed for this assessment reported that some dispositions of international law related to social protection for children are not currently applied. In particular, **it is encouraged to enforce the Convention on the Rights of the Child³ (CRC)** that Libya adopted in 1993:
 - Firstly, **Article 26 of the CRC** provides that "States parties shall recognise for every child the right to benefit from social security, including social insurance, and shall take the necessary measures to achieve the full realization of this right in accordance with their national law", and **Article 27** obliges governments to assist and support families who cannot afford to provide their children with a good standard of living

that is enough to meet their physical and mental needs. These two articles apply to all children regardless of their background, without discrimination of any kind (**Article 2**). It thus comprises all children born and/or residing in Libya, including migrant and refugee children, children from historically marginalised ethnic groups, and those who are of ULS.

- It is encouraged that **barriers to accessing social protection that are embedded in the existing eligibility criteria are addressed**:
 - » **Wife's and Children's Grant**: extend coverage to all children aged 18 and under, regardless of their nationality.
 - » **Basic Assistance**: extend coverage to all orphans, children with disabilities, and children with no breadwinner capable or legally obliged to support

3. UN General Assembly, [Convention on the Rights of the Child, 20 November 1989](#), United Nations, Treaty Series, vol. 1577

them (including those whose family breadwinner is sick, imprisoned or deceased), regardless of their nationality (**amend Article 2 of Law No. 16 of 1985** on the Basic Assistance).

- Indeed, although elements of the CRC have been incorporated into a number of national laws and regulations in Libya, including in the **Child Protection Act No. 5 of 2006⁴** and **Act No. 17 of 1992 on the Regulation of the Situation of Minors⁵**, findings suggest that some particular population groups face barriers to accessing the social protection system in Libya, such as **children who do not have a Libyan nationality**.
- 2. Secondly, it is recommended that the MoSA and SSOLF **amend relevant legal acts to allow children of ULS to use their administrative number to register with social assistance programmes**. Findings suggested that children of ULS are more likely to face barriers to register with social protection programmes and access all basic services, due to a lack of civil documentation, and especially of a National Identification Number (NIN). Although Libya adopted the **African Charter on the Rights and Welfare of the Child⁶** in 2000, it appears from the study that the application of **Article 6** of the charter is subject to some challenges. This Article states that parties should undertake all the necessary measures to recognise in their legislation the “principles according to which a child shall acquire the nationality of the State in the territory of which he/she has been born if, at the time of the child’s birth, he/she is not granted nationality by any other State”. In the longer term, Libyan authorities are encouraged to strengthen their efforts to **help determine the status of children of ULS, and especially in the South** where an estimated 30% of the population is considered to be of ULS⁷, and grant them full Libyan nationality and all the documentation that it affords.
- 3. Thirdly, the MoSA and SSOLF are encouraged to **apply all dispositions of the Convention on the Rights of Persons with Disabilities⁸** (CRPD) that Libya adopted in 2018, as findings suggested that **persons with disabilities were more likely to face hurdles when trying to register with social protection**

programmes, as reported by 23% of the interviewed Libyan parents:

- It is recommended that both agencies **issue executive regulations and policies, and work towards removal of all physical and attitudinal barriers** to access social protection programmes for persons with disabilities. Indeed, the main obstacle faced by persons with disabilities is that registration is not accessible due to mobility limitations and a lack of adequate equipment in registration offices of the MoSA and SSOLF to receive persons with disabilities.
- This was widely reported during the study, although considerable efforts from the Libyan government are notable, including in Article 3 of **Law No. 5 of 1987 on Persons with disabilities⁹** that entitles every person with disabilities to have **facilitated access to public places and buildings**, as well as the government’s recently initiated project to form a committee to review the national legislation on persons with disabilities, including amending Law No. 5 of 1987 in line with international standards and in accordance with the CRPD.
- Moreover, it is recommended that the MoSA and SSOLF develop, promulgate, and monitor the implementation of **minimum standards and guidelines for the accessibility of MoSA and SSOLF registration offices** and services they provide to the public (**Article 9** of the CRPD), as findings indicated that accessibility issues faced by persons with disabilities were less known to employees of MoSA and SSOLF.
- In the mid-term, it is also recommended to **provide training to staff and social workers on accessibility issues faced by persons with disabilities (Article 9 of CRPD)**: qualified staff is necessary to provide support and assist persons with disabilities throughout the registration process. These trainings could be provided by civil society organisations or NGOs which have expertise on the matter.
- Eventually, based on this same finding, it is advised in the mid-term to **provide signage in Braille in registration offices and create easy to read and understand outreach outputs** (e.g., posters in offices), as well as simplify application forms (**Article 9 of CRPD**).

NATIONAL LAW AND POLICY

1. The MoSA and SSOLF are encouraged to **strengthen their efforts to enforce national legal acts that facilitate inclusion of non-national children in the social protection system**. Indeed, key informants interviewed at the national level reported that non-

national children are currently missed out by the social protection system.

- Notably, it is recommended to **issue executive regulations to enforce Cabinet Decision No. 322 of 2021¹⁰** that recently amended the Libyan citizenship

4. Libyan Ministry of Justice, [Child Protection Act No. 5 of 2006](#)

5. Libyan House of Representatives, [Act No. 17 of 1992 on the Regulation of the Situation of Minors](#)

6. African Union, [African Charter on the Rights and Welfare of the Child](#), 1990

7. United States Institute of Peace, [Understanding Libya’s South Eight Years After Qaddafi](#), 2019

8. United Nations Department of Economic and Social Affairs, [Convention on the Rights of Persons with Disabilities and Optional Protocol](#), 30 March 2007

9. Libyan Ministry of Justice, [Law No. 5 of 1987 on Persons with Disabilities](#)

10. Libyan Cabinet, [Decision No. 322 of 2021 to form a Central committee for Citizenship and amend some provisions](#)

Law, allowing Libyan women to pass on nationality to their children. Children born to Libyan women and non-Libyan fathers are therefore, in legal terms, considered Libyan nationals. They can obtain Libyan nationality from birth through their mothers, and do no longer have to go through naturalisation when they reach adulthood.

- It is also recommended that the MoSA **further its efforts to enforce all provisions of Law No. 27 of 2013¹¹ on the Wife's and Children's Grant**, and especially Article 3 that prescribes the coverage of children of Libyan mothers and non-Libyan fathers: the identification of these children is done through the **Database for Foreigners** at the Civil Registry Authority (CRA). However, key informants reported no families were registered with this database, which they attributed to a **lack of awareness** among the population on the need to register and how to register. Thus, to increase awareness of this database, **it is encouraged to consider the use of mass media campaigns**, targeting families with a Libyan mother and a non-Libyan spouse, about the CRA's Department for Foreigners and the registration process.
- Moreover, the MoSA is also encouraged to **issue executive regulations to enforce Article 4 of Law No. 27 of 2013 to allow married and unmarried Libyan women to effectively receive the grant**. Based on this Article as well, the programme's implementation would benefit from clarifications in the executive regulations in regard to **which "unemployed" wives and adult women are to receive the grant** and whether this would cover all unemployed or only those who do not

work in the public sector. The findings indicated that only women who do not work in the public sector are currently targeted by the programme. However, if this was to change, it would need to be **clarified which database** would be used to identify women working in the private sector.

2. Secondly, the MoSA and SSolF are encouraged to **revise the law to enable abandoned children and children born out of wedlock** unhindered access to citizenship at birth, by the removal of all barriers and bottlenecks to their obtention of a NIN and passport. Indeed, key informants at the national level reported that **prevailing social attitudes and stigma** remain a barrier for mothers and/or families of abandoned children and children born out of wedlock to apply for citizenship at birth and obtain the National Identification Number (NIN).
3. Eventually, **building on lessons learnt in other countries**, it is suggested to further investigate potential **pathways for including migrant and refugee children and families in the Libyan social protection system**. Libyan authorities are thus encouraged to adopt comprehensive laws and work towards making regularisation and naturalisation processes accessible. They are also encouraged to collaborate with humanitarian actors in Libya, including UNICEF and UNHCR, to **strengthen current efforts to link humanitarian action and government systems** to facilitate the inclusion of these population groups.

ENHANCE ACCESSIBILITY OF SOCIAL PROTECTION PROGRAMMES

EFFICIENT OUTREACH

1. Firstly, the MoSA and SSolF are encouraged to **increase their current efforts to promote awareness and understanding of children's and young people's rights to access social protection programmes**. The need for a comprehensive and efficient outreach is outlined in **Article 17** of the CRC that provides that "States parties recognise the important function performed by the mass media and shall encourage mass media to disseminate information and material of social and cultural benefit to the child". Although key informants from the MoSA and SSolF most commonly reported disseminating information through **mass media mechanisms, such as social and audiovisual media**, findings suggested **current efforts can be further diversified** to expand to vulnerable population groups. According to key informants, this could be supported through **additional communication in widespread national newspapers (electronic or paper), as well as posters in municipalities, hospitals, schools, and other public buildings**.

strengthen awareness campaigns to provide clear information about social protection programmes and expand current outreach coverage. The assessment outlined the importance of beneficiary outreach in social assistance programmes to maximise targeting efficiency and improve programme transparency and accountability.

- Notably, implementing agencies are encouraged to **build a focused and clear outreach strategy specifically targeting vulnerable population groups**. Indeed, findings indicated restricted access to outreach in remote areas and among vulnerable population groups, including individuals with lower levels of literacy and families with limited access to technology and internet.
 - It is also recommended to **further develop information materials** about social protection programmes and child's rights, and disseminate them on **mass media** (social media, audiovisual media, radio, newspapers), as well as through **seminars and workshops** that could be held in schools.
 - Finally, it is recommended to **develop specific**
2. Secondly, it is recommended that the MoSA and SSolF

11. Libyan House of Representatives, [Law No. 27 of 2013 on the Wife's and Children's Grant](#)

information materials and conduct awareness campaigns about the Emergency Assistance in high-risk zones vulnerable to natural disasters, as findings outlined gaps in outreach coverage regarding this programme that is less known to the public.

3. Thirdly, the MoSA and SSolF are encouraged to **enhance collaboration with INGOs/NGOs** to disseminate information about social protection programmes, including who is eligible and how to register, through humanitarian actors' programming.
 - It is recommended that, in close collaboration with Libyan institutions, **INGOs/NGOs train their staff** and involve them in the awareness campaigns, notably through the **distribution of resource materials about social protection**, such as leaflets, to their beneficiaries
 - Libyan authorities can involve humanitarian actors in their current effort to **reduce the stigma** around accessing assistance from the state and other social services (including psychosocial services) by developing interventions with vulnerable population groups from an early age (childhood) and creating clear **referral mechanisms** between humanitarian

programmes and social assistance schemes.

- The MoSA and SSolF are also encouraged to work with the UNICEF, UNHCR and other humanitarian actors to share information about **barriers encountered by applicants** trying to register with social protection programmes in order to find timely and efficient solutions.
 - The role of humanitarian actors being particularly important **in post-natural disasters settings in Libya**, the SSolF can benefit from their presence on the field to help raise awareness about the Emergency Assistance.
4. Finally, the MoSA and SSolF are also encouraged to **collaborate with Libyan civil society actors**. As these actors are on the ground, working with vulnerable population groups (persons with disabilities, abandoned children and children born out of wedlock, people living in displacement, families in need living in remote areas), they can **provide clarifications** to their beneficiaries about the **labour and tasks division within the social protection system** so vulnerable families better understand each implementing agency's responsibilities and programmes.

SMOOTH REGISTRATION PROCESS

1. Firstly, the **MoSA and SSolF are encouraged to work towards having shorter and easy to read and understandable application forms**, as well as promoting understanding of social protection programmes through audiovisual communications. Findings indeed suggested limited access to the registration process for individuals with lower levels of literacy:
 - It is recommended to **create mobile social workers teams, especially in remote areas**, to assess the needs of these populations and allow them to register from their home, if necessary, as the study outlined the hurdles faced by people with limited mobility to accessing registration offices.
 - Notably, it is advised to send these mobile teams, when a **natural disaster** happens, to **affected areas** to register victims with the Emergency Assistance.
 - Moreover, it is encouraged to create **"priority" registration desks** for persons with disabilities, pregnant women, applicants coming to the office with their toddler, etc. It is also advised to **open more MoSA and SSolF offices across the country**, and particularly in remote and rural areas. These offices could be merged with the CRA offices, notably for the Southern region. These recommendations are building upon the findings that indicated that some groups face obstacles at registration offices as they are not always equipped to receive persons with disabilities or because they are crowded since they cover wide geographic areas (as reported for the SSolF Fezzan branch).
2. Secondly, the MoSA and SSolF are encouraged to **work towards allowing more flexibility in the**

requirements for official documents to register:

- Notably, further investigate administrative solutions to **allow IDPs and returnees to rapidly obtain their identity and civil documentation**, such as birth certificate and family status certificate. The transfer of files between CRA offices, or the creation of specific offices to process the cases of displaced populations as the CRA have done in the past, could be potential pathways. Indeed, findings suggested that people living in displacement are more likely to face barriers when trying to register with social protection programmes due to a lack of valid documents.
 - It is also recommended to **allow delays for IDPs and returnees to provide a proof of residence** from the muhalla's mukhtar in their current baladiya, without it impacting their registration with social protection programmes. An **alternative and temporary solution** could also be imagined, by enabling IDPs and returnees to register with another document proving their residence that would be provided by authorities or INGOs/NGOs who support people living in displacement. This is based on the findings that suggested that the provision of a proof of residence from the muhalla's mukhtar was a major barrier for displaced groups.
3. Thirdly, the **SSolF is encouraged to hold frequent and regular meetings of the medical committees nationwide**, which are responsible for stating on all Basic Assistance applications of persons with disabilities. Indeed, findings indicated that persons with disabilities were also facing acute challenges and delays to register, notably due to irregular meetings of these medical committees within the SSolF.

- Moreover, Libyan authorities are encouraged to **strengthen efforts to equip all medical facilities with qualified staff and adequate devices** to conduct medical exams with the aim of determining the type and level of an individual's disability/disabilities. The International Organisation for Migration (IOM) outlined in 2021 that only 65% of the public and private health facilities in Libya were reported operational, and that services available in operational health facilities were often reported to be limited due to various factors.¹² This was also reported by key informants, especially in rural and remote areas.
- Lastly, it is recommended to **strengthen capacity building for staff and social workers within the MoSA and SSolF. Trainings on ethical considerations** to apply the principle of 'non-discrimination' and raise awareness of the needs of specific population groups are advised. Alongside this, **improving staff's computer literacy** appears to be essential throughout the registration process and for an efficient management of beneficiaries' information. Indeed, findings highlighted the pivotal role played by the MoSA's and SSolF's staff and social workers in the administration and implementation of social protection programmes, with, however, noteworthy lack of capacity and qualifications in some areas.¹³
- It is also encouraged to **hire more staff and social workers in Sebha**, as key informants and service users interviewed for the assessment outlined gaps in capacity in registration offices in Sebha. For instance, the number of employees within the Fezzan branch (located in Sebha) appears to be proportionally relatively lower than the numbers of staff in Benghazi (mantika) which includes several offices. Indeed, the Fezzan branch counted 637 employees in November 2021¹⁴ (for an estimate of 447,000 inhabitants), whereas there were 3,931 employees in Benghazi (for an estimate of 849,000 inhabitants).¹⁵
- Moreover, the MoSA and SSolF are encouraged to **train staff to enforce the law and allocate more human and financial resources** to do so, as the study outlined gaps in knowledge within implementing bodies regarding laws and policies.
- Eventually, it is recommended to **create clear referral mechanisms** to allow staff and social workers to refer applicants to another implementing agency (from MoSA to SSolF, and SSolF to MoSA): for example, if a divorced woman goes to a MoSA office to register her child with the Wife's and Children's Grant, the employee at the registration desk should be able to support her with the registration, as well as inform the applicant that, as a divorced mother, she can also benefit from the Basic Assistance, and thus refer her to a SSolF office. Indeed, findings suggested that the division of responsibilities between implementing agencies was not entirely clear for applicants.

BUILD CLEAR GRIEVANCE MECHANISMS

- Firstly, the MoSA and SSolF are encouraged to **create clear and standardised grievance mechanisms** for individuals whose application was rejected and beneficiaries who did not receive the benefits. Findings suggested that grievance mechanisms are currently not standardised across branches within both institutions as a 'case by case' approach was described by key informants.¹⁶
- Notably, it is essential that **grievance offices and officers within each institution are independent from the programme implementation system**, so that they can rectify errors.
- Moreover, it is recommended that **multiple channels are set up for receiving complaints to ensure widespread access. Dispute Resolution Committees** were reported by few key informants within the SSolF as the body responsible for hearing and treating complaints. It is thus **recommended to create such committees in all SSolF and MoSA branches to harmonise practices**.
- It is also advised to **create operational MoSA and SSolF hotlines for enquiries** about registration processes and for **grievances**. These mechanisms were requested by interviewed service users for whom hotlines appear to be fairly simple, direct, and accessible, especially for people with lower levels of literacy.
- Finally, building on the model of the MoSA's website (under construction), it is recommended that the **SSolF creates an e-portal for its programmes with a Frequently Asked Questions page and an e-filing system for grievances, that should be operational in all offices** so that complaints can be treated swiftly. This was also a request from interviewed service users who reported being keen on being able to do all procedures online.¹⁷
- Secondly, it is advised that the MoSA and SSolF **train their staff on grievance processes** so that they can guide and support applicants and beneficiaries throughout the process, including referring them to the adequate office. Both institutions are also encouraged to **promote awareness about grievance mechanisms**

12. IOM Displacement Tracking Matrix, [IDP and Returnee Report, Round 38](#), July – September 2021

13. This was reported by 12/26 key informants from the MoSA and SSolF who were asked about staff and social workers' capacity.

14. Facebook post on the [SSolF's page](#), on November 18, 2021

15. United Nations Population Fund (UNFPA), Libya population dataset per mantika and municipalities, 2020

16. Four KIs reported that a "complaint box" is available in each MoSA office, and three other KIs reported that any employee of both agencies can hear the complaints.

17. An assessment of social protection programmes in Bangladesh highlighted the importance and effectiveness of online grievance redress systems. Government of the People's Republic of Bangladesh, [Enhancing Social Protection Governance through Grievance Redress System \(GRS\)](#), 2020

among the intended beneficiary groups.

- Notably, it is encouraged to **multiply widespread information campaigns** to ensure the public understands how to access grievance mechanisms if they are facing difficulties. This could notably be done through social media, and mainly **Facebook**, that is currently the main source of information and communication according to all respondent groups. Alongside this, **posters and leaflets** about grievance mechanisms could make the process more accessible to all vulnerable population groups. Eventually, another option to explore is **working with mobile data operators' services** to share information, including through text messages.
- Eventually, it is encouraged to improve awareness campaigns to overcome cultural barriers related to filing complaints. Indeed, studies¹⁸ have shown in some countries that, despite widespread dissatisfaction with how social protection programmes function, **applicants and beneficiaries are often unwilling to voice those complaints**, due to the overall attitude to grievances, including the fear of approaching people of authority or of appearing ungrateful.

DEVELOP DIGITAL AND INTEGRATED INFORMATION MANAGEMENT SYSTEMS

1. To identify and enrol beneficiaries, as well as manage their information, **it is recommended that the SSOLF develops a digital information management system**. Indeed, findings indicated that the SSOLF's information management system is widely paper based, while the MoSA's is mainly digital.
 - This **would reduce the burden on staff** by reducing the paperwork, manual reporting, and other manual time-consuming activities.
 - This **would also reduce the fraud and errors** (such as duplications) that are more frequent with paper-based systems as underlined in the research, including the loss of applicants' files and of their documents, or the wrong entries of applicants' information by staff or applicants themselves when registering.
 - It is encouraged to **link all the different offices of the same institution to improve data sharing between branches**: it would particularly remove the barriers faced by people living in displacement who could thus rapidly transfer their files from one office to another.
 - Another noteworthy advantage of digital systems identified through the assessment is that they can **speed up verification processes**, decreasing the time needed to process applications from several weeks to a few minutes only. Digital databases could also help **avoid the delays** reported by key informants due to lengthy exchanges between institutions' main offices in Tripoli and all other branches.
 - The verification of beneficiaries' information would thus be based on a **unique personal identification number assigned to citizens** across all major databases
 - Finally, it is advised to develop such mechanisms as they could considerably **facilitate the treatment of complaints**.
2. Moreover, it is recommended to **develop digital information management systems to make payments and facilitate payment tracking**:
 - Findings outlined delays in benefit delivery¹⁹ that may be attenuated through digital management to enable **timely transfer of funds to beneficiaries**, accurate and timely reporting of transactions, and high-quality audits that are important in the context of enhancing transparency, government effectiveness and accountability.
 - These digital registries would enable the preparation and publication of **detailed, precise, and comprehensive reports on the allocation of social assistance resources** that could then be used for policy making and improvement of the system. Especially, these reports could be built upon to ensure budget preparation in discussion with the Ministry of Finance.
 - These reports could finally be **used for monitoring and evaluation** purposes to ensure regular improvements of social protection programmes' functionality and efficiency.
3. It is also recommended to **allocate sufficient budget to equip all branches**, which would help transition towards digital systems. Indeed, key informants reported a lack of sufficient operational computers and software in some MoSA and SSOLF offices.
4. The MoSA and SSOLF are encouraged to **develop integrated information management systems to better understand the demand for social protection programmes and to improve the coordination and monitoring** of the supply of programmes. Indeed, findings suggested the existence of some gaps in coverage that could be narrowed down through these integrated systems.
 - Notably, it is suggested that **common beneficiary registries across implementing institutions** are created for the identification and management of beneficiaries: specifically, harmonise systems with the CRA database to obtain accurate and timely information on applicants' civil status, and reduce gaps and duplication across programmes. Unifying

18. This is notably the case in Indonesia. Oxford Policy Management, [Review of, and Recommendations for, Grievance Mechanisms for Social Protection Programmes](#), 2012

19. Social media monitoring of the official Facebook pages of the MoSA and SSOLF indicated that the Basic Assistance and Wife's and Children's Grant, that are supposed to be disbursed on a monthly basis, are in practice only paid every two to three months. Some Libyan parents interviewed reported further delays (up to six months).

all administrative tools and systems **would allow for economies of scale and result in efficiency gains.**²⁰

- The integrated system would increase the responsiveness and inclusiveness of programmes through the prompt and dynamic response to individual lifecycle changes and shocks (e.g., disability, new born, job loss, etc.), also **allowing families to smoothly transition from a programme or a scheme to another as their circumstances change.**²¹

5. It is also recommended to **allow online registration, beneficiaries' own information management and**

complaints through the MoSA's and SSOLF's websites: this would facilitate the process for persons living in remote areas, people with mobility disabilities, and individuals facing mobility restrictions due to several external factors, as reported by respondents through the research, such as fuel shortage, COVID-19 restrictions, or discriminatory social norms (especially for women).

6. Eventually, it is advised to **work on specific laws and executive regulations relating to digital data storage and sharing** to ensure beneficiary's right to privacy and security.

20. Examples from Brazil and Romania can be found here: Beegle, Kathleen, Aline Coudouel, and Emma Monsalve, [Realizing the Full Potential of Social Safety Nets in Africa](#), 2018, African Development Forum Series

21. GIZ, [Building an integrated and digital social protection information system](#), 2019

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