A Quick Roll-out Strategy for eID Projects in fulfilment of SDG 16.9

A Case Study of Malawi

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Malawi – an Identity crisis, a development challenge

Malawi was the only country in the Southern African Development Community (SADC) or Common Market for Southern and Eastern Africa (COMESA) that did not have a functional national registry and identification system.

What does it mean?

Malawi endures a structural development challenge in the absence of a comprehensive and accurate system of national identification.

- Fundamentally undermining most citizens' right to identity, the consequences are multi-sectoral, where citizens' access and entitlement to services are uncertain.
- Equally, the absence of a centralized and up-to-date national register has led to a fragile capacity for evidence-based planning, beneficiary and service targeting, and accountable administrative systems.

The multi-sectoral effect is pervasive and the impact illustrative, including:

- non-Malawians **abusing** the free national health care system
- concerns with payroll systems for **ghost workers**, pensioners and public sector reform
- deterring **corruption** by linking criminal's assets to the proceeds of crime
- **non-repayment** of loans in the education sector
- the lack of real-time data to assist disaster response management
- high and recurring costs associated with beneficiary targeting and service delivery under social protection

Synergy among development partners around SDG16.9

- The Malawi National Registration Act (No. 13 of 2010) entered into force in August 2015 requiring all Malawians 16 years of age and older be registered in a National Registry and issued with an identity card, and mandates the National Registration Bureau (NRB) to fulfil this task
- GoM's earlier initiatives couldn't yield results, hence it joined team of development partners
- UNDP spearheaded the planning and implementation of the project – a basket fund was created –with 40% of GoM contribution, DPs contributed rest of 60%
- UNDP hired the core (19 member) implementation team lead by CTA and through PWC 4,200 Registration Officers
- Timelines agreed were as follows:

I. Planning – to be completed by 1st Quarter of 2017

II. Mass Registration – to be completed by December 31, 2017, 9 million Malawian were estimated to be registered

III. All ID Cards to be distributed by 30th June, 2018

IV. Transition to NRB & Linkages – to be done by Dec. 2018 and onwards

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European Union
Irish Aid Government of Ireland Rialtas na hÉireann
Norwegian Embassy
USAID FROM THE AMERICAN PEOPLE
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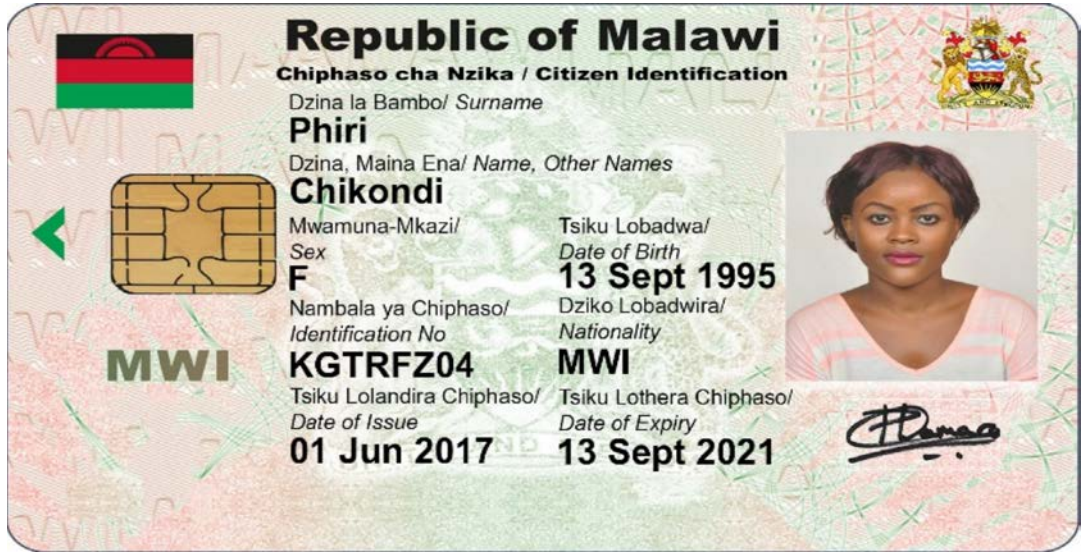
UNITY AND FREEDOM
Government of Malawi
National Registration and Identification System

ICAO (9303) & ISO (7816) Compliant Smart eID



Features

- Unique ID
- 10 fingerprints, digital photo and electronic signatures
- Security features to prevent forgery include: Optical Variable Ink, Direct Tone Guilloche, Duplex Security Printing, Micro-text, Invisible Fluorescent ink, Direct Rainbow Printing & Microchip

Applets on the chip

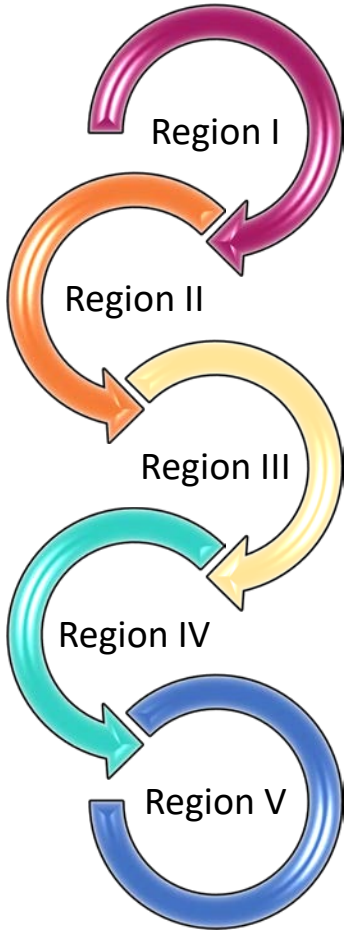
- ICAO Identity Applet
- e-Health Applet
- Public Key Infrastructure (PKI)
- e-Driver's License

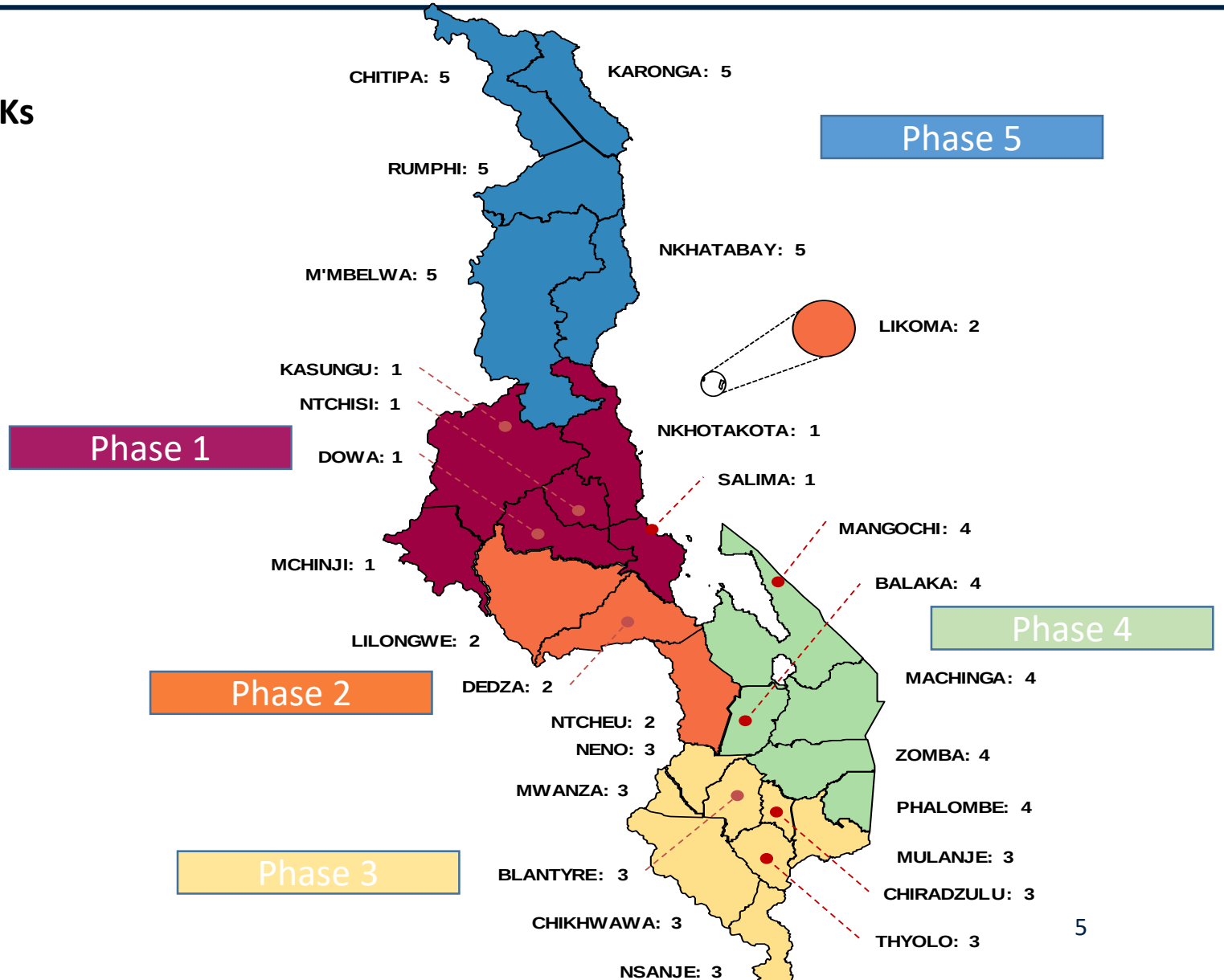
Ways to Interact

- Recording Unique ID no. from eID and recording on forms
- Scanning QR Code using scanner, smartphone or computer
- Reading MRZ using scanner, smartphone or computer
- Reading the chip using card reader and computer

Mass Registration Strategy

Deployment & Retrieval of 2,000 Teams with BRKs





Achievements

Government of Malawi
National Registration and Identification System

Current Status of Project

- On Track, Ahead of Schedule, Within Budget

Mass Registration

- Target of universal coverage (9 million) achieved on Nov 24, 2017. Final Count: 9.168 million adults registered. Data of 3.69 million children is captured in **180 days!**

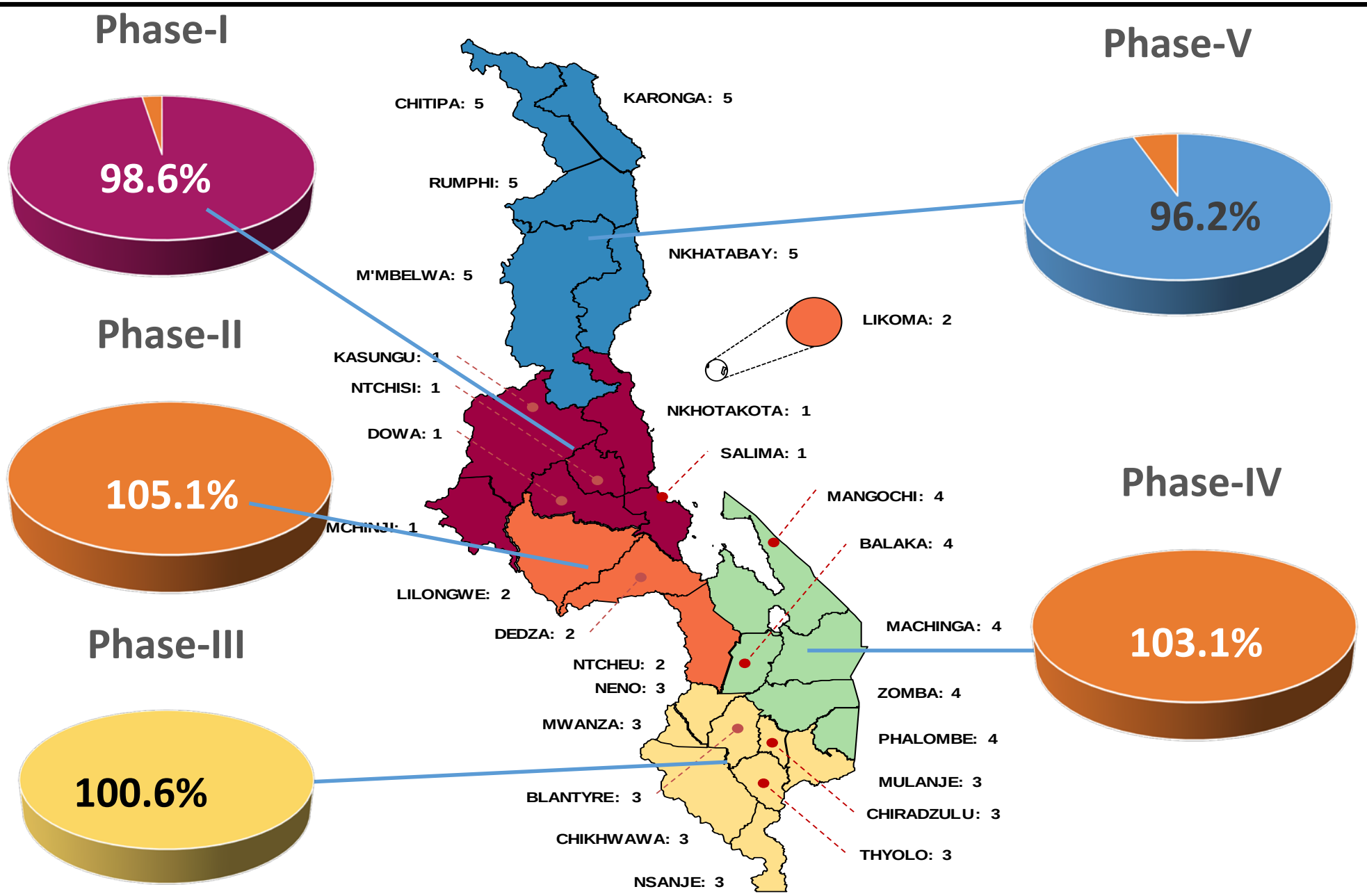
Linkages with MDAs

- Linkage with **MEC** to develop error free electoral roles underpinning, ONE Person, ONE Identity, ONE vote is established resulting in cost savings
- Linkage with **MRA** has been developed to combat tax evasion, and increase tax base
- Meetings with Health Ministry, Immigration Dept, Reserve Bank, Payroll Management, and

Transition to NRB

- Continuous Registration by NRB has been started (approx. 15K+ citizens registered)
- Capacity Building of NRB is taking place by restructuring organization, reviewing legislative framework, transferring technology and source code, and training the staff
- **168** BRKs and **84** motorcycles were transferred to NRB to build the capacity to kick-start continuous registration and distribution of cards

Registration Snapshot: 9.168 m registered(100.1%)



Phase- I	MCHINJI	101%
	NTCHISI	100%
	SALIMA	100%
	NKHOTA-KOTA	99%
	KASUNGU	96%
	DOWA	98%
Phase- II	DEDZA	104%
	NTCHEU	101%
	LILONGWE	106%
	LIKOMA	101%
Phase- III	BLANTYRE	99%
	NSANJE	105%
	CHIKWAWA	107%
	MULANJE	101%
	THYOLO	96%
	NENO	105%
	MWANZA	110%
	CHIRADZULU	97%
Phase- IV	BALAKA	99%
	MACHINGA	101%
	MANGOCHI	101%
	PHALOMBE	106%
	ZOMBA	101%
Phase- V	KARONGA	96%
	CHITIPA	95%
	MZIMBA	98%
	NKHATA BAY	95%
	RUMPHI	90%

Universal Coverage achieved

Government of Malawi
National Registration and Identification System

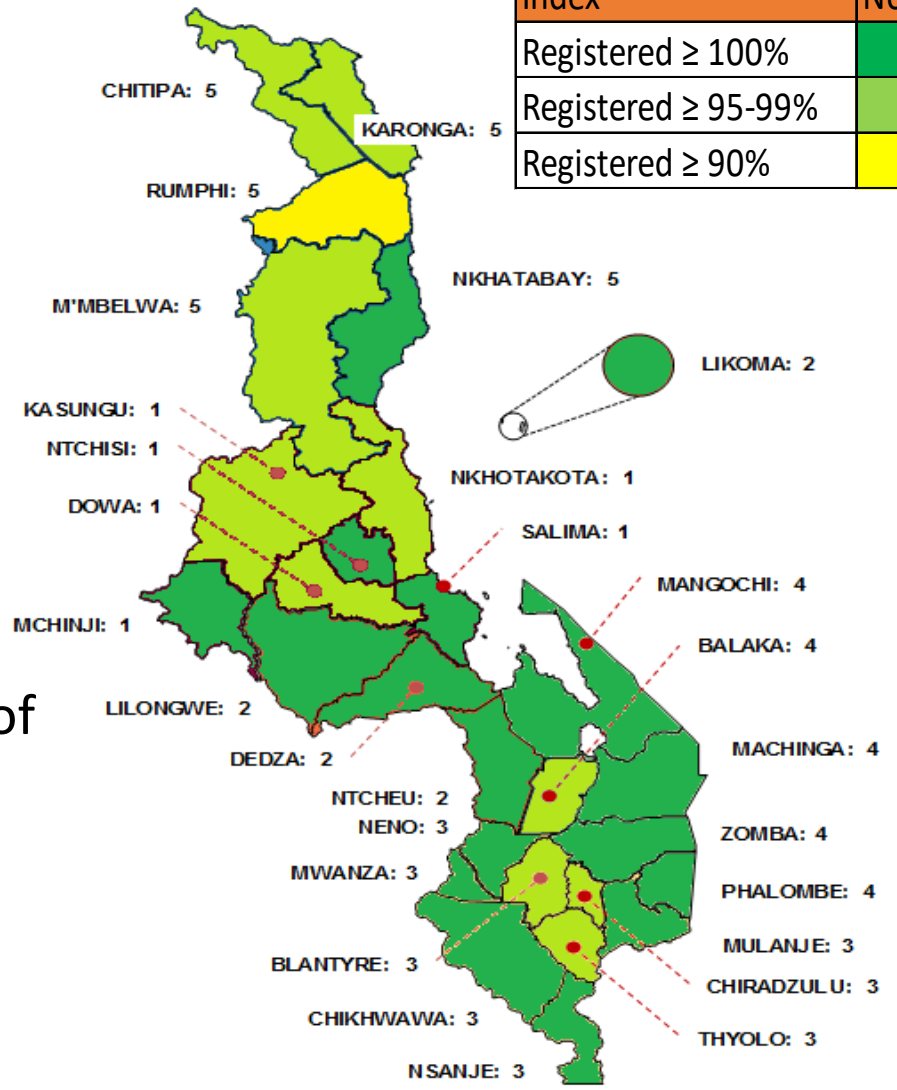
- in **180** days
- with core **19** member team, **4,500** Registration Staff
- **2000** BRKs, all returned back, none stolen in a poverty struck country
- More than 7 million cards have been distributed as per plan (**95%** card distribution/collection rate)

- A robust biometric citizen database is established with State of Malawi's ownership

- How we did it? Can it become a model for rapid roll out of projects striving for SDG **16**, target **9**.

Let's consider the main building blocks of the model, and the major challenges we faced.

Index	No. of Districts
Registered ≥ 100%	16
Registered ≥ 95-99%	11
Registered ≥ 90%	1



Technology & Operations

ICT

- **Multimodal Database** (AFIS & FRS System) of more than 13 million registrants is born
- ID-Card registration S/W app. developed by UNDP, automating business rules of NRB in light of NRA
- Modules of CRVS developed and deployed
- Data-Center, Backup Systems and Disaster Recovery Servers were setup
- Data Retrieval from **2000** BRKs, synced and de-duplicated
- **Complaint Redressal System**: Hotline, SMS and USSD System is established
- **Call Centre** with trained staff is operational
- **Incident response** : Technical Response mechanism implemented with NRB
- Protecting the privacy through securing the database and transactions

LOGISTICS

- District specific detailed deployment plans were developed
- Warehouse and Consolidation Centre:
  - 3 WFP WHs (Lilongwe, Blantyre and Mzuzu) were made fully operational to stage, deploy and retrieve BRKs and consolidation of data (syncing)
  - Vehicle dependency on GoM
  - Mobile Bank was setup to facilitate payments to ROs through ID card + Debit Card
  - BRK troubleshooting center, incident response center and a call center was setup

Civic Education Campaign & Establishing Linkages

CIVIC EDUCATION

- National and Community Level Campaigns in local languages
- **27630** posters printed informing the citizens about the mass registration (**10**% in English, **90** % in Chichewa)
- More than **98, 000** public awareness campaign/activites using posters, banners, jingles, leaflets, Radio, TV call-in programs, press releases, announcements local gatherings such as football matches, market places, weddings to mobilize for registration.
- District focused SMS campaign-at community level
- All activities that were being collaboratively done with Government Ministries were successfully implemented.
- Faith based orgs. were used to dispel misinformation regarding registration and generate demand for IDs

LINKAGES

- **MEC & NRB signed MoU** – Agreed to have eID as primary document to register for vote in next elections scheduled in 2019
- **MRA and MPC MoU** with NRB pending clearance from Minister for signature
- **Reserve Bank** agreed to send directive to all banks to use ID as the only mean of identification (June, 2018)
- **DHRMD** is ready to include ID in their systems
- **Immigration** department agreed on cooperation and integration of the two system
- **MACRA** agreed to integrate ID as a requirement to issue SIM
- **Ministry Home affairs** for (Refugees, Malawi Police Service, Prison Services)
- **Ministry of Justice** on use of IDs to witness protection, identification of convicts
- **Ministry of Local Government** on lands issues, Malawi House Corporation,

Capacity Building

- **Capacity Assessment of NRB:** Identified gaps in technical, organizational, governance and staff capacities of NRB. Detailed and comprehensive capacity development plan developed for NRB
- **Trainings: 4500** ROs, **18** DCs, **112** ADRs and **28** DEMs were trained after developing contents (manuals, videos etc.) on Registration SoPs, S/W, biometric registration, BRK trouble shooting and ID card distribution.
- **Technical Trainings:** PKI (Encryption key), Match-on-Card (MOC) Applet training and SoPs developed to conduct key-ceremonies of key-custodians. S/W Coding trainings were also conducted for NRB and eGovt staff
- **BRK Troubleshooting and Repair Training for Female ROs -30** top performing females registration staff, drawn from each district selected for one-on-one 2-weeks technical training

Training of ROs in Lilongwe

Training of DCs, ADRs and DEMs in Blantyre

Monitoring and Evaluation

- **Data for Decision making**: WhatsApp group, Call Centre and USSD reporting. Monitoring data is used for immediate decision making by the management.
- **Field Visits:** Field Monitoring conducted in all districts. More than **50%** of the centers visited, where **400+** people were interviewed, including Village heads and all issues were recorded and actions taken to initiate response mechanisms.
- **Field Visits by agencies: UNICEF, IrishAid, DFID, MEC, NRB** conducted visits. Consolidation center in LLW visited by Ambassadors

Crowded centers selected for additional teams in Lilongwe

RS helping in filling up the NR1 form

RO distributing NR1 forms, Lilongwe City

Challenges and Lessons Learnt

Challenges	Solution
Revising the strategic direction of National ID Project with Voter Registration Project benchmarks and expertise	Reviewed plans, suggested corrective actions such as integration of CRVS modules, recording families by connecting spouse data, registering children with parent/guardian, strengthening procedures for identity verification, background checks for records processed under duress, creating SoPs, developing registration policy and other steps to make eID as living document
Keeping all stakeholders together till the end of project	SWAT team for Incident Response. Project Management weekly meetings. Monthly Technical Committee meetings and Steering Committee meetings were held in-time. 12 monthly meetings in a year. Likewise, I kept high level contacts such as Minister and Chief Secretary with office of President intact and sought their interventions as needed.
Selection of Competent Registration Staff and holding them accountable for the expensive equipment	Computer based online testing to evade nepotism and corruption. Youth of Malawi including special persons and Albinos were also selected with gender balance. BRKs were tied to their ID cards. Work Payment was split into 40-60, with 40% upfront and 60% when they finish the job
Transportation – Deployment and Retrieval of the teams	GoM promised to provide 800 vehicles for the operation with fuel and drivers and we got 120 on average. Resource-levelling was done on the spot to manage the risk of delay.

Challenges and Lessons Learnt

Challenges	Solution
Some Village Head taking money for signing the form	Meeting with the village head to resolve the issue. Civic Education campaign incorporated the messages for public regarding free NR1 forms
Scarcity of NR1 form & BKR Charging issue	Printed extra forms Extra batteries were purchased

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from the British people

European Union

Irish Aid
Government of Ireland
Rialtas na hÉireann

Norwegian Embassy

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FROM THE AMERICAN PEOPLE

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THANK YOU

Government of Malawi