



Global Digital Compact - Stakeholders Informal Consultation
1 March, 10 am EST

**Statement on behalf of the
Global Coalition for Social Protection Floors - GCSPF**

***The role of digital technologies and legal identity
in accessing social protection and other public services***

Thank you very much. I have the pleasure to speak on behalf of the [Global Coalition for Social Protection Floors \(GCSPF\)](#). The GCSPF represents more than 120 CSOs worldwide that are committed to realising the right to social security for all which we believe to be a core enabler of SDG achievement.

The lack of legal and digital identity is one important reason why about one billion people in the world have no access to social protection and other public services^{1,2}. Many more people do not have access either, because digital access is not tailored to their needs and circumstances. Governments often see digitalization as a means to cut costs rather than to extend coverage.

Based on participatory dialogues with people living in poverty, our [Global Coalition and its members](#) have formulated four recommendations³ for improving digital access to public services.

One. **The right to digital connection and digital identity.** Affordable access to internet and digital support should be provided to everyone, and in particular in rural areas. (Websites and interfaces should be easy to use).

Two. When people are not able to digitally access public services, **the right to a physical human reception should be ensured** (so that human contact is always present in administrative processes).

Three. (To the extent possible,) Right holders to public services should meaningfully participate in the design, implementation, and evaluation of digital policies.

Four. A variety of **accountability mechanisms should be built in.** (such as **observation** and legal tools as well as permanent watchdogs in order to) These mechanisms would detect human rights violations, such as with regard to privacy and exclusion from public services. **(Digital policies must be evaluated in terms of their impact on the poorest 10% of society)**

Thank you for your attention.

¹ <https://www.worldbank.org/en/news/immersive-story/2019/08/14/inclusive-and-trusted-digital-id-can-unlock-opportunities-for-the-worlds-most-vulnerable>

² <https://www.unicef.org/press-releases/despite-significant-increase-birth-registration-quarter-worlds-children-remain>

³ Statement submitted by International Movement ATD Fourth World, non-governmental organization in consultative status with the Economic and Social Council, Commission for Social Development, Fifty-ninth Session, 8-17 February 2021 (E/CN.5/2021/NGO/1)