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## NATIONAL REGISTRATION AND IDENTIFICATION SYSTEM (NRIS) PROJECT

### Quarterly Progress report (01 July 2019 to 30 September 2019)

<b>Project Title:</b>	National Registration and Identification System
<b>UNDP Project #:</b>	00100113
<b>Project Duration:</b>	01 November 2016 – 31 December 2019
<b>Project Resources:</b>	Basket Fund
<b>UNDP Focal Point:</b>	Titus Kavalo

<b>UNDAF Outcome:</b>	National institutions foster democratic governance and human rights to promote transparency, accountability, participation and access to justice for all specially women and children
<b>Corporate SP Outcome:</b>	Citizen expectations for voice, development, the rule of law and accountability are met by stronger systems of democratic governance
<b>Project Specific Outcome:</b>	The establishment of a permanent and continuous national registration and identification system in Malawi.
<b>Output(s):</b>	<ol style="list-style-type: none"> <li>1. Up to 9 million Malawians are registered and issued with a National Identity card in 2017.</li> <li>2. NRIS is transitioned to a permanent and continuous registration system.</li> <li>3. Government MDAs are assisted to adopt the use of the NRIS.</li> <li>4. Project is efficiently managed, staffed and coordinated, and is implemented with national ownership.</li> </ol>
<b>Project Location(s):</b>	Lilongwe, Malawi

## Project Donors



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## Acronyms

ADR	Assistant District Registrar
BRK	Biometric Registration Kit
COMESA	Common Market for Eastern and Southern Africa
CRB	Credit Reference Bureau
CRVS	Civil Registration and Vital Statistics
DFID	Department for International Development
DHRMD	Department of Human Resource Management and Development
DRO	District Registration Office
EBRS	Electronic Birth Registration System
ESCOM	Electricity Supply Commission of Malawi
EU	European Union
FCB	First Capital Bank
GWAN	Government Wide Area Network
HQ	Headquarters
ICAO	International Civil Aviation Organization
MEC	Malawi Electoral Commission
MDAs	Ministries, Departments and Agencies
MISO	Management Information System Officer
MoJ	Ministry of Justice
MoU	Memorandum of Understanding
NRB	National Registration Bureau
NRIS	National Registration and Identification System Project
PO	Post Office
RO	Registration Officers
SADC	Southern African Development Community
SDGs	Sustainable Development Goals
UNDP	United Nations Development Programme
USAID	United States Agency for International Development

## 1. Executive Summary

The purpose of the National Registration and Identification System (NRIS) Project is to establish a permanent and continuous national registration and identification system in Malawi. The project will contribute to Government's efforts to guarantee the fundamental right to identity, entitlement and enjoyment of full citizenship in Malawi.

The initiative is consistent with Sustainable Development Goal (SDG) 16 to: "promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels". Specifically, the NRIS will address SDG Target 16.9 that refers to providing legal identity for all and will also facilitate the goal of achieving comprehensive birth registration by 2030. The Whole of Government impact of the system will offer improvements in planning, service delivery, and the operation of administrative systems supported by a functional NRIS.

This progress report presents a summary of work completed for the NRIS project for third quarter (01 July – 30 September) of 2019.

Some of the key milestones achieved during the reporting period include the following:

- All the 28 District Registration Offices coupled with 65 Post Offices have been connected following the in-time completion of the of the "Last Mile Connectivity activity of the NRIS project which has resulted in expanding the outreach mechanisms for citizens and enhancing state capacity to register more citizens with transmittal of real-time data.
- Continuous registration for the national ID is going on across the country in all 28 District Registration Offices and in 37 of the 65 Post Offices. The registration process is slowed down due to the political demonstrations as an aftermath of general elections held few months back. One of the key district registration office (Karonga) suffered vandalization resulting in no registration for a month. Registration will commence in the remaining 28 of the 65 Post Offices by the end of October 2019.
- National ID card personalization and printing has started at the National Registration Bureau (NRB) Headquarters (HQ). NRB's technical capacity to personalize (chip encoding with citizens biometric data) smart cards in a custom-built card production facility has been enhanced.
- The Reserve Bank of Malawi (RBM) issued a directive to the insurance companies that the National Identity Card should be adopted as the primary identification tool for individuals in the country by 30<sup>th</sup> September 2019. This is in line with the Malawi Government Gazette notice no 67 of 10<sup>th</sup> August 2018.

- UNDP and Government of Malawi co-organized the high-level workshop on National ID Card integration with various Ministries, Departments and Agencies (MDAs) on 20 August 2019, in Lilongwe. After the interactive session, Government nominated focal persons for each Ministry to work with NRB to firm up the integration plan.
- UNDP and the National Registration Bureau co-organized a high-level National Workshop with the Reserve Bank of Malawi on 25<sup>th</sup> September 2019 in Lilongwe, to bring together all financial institutions operating in Malawi. The focus of the workshop was to find optimum ways to use the National ID card aimed at financial inclusion for the poor and combating money laundering and financial fraud. Chief Executive Officers (CEOs) and representative of more than 50 private sector institutions (Banks, Telecommunication Companies, Insurance Companies, Credit Reference Bureaus and others) attended the workshop to see and learn how to do the Know Your Customer (KYC) compliance and identity authentication.
- On the use of the national ID card, the National Registration Bureau has signed a Memorandum of Understanding (MoU) with First Capital Bank (FCB), Eco bank and Mybucks Bank. These banks will now be recognising the national ID as the primary form of identification and comply with KYC requirements in banking transactions.
- Network Monitoring System has been installed at NRB headquarters in Lilongwe. The system will enhance NRB's capacity to remotely monitor the status of connectivity of all District Registration Centres and Post Offices. NRB has now the capability to see in real time, which registration point is connected online, and which one is down due to electricity or some other problems for prompt remedy action.
- Five Year NRB strategic plan (2019-2024) has been finalized and budget has been allocated for the activities. The Strategic Plan has already been shared with all development partners.
- The Accountable Daily Subsistence Allowance (DSA) System is deployed online to use the Malawi National ID to record attendance for meetings and workshops organized by the United Nations System and Development Partners

## 2. Implementation Progress

### Brief Background

Malawi endures a structural development challenge in the absence of an authoritative, 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.

Unlike many countries in the Southern African Development Community (SADC) or Common Market for Southern and Eastern Africa (COMESA), Malawi has had no functional national registry and identification system for decades. Moreover, Malawi is only now starting to re-establish its system of civil registration and vital statistics (CRVS), to comprehensively

register births, deaths, and marriages. The absence of these two systems (NRIS and CRVS, collectively known as a population register), which are mandates of the NRB within the Ministry of Home Affairs and Internal Security, undermines an individual's ability to claim their citizen's rights and services, as well as Government's ability to fulfil its obligations to provide inclusive social services, accountable administrative systems, and to foster evidence-based policy formulation and decision-making.

Efforts in various arenas have led to fragmented initiatives, creating costly or unsustainable silos of information, while also imposing institutional and technical obstacles to interlink information. The Malawi National Registration Act (No. 13 of 2010) which entered force in August 2015 requiring all Malawians 16 years of age and older to be registered in a National Registry and to be issued with an identity card, mandates the National Registration Bureau (NRB) to fulfil this task.

As such, UNDP – with financial and technical support from key Development Partners - and in partnership with the National Registration Bureau is implementing a multi-Donor Basket funded National Registration and Identification System (NRIS) Project (2016 – 2018). The Project seeks to actualize the Right to Identity, ensuring that all Malawians 16 years and older are uniquely registered in a permanent and continuous system that provides proof of their identity, and to be issued with an identity card that is evidence of that identity. Correspondingly, the system will establish the management information systems that will allow Government and stakeholders to access and use that information in aggregate for planning, and as a central reference point for individual identity to be linked across multiple systems. Simultaneously, the management information systems and identity cards will enable the strengthening of accountability and verification processes within both the public and private sector domains that will enhance services for Malawi's citizens.

The expected results of the Project were to: design, establish and manage the necessary systems, infrastructure and equipment for the National Registration and Identity system, employing biometrically secure Smartcards; supervise the mass registration for all eligible Malawians (an estimated 9 million) within the country in 2017; transition the system to a continuous registration model in 2018 and to develop the capacity and systems of NRB to maintain and operate the system; provide an interface to other public and private sector systems that allow for appropriate data sharing within a legal framework that complies with international principles and standards for the right to privacy and data protection; and to ensure the effective management of the Project.

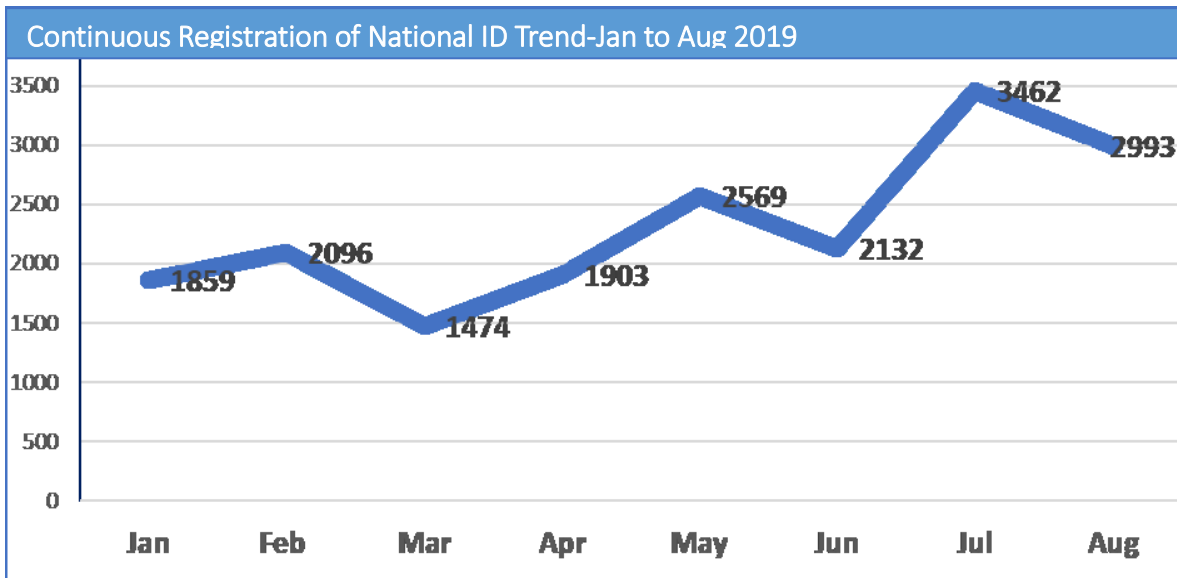
Following some amendments and addenda resulting from discussions for a one-year extension of the NRIS project to 31 December 2019, Cost-Sharing Agreements have been signed between UNDP and the Government of Malawi (US\$20,747,497), DFID (10,485,000 pounds), Irish Aid (2,978,944 Euros), USAID (US\$2,000,000), Norway (NOK 4,600,000) and the EU (9,100,000 Euros). UNDP has allocated US\$2,850,000 from UNDP core resources to the project. In addition, UNDP signed an Inter-Agency Agreement with UNICEF (US\$44,366). The entire project budget is now estimated at USD \$55,183,181.

The design of the card (shown in Figure 1, below) has been approved by the Minister of Home Affairs to meet the three tier (visible to the eye security features; enhanced security features that require minimal equipment to verify; and, forensic analysis features that require high end equipment such as a microscope to verify) security requirements of International Civil Aviation Organization (ICAO) and the information requirements

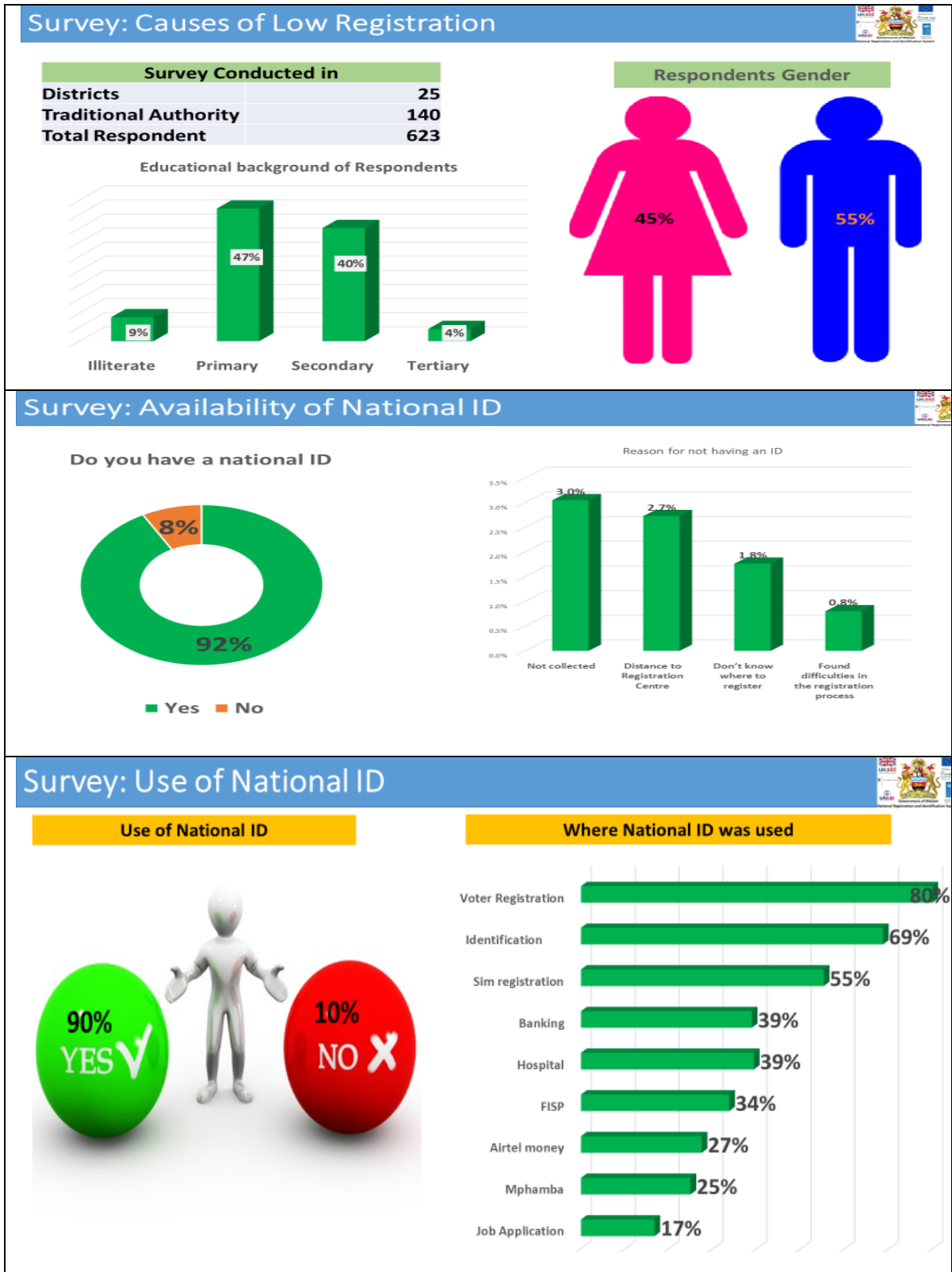




- Approximately 10 million citizens from both mass and continuous registration have been registered in the national registry by 30 September 2019. Continuous registration is progressing well in all the 28 District Registration Offices (DROs) as well as 37 post offices. However, registration figures are low due to the countrywide political demonstrations. The situation was exacerbated due to the vandalization of the Karonga District Registration Office by the demonstrators. It is hoped that registration trend is expected to increase in the next quarter as all the selected 65 post offices will be functional. The trend of the registration from January to August 2019 is given below:



- **Quick Random Survey on the cause of low registration:** A quick random survey was conducted by the NRIS project to find out the causes of low registration across 25 districts covering 623 respondents under 140 Traditional Authorities. The survey found that the national ID is available with 92% of the respondents, out of which, 90% have used their national ID for multiple purposes. Some of the common uses of the national ID cited were voter registration, identification, SIM registration, hospital, banking, FISP, Airtel money, Mpamba, job application etc. Among the 8% who don't have the national ID, 3% mentioned that they had not collected their national ID, 2% had not registered due to the distance to the District Registration Office (DRO), 2% mentioned that they don't know where to register and 1% mentioned that they found difficulties in the registration process.



• **NRB's technical capacity to personalize:**

NRB's technical capacity to personalize (chip encoding with citizens biometric data) smart cards in a custom-built card production facility has been enhanced. Earlier, NRB could print

the cards but they had difficulty in encoding biometrics data on the chip of the smart card due to a variety of reasons (lack of technical knowledge, non-adherence of business rules, lack of proper and on-time upgrades of software etc.). A team from France was flown to Malawi to upgrade the system and conduct technical trainings of NRB staff. NRB would no longer be dependent on printing latest smart cards off-shore as the ID cards would now be personalized and printed within Malawi. A three-weeks visiting mission by SELP Engineers from France ended successfully with transferring technical knowledge in the form of extensive trainings to key NRB technical staff.

In technical terms, NRB successfully tested the updated personalization software, new 'SafeNet' HSM (Hardware Security Module) and document signer (DS) in production. NRB is now able to personalize the new cards within Malawi. Some production machines were configured in the new 'Card Production Facility' (CPSF) and the whole system is working in sync.



National Id card Personalization training in NRIS office, Lilongwe

- **ID Card Personalization & Printing in Lilongwe:** The personalization and printing of national ID cards has started in the new card production facility in NRB HQ.



- **Installation of the Network Monitoring System at Capital Hill:**

The Network Monitoring System at Capital Hill has been installed. This application has been used to monitor network performance and status of the registration centres, as follows:

- Capacity utilization i.e. how much data is being sent to and from the central database.
- Device status i.e. whether the switches and routers at registration centres are up (working) or down.
- Reports generation i.e. Daily, weekly, monthly reports of status of registration centres' network performance.





Registration for National ID in progress in Lilongwe Model Post Office

- **Refurbishment of the model Registration Centre in Blantyre:** The refurbishment work of the Blantyre DRO is in progress. As of 30<sup>st</sup> September 2019, almost 90% of total work had been completed. Due to the post-election demonstrations in the country, the work delayed, and the contract has been extended for 6 weeks. The work will be completed by 15<sup>th</sup> November 2019.



Refurbishment of the Blantyre District Registration Office (DRO) in progress

- **NRB Strategic Plan (2019-24) has been finalized:**

This Strategic Plan for the National Registration Bureau (NRB) has been developed to provide a clear and focused direction in the implementation of the National Registration and Identification System (NRIS) and other operations for the period 2019 – 2024. The development of the Plan is one of the key deliverables of the 2013 – 2018 Strategic Plan Implementation Assessment that was sanctioned by the Chief Director (CD) with the aim of establishing the performance of NRB following the operationalization of the NRIS. The strategic plan has been finalized, and budget allocated accordingly for the deliverables. The plan has also been shared with the key stakeholders.

### Output 3

*Government MDAs are assisted to adopt the use of the National Registration and Identification system (NRIS).*

#### Progress

- **National Workshop on integration of National ID:**

UNDP and Government of Malawi co-organized a high-level workshop on National ID Card integration with various Ministries, Departments and Agencies (MDAs) on the 20<sup>th</sup> of August 2019, in Lilongwe. The workshop was mainly to explore the optimal use of National ID. 61 Principal Secretaries and Heads of Government Departments explored the national ID's potential in contributing to the Government's reform agenda and the sustainable development of Malawi. The workshop, co-chaired by the Chief Secretary to Government and Resident Coordinator of United Nations, served as an important step towards developing a broad consensus on National ID's integration into Government services to improve service delivery, save cost of operation and develop accountable systems. Representatives from Development Partners such as DFID, Irish Aid, EU, USAID, Embassy of Norway and NGOs also attended. Following the interactive session, focal persons for each Ministry were nominated to work with NRB to firm up the integration plan.







- **Ministry of Agriculture -FISP (Subsidy Management):**

Farm Input Subsidy Program (FISP) is going through ID integration and will be completely digital by 2020. It has already validated 4 million beneficiaries using the National ID in 20 districts. The mobile application is being developed by the Ministry of Agriculture and NRB technicians with technical support from NRIS project team.

- **Ministry of Homeland Security (Immigration):**

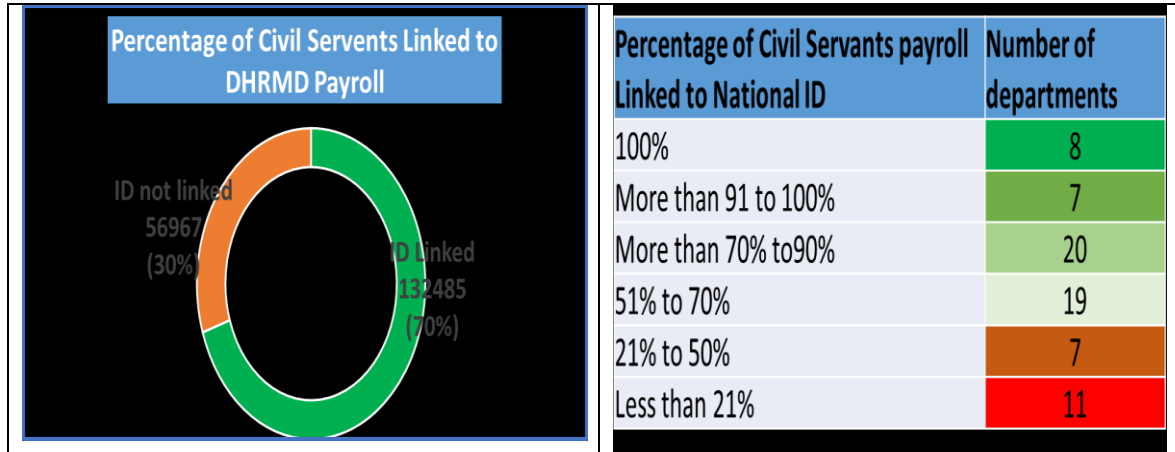
The Minister of Homeland Security has approved the artwork/designs of Foreign Resident Card and Refugee Card. The card printing will start in the month of October and distribution is expected to start by the last quarter of this year. The Ministry of Homeland Security has embarked on a project of Radio Frequency Identification (RFID) embedded e-Passport application and the National ID would be integrated with the Passport.

- **Ministry of Health (Patient ID and Child Registration):**

The Ministry of Health is reorganizing the composition of a taskforce to integrate National ID in health systems. The Ministry is in support of the proposal to reduce the gap in Child Registration through mass registration of children. UNDP is also supporting the electronic vaccine intelligence network (eVIN) project (tracking of medicines) which has the National ID integration component.

- **Department of Human Resource Management and Development (DHRMD):**

As one way of creating demand and encouraging multiple use of the National ID card as well as identification of ghost workers in the Civil Service, a letter from the Principal Secretary (PS) in the Office of the President and Cabinet (OPC) was issued warning all public employees to provide their national ID numbers by 31<sup>st</sup> July 2019. 19 meetings, sessions and workshops with various stakeholders were conducted. The total number of civil servants in Malawi is 189,452, out of which 70% (132,485) have had their National IDs linked to the payroll. A second directive to those that didn't submit details has been issued, warning them that their names will be removed from the payroll by 30<sup>th</sup> September 2019, should they fail to comply. Currently, NRB is also assisting the civil servants to urgently register and get their national ID.



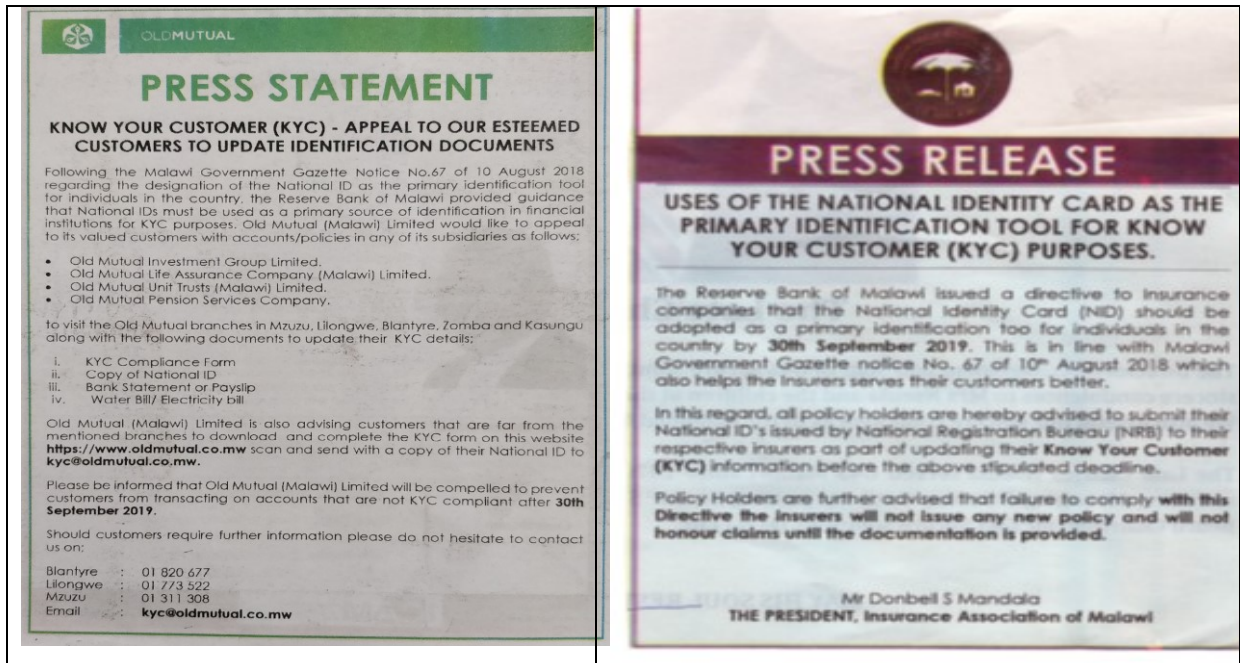
• **KYC Compliance and use of National ID in the Banking sector:**

On the use of the national ID card, the National Registration Bureau has signed Memoranda of Understanding (MoU) with First Capital Bank (FCB), Eco Bank and Mybucks Bank. These banks will now be recognising the national ID as the primary form of identification of its clients in bank transactions.



MoU signing between NRB and First Capital Bank

Know Your Customer is being done by most of the financial institutions. The Reserve Bank of Malawi is pushing all banks to do KYC using the National ID as the primary identification document.



The Reserve Bank of Malawi (RBM) issued a directive to the insurance companies that the National Identity Card should be adopted as the primary identification tool for individuals in the country by 30 September 2019. This is in line with the Malawi Government Gazette notice no 67 of 10<sup>th</sup> August 2018. The Insurance Association of Malawi has mentioned in their advertisement that the insurers will not issue any new policy and will not honor claims until the documentation is provided.

• **National ID Card Workshop for Financial Institutions:**

UNDP and the National Registration Bureau co-organized a high-level National Workshop with the Reserve Bank of Malawi on 25 September 2019 in Lilongwe, to bring together all financial institutions operating in Malawi. Optimum ways to use the National ID card aimed at financial inclusion for the poor and combating money laundering and financial fraud were key to the workshop discussions. Following the issuance of the Gazette Notice by the Financial Intelligence Unit for Know-Your-Customer (KYC) regulation compliance, the Governor of the Reserve Bank of Malawi communicated to all financial institutions regarding the need to adopt the National ID as the primary identification document for all financial transactions.

Chief Executive Officers (CEOs) and/or their representatives from more than 50 institutions including, but not limited to, some of the banks, credit reference bureaus, telecommunication companies and insurance companies, attended the event and directly engaged NRB for KYC compliance to fully adopt the National ID system. This meeting served as an important step towards developing a broad consensus on further application/integration of NRIS for all the private sector. Reserve Bank Governor and the EU Ambassador to Malawi, representing all development partners presided over the proceedings of the workshop. The NRB's Chief Registration Officer demonstrated use of National ID card for KYC compliance. A video clip was shown to financial institutions

elaborating features of the National ID and its uses. The UNDP Resident Representative thanked the participants for making it a successful workshop with their active participation.



- **ID Card Learning Forum at DFID:**

A learning forum session was organized by the DFID in their office in Lilongwe for staff to learn about the national ID. The UNDP Chief Technical Advisor (CTA) gave a presentation on the national ID including ways of reading security features (visible and invisible), linking the national ID with different Ministries, Departments and Agencies (MDAs). He also demonstrated to staff how to use the national ID by using QR code reader for the purpose of service delivery.



• **Linking National ID with DSA:**

The Accountable DSA System is deployed online to use the Malawi national ID to record attendance for meetings and workshops organized by the United Nations System and Development Partners in Malawi. This is to improve the accountability and reconciliation of meeting/workshop attendance and DSA payments. The system will have some of the following advantages:

- Real-time data for reports and reconciliation of attendance and DSA payments.
- Real-time data for reports and graphs showing highest meeting attendees in a given period.
- Check-in and check-out process each time a participant leaves the venue to track absenteeism and erratic attendance.
- Linking names of participants, participants IDs and bank accounts for easy follow up of payments.
- Centralized web-based database system will enable detection of fraudulent multiple concurrent meeting/workshop attendances.



• Status on the linkages as of 30 September 2019:

Status on linkages		
No.	MDAs	Status
1	Malawi Electoral Commission	MoU signed on 24 May 2017
2	Malawi Revenue Authority	MOU signed on 5th April 2018, waiting for MRA to developing their system somcoa online
3	Malawi Posts Corporation	MoU signed on 19 December 2017
4	Credit Reference Bureau (Credit data)	MoU signed in September 2018, NRIS procured router- they have connectivity issues
5	BANKS	Mou with FDH Bank Limited signed on 7 June 2019
6		MoU with First Capital Bank (FCB) signed on 5 July 2019
7		MoU with Mybucks signed 11th July 2019
8		MOU with Ecobank has been signed on 20 September 2019
		Pending signature National Bank (connectivity finalized)
		Standard Bank connectivity finalized, pending clearance from HQ to sign the MoU
		NBS-Nedbank are waiting for direction from Bankers Association of Malawi (BAM)/Reserve Bank of Malawi (RBM) (on the fee):
9	Airtel/TNM- Malawi Communications Regulatory Authority (MACRA)	ID Mandatory requirement for sim registrations.
10	Old mutual (insurance)	Press statement informing customers about the ID as a mandatory requirement
11	Micro insurance limited	Meeting -shared specs for the interface
12	Nicotech	Meeting -shared specs for the interface
13	Airtel money	MoU shared
14	BAM	Press statement, 18 September 2019, informing the public on the ID as the primary form of identification
15	MOH	Ministry of Health led taskforce agreed on using ID as unique identifier for patients (15 September 2019)
16	DHRMD/OPC	Public servant without national ID are being removed from payroll.

17	Department of Immigration (DoI)	DoI ready to integrate passport system. On Saturday 12 October NRB will issue a press statement on the delay for registration of foreign residents
18	Refugees	Leaving no one behind. Registration of 20,000 refugees (above 18 years old) will start mid-October in Dzaleka refugee camp. Pending approval from minister on the waiver for the fee
19	Farm Input Subsidy Program (FISP)	Designed application prototype linked with the ID and items that could be piloted in few districts for the upcoming FISP distribution
20	E-wallet feasibility assessment on the IDs	Final report approved and circulated with key stakeholders who sent their feedback.
<b>UPCOMING MEETINGS</b>		
21	Road traffic	24 September
22	Ministry of education	TBD
23	Ministry of lands	9 October from 9 am
24	MOFA Diaspora	TBD
25	Registrar general/ Administrator General	TBD

#### Output 4

*Project is efficiently managed, staffed and coordinated, and is implemented with national ownership.*

#### Progress

Under this Output, the following milestones were accomplished in the reporting period:

- **Technical Committee meeting:** The 23<sup>rd</sup> Monthly Technical Committee meetings was held on 3<sup>rd</sup> September 2019 to review the project performance against the milestones.
- **Monitoring and Evaluation of project implementation:** There was continuous monitoring of project implementation and management of risks in the reporting period to make sure the project stays on track. The progress of the refurbishment of the Blantyre DRO is monitored closely to ensure that the work is on track. The refurbishment of the post offices has been monitored in the northern and central regions as well to ensure that they are fully functional.
- **Monitoring Plan for the next quarter:**
  - Monitoring visits to northern, central and southern districts to ensure smooth registration process for the national ID in all 65 post offices.
  - Monitoring of civic education campaigns as the implementation of the civic education plan has started.
  - Monitoring the last mile connectivity with registration offices across the country.
  - Analysis of age wise data on continuous registration.

- **Challenges:**
  - **Power interruptions across Malawi:** There has been a problem across the country due to frequent power interruptions which affected the network connectivity to transmit the real time data from the registration centres to the NRB Headquarters.
  - **Post-elections demonstration across the country:** The post elections demonstrations across the country affected the functionality of the registration processes. This may be one of the major causes of low continuous registration numbers. Due to the demonstrations, the refurbishment of the Blantyre DRO office also delayed by 6 weeks.

### 3. Progress against Results Framework Indicators

Annex I.

### 4. Way forward

Moving forward, the project will continue to prioritize:

#### a. NRB capacity

The NRIS and NRB teams will continue to prioritise NRB's additional capacity needs for sustainability of the NRIS including smooth continuous registration process. Since 37 of the 65 post offices are already functional, the project will ensure that the rest of the post offices are functional by the end of October 2019.

#### b. NRIS linkages with MDAs

The NRIS Project and NRB will continue efforts in establishing more and more linkages to ensure maximum optimisation of the National ID Card in both government and private institutions for improved and efficient service delivery etc. The detailed roadmap on linkages that was already developed will be followed and utilised so that clear multiple uses of the ID card are identified and agreed on for the benefit of the nation and its citizens.

#### c. Legal framework:

The National validation workshop to review the Citizenship Act was conducted in Lilongwe on 26th June 2019 where the proposed amendments were shared with key stakeholders. A press conference where the Law Commissioner will present their recommendation and announce the conclusion of their work will take place in October. The final report will be prepared and circulated by the beginning of November 2019.

#### d. Privacy and data protection:

This deliverable is part of a World bank's project in collaboration with the department of e-government. The consultancy firm, Macmillan Keck Attorneys and Solicitors from USA presented the inception report in September 2019. In terms of timeline, the task force is



on track and the drafting of the report will take 9 weeks. The entire task has been divided into 2 phases. The actual drafting of the report will take 9 weeks and the legal review will take 6 weeks, followed by a validation workshop.

## 5. Conclusion

The 2019 third quarter progress report has highlighted activities undertaken and achievements made against the milestones. As reported, the project is on track in most of the areas as demonstrated by the project deliverables completed in time, within budget and as per signed Project Document.

## 6. Future Plans

The project is currently executing the 2019 Annual Work Plan (AWP) to implement activities from January 2019 to 31 December 2019 which was approved by both the Technical and Steering Committees. The AWP is in line with the signed project document. The following are the major activities planned for the third quarter of this year.

- **Refurbishment of Blantyre DRO:** The Blantyre DRO refurbishment work is expected to be completed by November 2019.
- **Completion of the 65 Post office refurbishment work:** The work in all the three regions is in progress. The refurbishment work for 37 post offices has been completed and the rest of the post offices are expected to be completed by December 2019.
- **Printing of Foreign Resident and Refugee Cards:** The printing of the foreigner residents' cards is expected to start in the last quarter of 2019.
- **Training of NRB ICT staff:** In relation to the seven identified skills gaps such as MCSA Microsoft Windows Server 2012 R2 - 20-410, 20-411, 20-412, MCSA SQL Server 2016 Database Development, Microsoft Visual C#, CompTIA A+, ITIL Foundation Service Management, Java and Android Application Development and Android Security Essential, the procurement process to identify a service provider to train NRB ICT staff to address those gaps has started. The training will equip the NRB ICT teams to be able to modify the software and better manage the servers and related environment. These trainings will be finalized after the extension of the project.
- **Accountable DSA management system:** The roll out of the accountable DSA management system has started, using the national ID. NRIS is closely monitoring the implementation of the same.
- **MIM Courses:** The remaining four courses (i.e., Inventory Management, Logistics and Supply Chain Management, Public Sector budgeting and implementation, Total Quality Management) out of nine which NRB leadership is supposed to be trained on are expected to be completed by the 4<sup>th</sup> Quarter of 2019.
- **Upcoming events:** The following are the upcoming events planned for the technical committee members in the 4<sup>th</sup> quarter of 2019.
  - Visit to the Lilongwe Model Post Office

- Visit to the Pre-fabricated card production facility to show how the cards are printed.
- Visit to Network Monitoring System at Capital Hill.
- **Video on mandatory registration and Security features:** A video will be prepared to show to the public that registration for national ID is mandatory. The video will also show the security features of the correct Malawian national ID.
- **Proposal of Mass Children Registration:** The proposal for the mass registration of children has been developed by NRB, UNICEF and UNDP, and is ready for fund raising. UNDP is working on the modalities of funding this undertaking. UNDP, NRB and UNICEF worked jointly and finalized the following documents:
  - Concept Note
  - Output & Activities
  - Organogram
  - Roadmap with Roles & Responsibilities
  - Detailed Budget of US \$24.7 Million

The financial commitments as of 30<sup>th</sup> September 2019 are given below:

Donors	Financial commitments
Government of Malawi	USD \$ 8.0 Million
DFID - GBP 5 Million	Approximately USD \$ 6.3 Million
EU - Euro 1.7 Million	USD \$ 2.0 Million
NRIS Savings	Approximately USD \$ 1.0 Million
UNDP	USD \$ 1.5 million

## 7. Financial Section

All financial data (Annexes III) presented in this report is provisional. From UNDP Bureau of Management/Office of Finance and Administration, an annual certified financial statement as of 31 December, will be submitted every year no later than 30 June of the following year.

**Annexes**

**Annex I: Progress against Results Framework Indicators:  
 Results Framework**

<b>Outcome Goal:</b> The establishment of a permanent and continuous national registration and identification system in Malawi.
<b>Outcome Indicators:</b>
<ul style="list-style-type: none"> <li>• Number of MDAs using NRIS for administrative or operational systems (Baseline (2016): 0; Target (2019): &gt;10; Source: Official records)</li> <li>• Percentage of eligible resident Malawians registered and issued with an identity card (Baseline (2016) 0; Target (2019): &gt;90%; Source: National Register, NSO)</li> <li>• Assessed capacity of NRB to operate and maintain the NRIS (Baseline (2016): None; Target (2019): Good capacity; Source: Project Evaluation Report)</li> </ul>

EXPECTED OUTPUTS	OUTPUT INDICATORS	DATA SOURCE	BASELINE		TARGET	STATUS	Remarks
			Value	Year	Project Target	30 September 2019	
<b>Output 1</b> Up to 9 million Malawians are registered for issuance of a National Identity card in 2017	<b>1.1 Number of Malawians registered in the National Register as part of mass registration, disaggregated by gender</b>	National Registry	0	2016	More than 9 million	9,168,689 (4,201,175 males and 4,967,514 females)	Surpassed the project target.
	<b>1.2 Number of Malawians issued with a National ID card as part of mass registration, disaggregated by gender</b>	NRB Records	0	2016	More than 8.5 million	Over 8.94 million	Inventory of the left-over card is prepared, and personalized SMS is sent to respective individuals to collect their card from the District Registration Office.

	<b>1.3 Proposed amendment of National Registration Act submitted to Ministry of Justice</b>	Public Record	0	2016	1	1	<p>The National validation workshop to review the Citizenship Act was conducted in Lilongwe on 26th June 2019 where the proposed amendments were shared with key stakeholders.</p> <p>A press conference where the Law Commissioner will present their recommendation and announce the conclusion of their work will take place in October 2019. The final report will be prepared and circulated by the beginning of November 2019</p>
	<b>1.4 Number of paid information campaign products aired on radio</b>	Project records	0	2016	10	More than 10	Surpassed project target.
<b>Output 2</b> NRIS is transitioned to a	<b>2.1 Number of District Registration Offices equipped for continuous registration</b>	NRB Records	0	2016	28	28	Reached project target.

permanent and continuous registration system	<b>2.2 Percentage of registrars trained in rules and procedures.</b>	Training records.	0	2016	100%	100%	Surpassed target. According to the laws of Malawi, District Commissioners (DCs) are the registrars. There are 28 District Commissioners in Malawi, which implies 28 registrars. All the 28 registrars have been trained on rules and procedures regarding the mass registration process, ID Card distribution, continuous registration protocols, ID Card replacement, registration of naturalized citizens and resident foreigners, etc. These trainings were also extended to all NRB district registration office staff, which include the Principal Registration Officers, formerly called Assistant District Registrars (ADRs), Logistics Officers, and Data Processing Clerks.
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	<b>2.3 Number of Malawians issued with a National ID card in 2018 as part of continuous registration, gender disaggregated</b>	NRB Records	0	2016	0.77 million	More than 0.3 million	By 30 September 2019, 738,088 (442,853 males and 295,235 females) citizens had registered, as part of continuous registration and included those that registered during voter registration. Out of these records, almost 700,000 cards were printed for distribution.
<b>Output 3</b> Government MDAs and private institutions are assisted to adopt the use of the NRIS	<b>3.1 Number of inter-institutional agreements between NRB and Government Ministries, Departments, Agencies (MDAs) and private institutions on the use of the ID card system.</b>	NRB records	0	2016	>10	6	On track. So far, the following have signed MoUs with NRB: <ul style="list-style-type: none"> <li>• Malawi Electoral Commission</li> <li>• Malawi Revenue Authority</li> <li>• Malawi Posts Corporation</li> <li>• Malawi Posts Corporation</li> <li>• Credit Reference Bureau (Credit data)</li> <li>• FDH Bank Limited</li> <li>• First Capital Bank (FCB)</li> <li>• Mybucks Bank</li> <li>• Ecobank</li> <li>• In addition to the above Malawi Communications Regulatory Authority (MACRA)</li> <li>• All the insurance companies are already using national ID as the primary identification document.</li> </ul>

<b>Output 4</b> Project is efficiently managed, staffed and coordinated, and is implemented with national ownership	<b>4.1 Agreed M&amp;E activities implemented</b>	Project records	0	2016	Satisfactorily	Satisfactorily	On track. Most of the agreed activities in the Monitoring and Evaluation Framework are being implemented.
	<b>4.2 Percentage of Project positions filled</b>	UNDP records	0	2016	100%	100%	Surpassed project target.
	<b>4.3 Steering and Technical Committee meetings held per year</b>	Project records	0	2016	9/24	6/23	TC meetings are on track and will surpass target but not with SC meetings.

Annex II: Risk Log:

Project Title: National Registration and Identification System	Award ID: 00100113	Date: 03 September 2019
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#	Description	Date Identified	Type	Impact & Probability	Countermeasures / Mngt response	Owner	Updated by	Last Update	Status History
2	Slippage of operational timelines	20 Oct 16	Operational Total: 20	Timelines are constrained with census in 2018 and elections in 2019. If not implemented on schedule major deviations off plan may need to be considered. P = 4 I = 5	Monthly monitoring of progress in Technical Committee to determine corrective actions as necessary. TC and SC meetings taking place regularly and according to timeline. The project is on track so far.	Technical Committee	CTA	03 Sept 2019	No change (03 Sept 2019).
3	Institutional national capacities	20 Oct 16	Operational Total: 20	Lack of sufficiently trained national staff, lack of sustainable financial model for NRB and delays in setting up the ID card production facility site will compromise sustainability	Government conducted a functional review to increase NRB staffing. Government sanctioned recruitment of 16 IT Officers for NRB to support mass registration. For further recruitment of additional staff	GoM UNDP	CTA	03 Sept 2019	<b>Amended.</b> (19 January 2017) P amended from 3 to 4 in view of delays in the functional review and the increase in NRB



			<p>of continuous registration, data recovery and deny some Malawian citizens their right to identity.</p> <p>P = 5</p> <p>I = 5</p>	<p>as recommended by the functional review in relation to the sustainability of continuous registration, 30 Registration Officers and 110 Assistant Registration Officers have been recruited, pending offer letters to be sent. Training plan of these officers is being developed. Recruitment of other officers to follow in 2019 once Government disburses funding for such.</p> <p>Regarding the DRS, it has been moved to the Malawi Revenue Authority premises (MRA) in Blantyre.</p> <p>As for the ID card production facility site, NRB reinforced and is making use of what is currently available for printing of the ID cards and the procurement of a pre-fabricated container for the setting up of a pre-fabricated containerized printing facility is</p>				<p>staffing required .</p> <p>Escalated for the attention of the SC on 5<sup>th</sup> April 2017.</p> <p>Escalate to SC in anticipation that there might be a gap in NRB's capacity for continuous registration if the new approved positions are not filled at all or on time.</p> <p><b>Amended</b> (22</p>
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					in process.				March 2018) Upgraded P=4 to P=5 with reference to the removal of
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									<p>key and management staff that were already well trained.</p> <p><b>Narration of Impact</b></p> <p><b>&amp; Probability amended on (19Feb2019)</b></p> <p><b>No change. (03 Sept 2019)</b></p>
6	Technology adoption	20 Oct 16	Operational Total: 12	<p>Introduction of new technologies and systems introduces unprecedented challenges for implementation and sustainability.</p> <p>P = 3 I = 4</p>	International expertise to implement under the Project, supported by contractor arrangements. Skills transfer for the new technologies is built into the design of the Project.	UNDP/NRB	CTA	03 Sept 2019	<b>No Change. (03 Sept 2019)</b>

7	Adequate data protection provisions	20 Oct 16	Legal Total: 12	Failure to protect privacy and data can undermine confidence in registering and erodes the right to privacy of individuals.	A review of the National Registration Act and development of amendments is part of the Project deliverables.  A meeting took place at the end	UNDP /GoM	CTA	03 Sept 2019	<b>Amended.</b> (02 October 2017)  P amended from 3 to 4
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				<p>P = 4 I = 4</p>	<p>of January 2018 between the UNDP Legal Specialist and NRB to discuss the amendments of the National Registration Act. A legal note is being finalized which will be the basis for a memo from the Ministry of Home Affairs and Internal Security to the Ministry of Justice and Constitutional Affairs (MoJ) requesting the necessary amendments of the law.</p> <p>The introduction of the Electronic Transactions Bill will strengthen rights to privacy and data protection. The Electronic Transaction Bill was passed by Parliament on 04 July 2016 and the President assented to it on 20 October 2016. Its publication was on 04 November 2016.</p> <p>On Data Protection Act, UNDP team will be following up and work with the World Bank team to support the development of a</p>				<p>given the level of current data protection provisions in Malawi.</p> <p><b>No Change.</b> (03 Sept 2019)</p>
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					comprehensive Data Protection Act for Malawi. World Bank is				
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					leading this through their supported Digital Malawi project.				
8	Network connectivity	20 Oct 16	Operational Total: 10	Limited or unstable access to connectivity can undermine data movement and synchronization during continuous registration.  P = 5 I = 3	NRB and E-Government will ensure that systems for data transfer have been developed. UNDP will support.	GoM	CTA	03 Sept 2019	<b>Amended.</b> (01 December 2017)  <b>No change.</b> (03 Sept 2019)
14	Lack of clarity on communication strategy on ID Card distribution and consistent engagement with the media create negative political perception	02 Oct 2017	Political Total:12	Lack of proper communication channels with key targeted public messages regarding collection of ID cards may create confusion on ID distribution resulting in negative perception on NRIS  P=3 I=4	NRB will use proper communication channels (radio, SMS, USSD system) in phased approach to inform public to collect their ID cards. UNDP will support the initiative. NRB and UNDP will consistently engage the media to update them on the status of ID Card distribution.	UNDP/NRB	CTA	03 Sept 2019	<b>New Risk (02 Oct 2017)</b>  <b>Amended.</b> (01 December 2017)  <b>No change.</b> (03 Sept 2019)

	and anxiety among								
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	citizens and political parties								
	Post-election impasse	03 Sept 2019	Political Total:12	Post-election demonstrations may result in destruction of NRB property in registration centres which will in turn affect continuous registration and sustainability of the NRIS.  P=3 I=4	Government will ensure security of NRB offices and property.	NRB	CTA	03 Sept 2019	

**Note: P stands Probability and I stands for Impact.**

## Annex III: Financial Utilization

### A. 2019 Quarter Three Expenditure Summary Report:

Quarter 3 2019 Variance Analysis				
Outputs Name & Description	Budget (US Dollar)	Expenditure (US Dollar)	Difference (US Dollar)	Comments on Main Reasons for Variances
<b>Output 1:</b> Up to 9 million Malawians are registered and issued with a National Identity card in 2017.	109,450	65,019	44,431	BRK Warranty extension yet to be paid. Distribution of uncollected cards of about 300,000 yet to commence.
<b>Output 2:</b> NRIS is transitioned to a permanent and continuous registration system.	514,366	507,972	6,394	Contract for last Mile connectivity completed in Qtr 3. The renovation of Post Offices started in Qtr 3 and completion expected in Qtr 4.
<b>Output 3:</b> Government MDAs are assisted to adopt the use of the NRIS.	27,111	6,102	21,009	Activities are ongoing and with regular project review meetings mostly held at the project office.
<b>Output 4:</b> Project is efficiently managed, staffed and coordinated, and is implemented with national ownership.	353,063	331,802	21,261	
<b>SUB-TOTAL OUTPUTS</b>	1,003,990	910,895	93,094	
Technical Support for Unforeseen Capacity Gaps (5%)	-	-	-	
UNDP Procurement Support Office (PSO) (4.5%)	-	-	-	
General Management Service Fees (GMS) (variable)	60,239	50,028	10,211	Most of the GMS for Q3 has been posted.
<b>TOTAL</b>	<b>1,064,229</b>	<b>960,924</b>	<b>103,305</b>	

**B. Cumulative Expenditure (Q4 2016, 2017, 2018, Q1, Q2 & Q3 2019) Summary Report:**

<b>Cumulative Budget Variance Analysis</b>				
<b>OUTPUTS NAME</b>	<b>Cumulative Budget (US Dollar)</b>	<b>Cumulative Expenditures (US Dollar)</b>	<b>Cumulative Variance (US Dollar)</b>	<b>Comments on Main Reason for Variances</b>
<b>Output 1:</b> Up to 9 million Malawians are registered and issued with a National Identity card in 2017	37,481,147	37,065,298	415,849	<b>Reasons for Variance:</b> - NRIS Software Quality Assurance Review shifted to Qtr 4; - Savings on ROs Payments
<b>Output 2:</b> NRIS is transitioned to a permanent and continuous registration system	4,027,001	1,952,573	2,074,428	<b>Reasons of Variances:</b> - GWAN activities (Last Mile connectivity) completed in Qtr 3. - Renovation of District Offices and Post Offices at advanced stage.
<b>Output 3:</b> Government MDAs are assisted to adopt the use of the NRIS.	223,111	144,508	78,603	<b>Reasons of Variances:</b> - Activities being undertaken at project office and NRB.
<b>Output 4:</b> Project is efficiently managed, staffed and coordinated, and is implemented with national ownership	7,352,254	6,977,242	375,012	
<b>SUB-TOTAL OUTPUTS</b>	49,083,513	46,139,621	2,943,892	
Technical Support for Unforeseen Capacity Gaps (5%)	2,295,373	-	2,295,373	
UNDP Procurement Support Office (PSO) (4.5%)	1,204,676	906,590	298,086	
General Management Service Fees (GMS) (variable)	2,677,368	2,585,956	91,412	
<b><u>TOTAL</u></b>	<b>55,260,931</b>	<b>49,632,168</b>	<b>5,628,763</b>	