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NATIONAL REGISTRATION AND IDENTIFICATION SYSTEM (NRIS) PROJECT

Annual Progress report (01 January 2021 to 31 December 2021)

Project Title:	National Registration and Identification System
UNDP Project #:	00100113
Project Duration:	01 November 2016 – 31 December 2023
Project Resources:	Basket Fund
UNDP Focal Point:	Busekese Kilembe

UNDAF Outcome:	National institutions foster democratic governance and human rights to promote transparency, accountability, participation and access to justice for all especially women and children
Corporate SP Outcome:	Citizen expectations for voice, development, the rule of law and accountability are met by stronger systems of democratic governance
Project Specific Outcome:	The establishment of a permanent and continuous national registration and identification system in Malawi.
Output(s):	1. Up to 9 million Malawians are registered and issued with a National Identity card in 2017. 2. NRIS inclusive of birth registration is transitioned to a permanent and continuous registration system. 3. Government MDAs and private institutions are assisted to adopt the use of the NRIS (unique ID and the Birth Certificates). 4. Up to 8.4 million Malawian children are registered with unique national identification (ID) numbers and issued with Birth Certificates by 2023 5. Project is efficiently managed, staffed and coordinated, and is implemented with national ownership.
Project Location(s):	Lilongwe, Malawi

Project Donors

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Acronyms

ADR	Assistant District Registrar
BRK	Biometric Registration Kit
CDC	Centers for Disease Control and Prevention
COMESA	Common Market for Eastern and Southern Africa
CRVS	Civil Registration and Vital Statistics
DFID	Department for International Development
DRO	District Registration Office
EGPAF	Elizabeth Glaser Pediatric AIDS Foundation
EU	European Union
ICAO	International Civil Aviation Organization
MACRA	Malawi Communications and Regulatory Authority
MPS	Malawi Police Service
MRA	Malawi Revenue Authority (MRA)
MEC	Malawi Electoral Commission
MDAs	Ministries, Departments and Agencies
MoU	Memorandum of Understanding
MOJ	Ministry of Justice
MPS	Malawi Posts Corporation
NRB	National Registration Bureau
NRIS	National Registration and Identification System Project
OPC	Office of the President and Cabinet
PSU	Procurement Services Unit
RBM	Reserve Bank of Malawi
SADC	Southern African Development Community
SDGs	Sustainable Development Goals
SP	Strategic Plan
UNICEF	United Nations Children's Fund
UNDAF	United Nations Development Assistance Framework
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 which refers to providing a legal identity for al,l and will also facilitate the goal of achieving comprehensive birth registration by 2030. The wholesale adoption of the system across government 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 the period January – December of 2021.

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

Supporting continuous National ID Registration

- **Continuous Registration:** Continuous registration is taking place in all 28 districts and 33 post offices. During the last calendar (Jan-Dec-2021) year NRIS has registered 219,000 new registrants and 523,000 national ID registered for renewals.
- **Civic Education:** Extensive civic education campaigns (10 campaigns) were conducted towards creating demand among and mobilizing the population, particularly parents and adolescents aged less than 16 years for continuous birth registration and accountability from service providers.

- **Capacity Building:** Training of NRB IT staff on the Public Key Infrastructure (PKI) and Country Signing Certificate Authority (CSCA) management was completed. Eight IT officers from the NRB team were trained for 3 days on the installation and configuration of the SignServer or Document Signer (DS). NRB now has in-house capacities to manage PKI and CSCA which are core components of the NRIS system.

- **National ID renewal across the country:** To enhance the ID card renewal process across the country, 24 fixed BRKs were configured and delivered to various DROs across 21 districts. The NRIS project has been continuously supporting and monitoring progress of registrations.

- **Advocacy paper for supporting ID renewal:** NRIS worked with WFP to finalise an advocacy paper to identify and implement sustainable options for supporting the ability of vulnerable households to replace lost, stolen or damaged National IDs. Missing a National ID card for proof of ID was considered to be the biggest deterrent for vulnerable people to access food subsidies according to WFP studies and this advocacy paper aims to ensure vulnerable groups have access and enjoy their right to identity

Linking the National ID with Ministries, Departments and Agencies (MDAs)…:

- **Effort to make national ID fundamental to all linkages:** NRIS is working with the UN Digital Group with UNFPA Representative and Economic Commission for Africa (ECA) to broaden the digital governance agenda to ensure National ID is foundational to many of the linkages currently being established.

- **National ID Linkages with MoA:** The Ministry of Agriculture officially reported that the cost savings gained because of linking the National ID with their AIP system was about US$ 28,000,000. (See further details on page 21).

- **Linkage with e-passport system:** The linkage of the e-Passport System and the National Registration Identification System resulted in passport applicants using the national identity cards to validate citizenship. Using the National ID for this purpose has eliminated the previous vetting costs which were incurred during the screening process of applicants' identification documents, hence enhancing efficiency and effectiveness in the issuance of passports. This linkage will shorten the process as well as save approximately 500,000 USD per year.

- **Linkage with MACRA:** An official report from MACRA on SIM card registrations linked with National IDs revealed that 88% of TNM and 96% of Airtel customers now have SIM cards linked with their national ID. Overall 92.4% of the SIMs on average in Malawi are therefore linked to National ID. The officer in charge of the fiscal and fraud section of the Malawi Police Service reported to NRIS that there has been a drastic fall in the number and amount of reported fraud cases after the introduction of national ID. (further details on page 19)

- **Linking Asset Declarations with National ID:** The Director of Public Officer's declarations issued a press release informing all listed public officers should submit their annual asset declarations, the officers' IDs being linked directly to the NRIS database. This will ease the review and verification process of the department and add value to the ID ecosystem as public officers' assets will be linked to unique ID.

- **Malawi ID ecosystem assessment:** The World Bank and NRIS is conducting an assessment called ID for Development (ID4D) to support the ongoing efforts by NRB to provide a stocktaking of achievements to date, identifying existing gaps, and suggest concrete actions for the GoM and its partners to consider overcoming challenges and ensure that the NRIS is able to maximize benefits to the government, citizens and the private sector.

- **31st and 32nd Technical Committee (TC) meetings:** The 32nd TC meeting made the decision as recommended by the 31st TC meeting that the NRIS project should be extended for a period of 2 years and members agreed that the extension of the project should include the child registration component. The 32nd TC meeting also recommended that NRB should continue with the procurement of 3 million national ID cards.

- **9th SC Meeting:** The 9th Steering Committee meeting for the project which was held on 8 October chaired by the Minister of Finance, co-chaired by UNDP and attended by UNICEF Representatives, approved to extend the NRIS project for another 2 years to provide continued technical support to NRB and complete mass child registration.

1.   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.

Malawi is the only country in the Southern African Development Community (SADC) or Common Market for Southern and Eastern Africa (COMESA) that does not have a functional national registry and identification system. 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 Homeland 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 interlinking information. The Malawi National Registration Act (No. 13 of 2010) which entered into force in August 2015 requires 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 implemented a multi-Donor Basket funded National Registration and Identification System (NRIS) Project (2016 – 2018). The Project sought 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 established the management information systems that allow Government and stakeholders to access and use that information in aggregate for planning, and as a central reference point for individual identities to be linked across multiple systems. Simultaneously, the management information systems and identity cards enabled the strengthening of accountability and verification processes within the public and private sector domains, enhancing services for Malawi's citizens.

The expected results of the original Project were to: design, establish and manage the necessary systems, infrastructure and equipment for the National Registration and Identity System (NRIS), 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 to financial contribution agreements resulting from discussions with Government and donors, a two-year extension of the NRIS Project from 31 December 2023 was endorsed to support mass child registration. Cost-Sharing Agreements have been signed between UNDP and the Government of Malawi (USD $20,697,005), DFID (USD $ 14,233,733), Irish Aid (USD $ 3,968,717), USAID (USD $2,000,000), Norway (USD $ 4,594,711) and the EU (USD $ 11,466,912). UNDP has allocated USD $6,616,769 from its core resources to the project. In addition, UNDP has signed an Inter-Agency Agreement with UNICEF (USD $17,241). The entire project budget is now estimated at USD $63,577,847.

The design of the card (shown in Figure 1, below) was approved by the Minister of Homeland Security 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 elaborated in Section 8 of the law. Additionally, the card allows for data to be manually read or for various forms of machine reading (through QR code, swipe read, or chip read) that will avoid traditional challenges with data accuracy. Overall, the design and features of the card draw on key technologies and processes that make forgery of the card improbable and enable mechanisms to verify its authenticity to ensure confidence that the card, as required by law, is *prima facie* evidence of the individual's recorded information.

Figure 1. Approved National ID Card Design

Front   **Back**

Beneficiaries, Stakeholders, Implementing Arrangements
The NRB is the principal institutional beneficiary of the Project with Malawian citizens as the ultimate beneficiary of the support. The main project stakeholders are the NRB, the Government of Malawi and Development Partners. The Project is implemented under UNDP's Direct Implementation Modality (DIM).

Output 1

Up to 9 million Malawians are registered and issued with a National Identity card in 2017.

Progress

This output was achieved in 2017 – 2018 with 9.16 million Malawian citizens registered for the National ID and more than 9 million cards issued and distributed.

Output 2

NRIS inclusive of birth registration is transitioned to a permanent and continuous registration system.

The NRIS system was transitioned along with source code application and technical knowledge in 2017-18 to NRB. Under this Output, the following has been accomplished in the reporting period:

Progress
Under this Output, the following has been accomplished during the reporting period:

- **Continuous national ID Registration:** The continuous registration process is taking place across the country. During last calendar year (Jan-Dec 2021) 219,000 new eligible Malawians registered for the national ID out of which 45% were male and 55% were female.

- **Mass renewal national ID Registration:** During the mass renewal exercise 522,000 Malawians renewed their National ID out of which 40% were male and 60% were female. Usually, more males come to district registration centres for renewal of National ID than females since it is difficult for them to reach remote registration centres due to the long distances from their communities. During this period, NRB had to suspend the renewal exercise due to delays in the release of payments to the temporary registration officers who were working in the field. This contributed to the low numbers of new registrations as on average it is supposed to be at least 500,000 per year.
  The following tables show new registrations and renewals of ID cards by district, respectively.

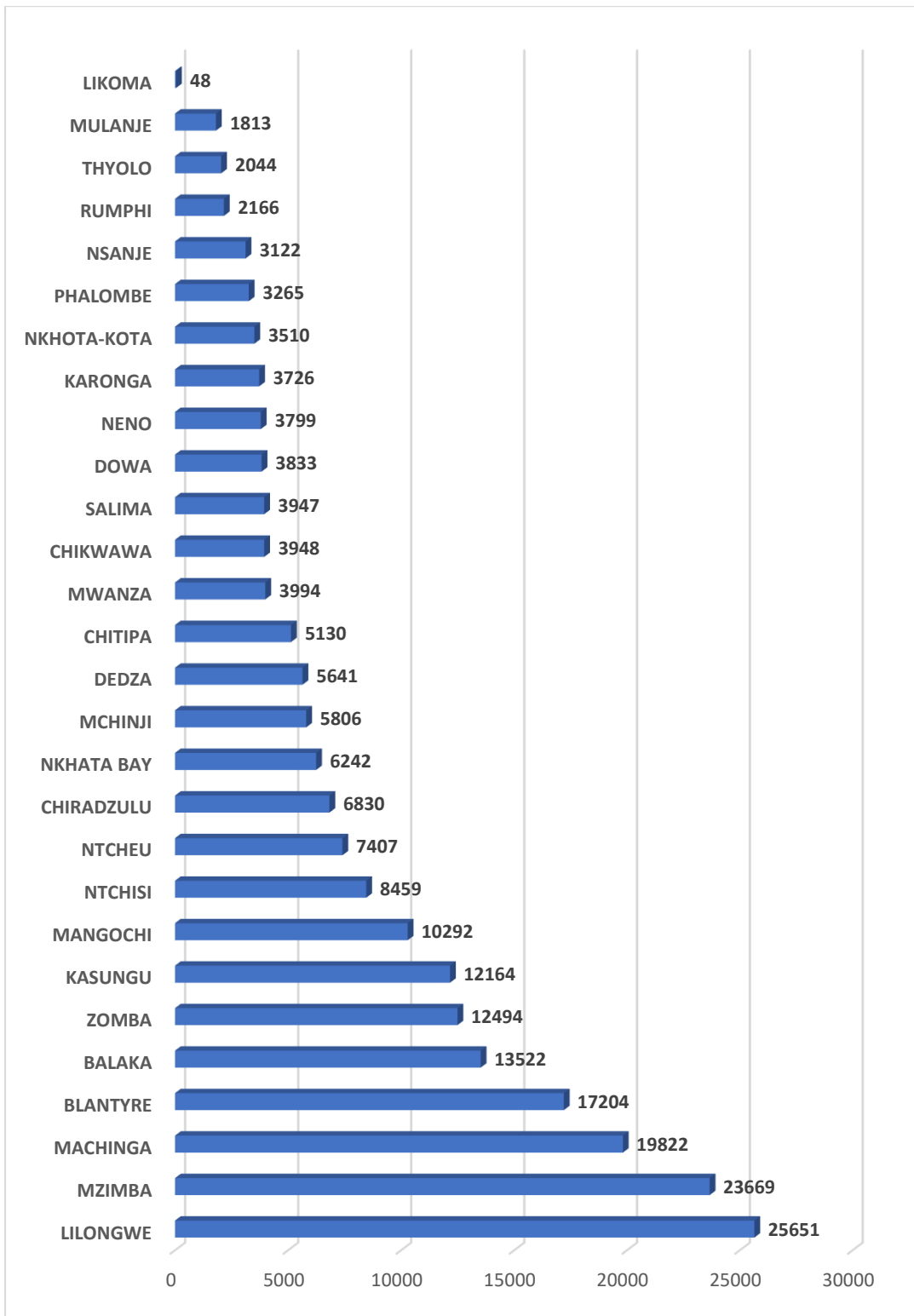**Fig1: Continuous registration by district during Jan-Dec 2021.**

District	Registrations
LIKOMA	48
MULANJE	1813
THYOLO	2044
RUMPHI	2166
NSANJE	3122
PHALOMBE	3265
NKHOTA-KOTA	3510
KARONGA	3726
NENO	3799
DOWA	3833
SALIMA	3947
CHIKWAWA	3948
MWANZA	3994
CHITIPA	5130
DEDZA	5641
MCHINJI	5806
NKHATA BAY	6242
CHIRADZULU	6830
NTCHEU	7407
NTCHISI	8459
MANGOCHI	10292
KASUNGU	12164
ZOMBA	12494
BALAKA	13522
BLANTYRE	17204
MACHINGA	19822
MZIMBA	23669
LILONGWE	25651

Fig2: Registration for the renewal of National ID during Jan-Dec-2021.

District	Registrations
LIKOMA	306
NKHATA BAY	3,023
KARONGA	3,446
RUMPHI	3,755
CHITIPA	4,434
NENO	5,276
PHALOMBE	5,817
BALAKA	7,192
NSANJE	7,225
MACHINGA	7,459
MWANZA	8,480
NKHOTA-KOTA	14,790
MZIMBA	15,943
THYOLO	16,251
MULANJE	16,303
CHIRADZULU	16,394
SALIMA	16,886
NTCHISI	17,244
CHIKWAWA	18,066
MCHINJI	21,892
DEDZA	24,012
DOWA	24,412
NTCHEU	25,410
ZOMBA	26,307
MANGOCHI	34,576
KASUNGU	35,838
BLANTYRE	51,885
LILONGWE	90,285

Fig3: Some picture of mass national ID renewal centre or station?

- **Continued technical support to NRB:** The Project ICT team were continuously working on different issues in support of NRB's technical team including developing APIs, server management, disaster recovery, assessment of post office functionality etc. Some of the completed and ongoing task during the quarter are given below:

  ➢ **Inspection of the post office functionality:** The ICT team has concluded the Post Office assessment mission which was to inspect the functionality of the network and registration equipment in post offices. During the mission, the team had the opportunity to learn about some other challenges that most of the Registration Officers are facing in the Post Offices such as the absence of security personnel and heavy roof leakages. The team visited a total of 31 Post

Offices on this mission. NRIS has shared the report with NRB for corrective actions and additional support shall be provided in 2022.

➢ **Setting up the SQL Server:** The ICT team assisted NRB to set up an SQL server (a relational database management system) where the NRIS team plan to copy the backup files for NRIS onto this server. This server will then be taken to the NRIS Disaster Recovery (DR) site where the backup will be restored on the DR DB server. A full back-up on the DB1 server was initiated and completed in November 2021. The ICT team also worked with NRB to fix a bug in the NRIS code for hiding non-required fields on the biometric registration kit software.

➢ **Installation of Sonicwall firewall and configuring the IIS servers:** The ICT team traveled to NRIS DR site in Blantyre to install a Sonicwall firewall and configure the IIS servers. The team successfully joined the firewall on the NRIS-DR network and established a connection to NRB HQ via GWAN.

➢ **DR-DB servers updated:** During a mission, the ICT team discovered that log shipping at the DR site stopped, meaning the database was not up to date. The team notified NRB and updated the DR-DB servers with the latest back-up from the main database. Moving forward, NRB team is expected to periodically check if log shipping is being done at the DR site.

➢ **Verification of API:** The verification of the Application Programming Interface (API) between several commercial banks and NRB was updated to include features as per requests from some customers. These updates included new requirements from NRB. However, one of the banks is not yet ready to use the new API version and requested the ICT team to make some changes in the old version. These changes were affected, tested, and deployed within one week.

➢ **Intermediary server installed:** An intermediary server for NRB was installed and configured for testing in the server room. During this reporting period, various software applications were installed which was required for it to be used in a test environment for critical software applications.

➢ **Capacity building of NRB staff:** The ICT team conducted a training programme with NRB for the management and usage of the back-up appliance, storage array, and brocade switches. The training was done in conjunction with Oranux. Five NRB IT staff attended the training. This training will help the NRB to perform server maintenance.

➢ **Further Troubleshooting the DS back-up:** The NRIS project's ICT team attempted to troubleshoot the Digital Signing (DS) back-up server whose HSM

battery had failed. The HSM battery was already replaced during a troubleshooting exercise conducted in February 2021. Surprisingly, this battery appeared to have died unexpectedly and prematurely. The ICT team attempted to check all local suppliers for the availability of the appropriate battery model, but one could not be found. The project then requested SELP to arrange for this specific model of battery which was shipped to Malawi.

➢ **Support for National Monitoring System (NMS):** The NRIS systems administrator continued to troubleshoot the National Monitoring System (NMS) developed for NRB which was designed to monitor the performance of all registration sites. After being down for some months the system was restored. NRIS initially discovered that the NMS was showing that most registration sites including Post Offices were down, but this was not a true indication of the situation. To verify that the Post Offices and registration sites were functioning NRIS ICT staff independently tested a few sample connections by pinging the IP addresses of the sites which indicated they were down according to the NMS. Yet NRIS staff were able to receive a low-level data response after pinging the switches, meaning a connection did in fact exist between NRB HQ and those sites tested. This required further investigation of the NMS connections to establish whether the connectivity issue involved the Government-Wide Area Network (GWAN) to which all systems are connected, or was within the NMS itself.

➢ **Installation and testing of the 5 consolidation servers:** NRIS finalized the installation and testing of the 5 consolidation servers procured for mass child registration. A focus test was carried out to restore one of the NRIS backup files. This test was executed without any issues.

➢ **Change in BRK software:** The NRIS ICT team completed the implementation of 4 prioritized BRK software coding change requests from NRB. These included:
   ✓ Printing the words "Renewal Processed" at the end of each receipt for receipts that are due to a renewal being requested.
   ✓ Hiding/disabling fields that are not changed during card renewal.
   ✓ Fixing a date of? issue for foreign residents' cards. This is to be implemented on the server-side software.
   ✓ An error that requires the fixed-BRK to reboot, after each renewal registration. Regrettably, this issue has not been fixed and further assistance is being sought from the developers of the BRK's TWAIN hardware. Upgrades to fix the error will be implemented in early 2022.

For every issue that was resolved by the NRIS team, NRB tested each thoroughly before they were deployed into the field.

> ➤ **Network and Equipment Monitoring:** The ICT team of NRIS project visited 2 Post Offices (Kawale and City Centre) to gain an appreciation on how continuous registration is progressing, as well as to get a sense of the performance of the registration equipment used under the existing network infrastructure. The following observations, although not related to the mission were made, and are worth noting:
>   i. Unavailability of proper and secure storage space for NIDs, at both centres.
>   ii. Unavailability of reliable power backup (UPS running on faulty battery, no solar panels present, at Kawale Post Office)
>   iii. Shortage of NRB personnel, at Kawale Post Office
>   iv. Shortage of proper furniture for the registration kits, at both centres.

- **CRVS System technical working group (UNICEF):** The CRVS System technical working group (TWG) was revamped, and a second meeting was conducted in October 2021. Activity 1: involved policy/advocacy and strategic engagement with Government. MDAs and ? UNICEF advocated with the NRB to set up the CRVS TWG and Steering Committee to take ownership of its vision and provide leadership and strategic direction to key stakeholders. To this effect, UNICEF supported NRB in reviewing the TORs and other tools for coordination platforms. The first TWG meeting took place on 18th June 2021 which reviewed the TORs and agreed on the frequency of meetings. The TWG will provide technical guidance and coordination to NRB, MoH and NSO for reviewing and adopting a system for continuous birth and death registration as well as generation and dissemination of statistics. In the next quarter, UNICEF will work with NRB to ensure that a CRVS Steering Committee is set up.

- **Monitoring of continuous national ID and birth registration:** Quarterly monitoring and supportive supervision exercises usually involve traveling to districts to monitor birth registration and provide supportive supervision. The exercise takes place at the district registration office (DRO), Post Offices, health facilities (central hospitals, district hospitals and health centres), and community level for districts with community-level systems. Quarterly supportive supervisions are one means of providing technical support to District Registration Offices and health facilities to ensure that national IDs and birth registration best practices are being maintained. However, this exercise was carried out remotely because of COVID-19 restrictions. To increase the national ID registration and birth registration a Technical Working Group has been formed to discuss how to increase the registration process.

- **Revise, update and train on birth registration SOPs to include community birth registration and linking with ID system:** Revised and updated birth registration SOPs were drafted for all health facilities and DROs. A workshop was planned by NRB with all DROs to validate and finalize the process of SOP revision. The workshop was contingent upon the NRB adopting and finalizing various improvements and changes in the SOP and as such these were to be reflected in the revised SOPs. The changes included a unified CRVS ID system that was being designed. Other changes included the rollout of community birth registration and the specific registration form being used at the community level, among others. UNICEF discussedwith NRB the possibility

of funding a national review meeting with DROs which would include validating and finalizing new SOPs so that birth registration could be standardized across the country. The TORs for two consultants to be hired by UNICEF were finalized and were sent for advertisement. One position was for a Communication for Development (C4D) consultant to support NRB and partners on civic education exercises. The other position was for a CRVS TA to support the Ministry of Health's (MoH's) institutionalization of birth registration in the health system. It was expected that with the new positions in place the MoH would be supported to improve on birth notifications. The NRB would also have a civic education strategy developed and adopted for community birth registration as well as mass birth registration.

- **Support to Digital Agenda:** NRIS worked with the UN Digital Group, with the UNFPA Rep and ECA to broaden the digital governance agenda to ensure National ID was foundational to many of the linkages which were being established in Malawi.
  NRIS was a member of 2 technical working groups for the National Digital Health Task Force:

     a) Country-level coordination and planning (NSPRP Pillar 1); and
     b) Surveillance – Epidemiological investigation and contact tracing (NSPRP Pillar 3).

  NRIS was a member of the drafting team on the Global Fund C19RM round which was tasked to develop a funding proposal for 2021 along with WHO, UNAIDS, UNFPA, and the Ministry of Health.

Output 3

Government MDAs are assisted to adopt the use of the National Registration and Identification system (NRIS).
Progress
Under this Output, the following milestones were accomplished in the reporting period:

- **Meeting on NRIS integration/coordination with the Ministry of Health:** The NRIS project held a meeting with Ministry of Health (MoH) officials to gain an understanding of the types of data collected from the field and the use of such data. MoH technical colleagues were impressed with a project implemented by Vital Strategies in 12 health facilities in Lilongwe for the collection of Anti Natal Care /delivery-related data and data related to birth certificates. MoH would wish to replicate that model across the country if funding was possible. MoH and NRB discussed how Digital Health Initiatives could be linked with the National Registration and Identification System. A number of options were discussed and the discussions sewere to continue till the team finalized an integration process. The team also discussed data collection and sharing responsibilities between NRB and MoH.

- **Meeting with financial sector and parastatals:** A series of positive meetings wereheld in Blantyre with the financial sector and parastatals These included meetings with NBS Bank, Victoria Forex, Ecobank, FDH, UGI, Blantyre Water Board (BWB) where NRIS

explained   its interface with NRB. An updated MoU template was planned to be shared with BWB, UGI, and Ecobank. FDH and UGI proposed a "pay as you go" solution for those institutions that had fewer than 5,000 customers. NRB undertook to review the this proposal.

- **Meeting with Insurance Association of Malawi (IAM):** IAM, as the umbrella organization for the insurance sector, requested NRIS to make a presentation to ten IAM members (Nico General, Britam, General Alliance, Libertas, UGI, Reunion, Prime, CIS, Emeritus, Equity) on how they could link to the NRIS ecosystem. The presentation was planned for early 2022.

- **Electricity Supply Corporation of Malawi Limited (ESCOM) HQ meeting:** ESCOM embarked on a KYC initiative similar to the one MRA did using the National IDs. Based on experience a different methodology (scanning the ID) was proposed and ESCOM intended to update its operations accordingly. ESCOM directorate and the NRIS project team discussed the harmonization of each meter number with the National ID number.

- **Meeting with Malawi Energy Regulatory Authority (MERA):** A meeting was conducted with MERA CEO and 5 Directors. MERA agreed to adopt the NRIS system for their KYC with licensing for electrical installers and ESCOM. Technical specifications were shared.

- **Strategy on Linkages:** A legal specialist drafted a new strategy on linkages to National ID with remaining MDAs. The strategy was to be shared in a subsequent technical committee meeting.

- **Meeting with Road Traffic department:** The Department of Road Traffic and Safety Services (DRTSS) under the Ministry of Transport has developed its own biometric Malawi Traffic Information System (MALTIS) and distributed driving licenses with similar security features to the National ID. Several meetings took place and a policy decision was made between NRB and DRTSS on which systems would be implemented, in phases, with the main objective of establishing on-line linkage between the National ID system and MALTIS.

The main objective was to harmonize the two biometric databases existing in Malawi and authenticate all the information; the existing details of clients in MALTIS were to be cleaned in order to maintain consistency of client details between the systems with the NID system as a legal benchmark. A master plan for the integration and a requirements specification document for modification of MALTIS was developed as well as an assessment of network infrastructure for establishing the online linkage.Modification of MALTIS wouldbe done by the contractor who was yet to handover the system to DRTSS.

- **Meeting with Opportunities/Issue Based Coalition 4 (OIBC4):** The NRIS team and the United Nations Resident Coordinator Office (RCO) met with the Opportunities/Issue Based Coalition 4 on 22 October 2021 to discuss next steps in the engagement with the Country Team. The Resident Coordinator requested for the deployment of OIBC4 regional assets by way of accessing expertise (remote and in person missions) to support the Malawi Digital strategy that a UNCT working group (WG) was working on to see how to apply digital transformation to UN programming and how to leverage existing programmes (e.g. national ID, e-KYC, e-payments) to fit the national ambition to achieve middle-income status for Malawi. In view of this, the agencies represented in the OIBC4 identified areas where they would closely work with the UNCT WG to support the development of digital strategy for Malawi.
  While the RCO was taking the lead in engaging with OIBC4, the NRIS Project provided useful pointers on how OIBC4 assets could best be deployed. One key suggestion was to conduct an analysis on the fundamentals of building a digital ecosystem in Malawi, the first step being the establishment of a robust digital infrastructure to support various proposed e-governance and digital interventions.

- **Digital Transformation using National ID:** NRIS management contributed to the launch of a UNCDF project on e-KYC by presenting a results-based report and lessons learned analysis to the project stakeholders and donors including the Government of India. NRIS contributed to the feedback on proposals from the African OIBC4: Leveraging new technologies and enabling digital transitions for inclusive growth and development, at the request of the RC.

- **NRB submitted a final version of the National Identification and Registration Act (NIRA), with proposed amendments, to the Ministry of Justice:** A final draft of the proposed amendment to the National Registration Act was submitted to Ministry of Justice for their feedback. If the proposed amendments were accepted, the Act would establish the "National Registration Bureau" (NRB) as an autonomous institution/authority in charge of the Population Register. There were several suggested amendments, but the main proposals were:

  - ✓ Transition NRB into an autonomous authority
  - ✓ Adopt NRIS as a universal form of registration from Birth
  - ✓ Link CRVS to the NR Act
  - ✓ Raise the legal age of adulthood to 18 years in line with other legislation
  - ✓ Strengtheng compulsory registration provisions
  - ✓ Strengthendata protection and privacy provisions.

- **Land Information Management System (LIMS):** The Government of Malawi through the Ministry of Lands (MoL) was in the process of implementing the Land Information Management System (LIMS) to improve efficiency and effectiveness in the delivery of land administration services to the public. The implementation process was at analysis and design phases where a detailed review of all business processes, including linkages among the ministry and all other interested stakeholders, were to be examined.

- **Meeting with Office of the Director of Public Officers Declarations (ODPOD):** There was a meeting with ODPOD to discuss linkage with NRIS. It was agreed that ODPOD would issue a notification to all public servants mandated to declare their assets to provide their national ID numbers. This was meant to facilitate the automation of the Declarations Records Management System, including subsequent migration to an online declaration system. The deadline for submitting declarations was 31st July 2021. The main role of the ODPOD was to enforce the declaration of assets, liabilities and business interests by certain public officers and connected matters. This linkage with National ID was determined to have real potential to limit opportunities of fraud in the public service.

- **Meeting with RBM and NRB:** The project conducted a meeting with RBM and NRB on establishment of a harmonized pension system. The NRB would have 9 new linkages with each of the pension administrators who were coordinated by RBM. The project planned to meet the pension administrators separately over the course of the subsequent reporting period.

- **Meeting with UNCDF:** The UNCDF met the NRIS team and gave a presentation on their intended programme for an Inclusive Digital Economy. The Inclusive Digital Economies strategy 'Leaving no one behind in the digital era' was based on over a decade of experience in digital finance in Africa, Asia and the Pacific. UNCDF recognized that reaching the full potential of digital financial inclusion in support of the Sustainable Development Goals aligned with the vision of promoting digital economies that leave no one behind. The vision of UNCDF was to empower millions of people to use services daily that leverage innovation and technology and contribute to the Sustainable Development Goals. UNCDF wouldl apply a market development approach and continuously sought to address underlying market dysfunctions. UNCDF indicated l it would also directly partner with UNDP and NRIS in the implementation of the e-payments and KYC linkages.

- **Report on the number of frauds by the fiscal police:** The Officer-in-Ccharge of the Fiscal and Fraud section of the Malawi Police Service reported to NRIS that there had been a drastic fall in the number and amount of reported fraud after the introduction of the National ID. The following graphs show the declining number and amount of declared financial fraud.
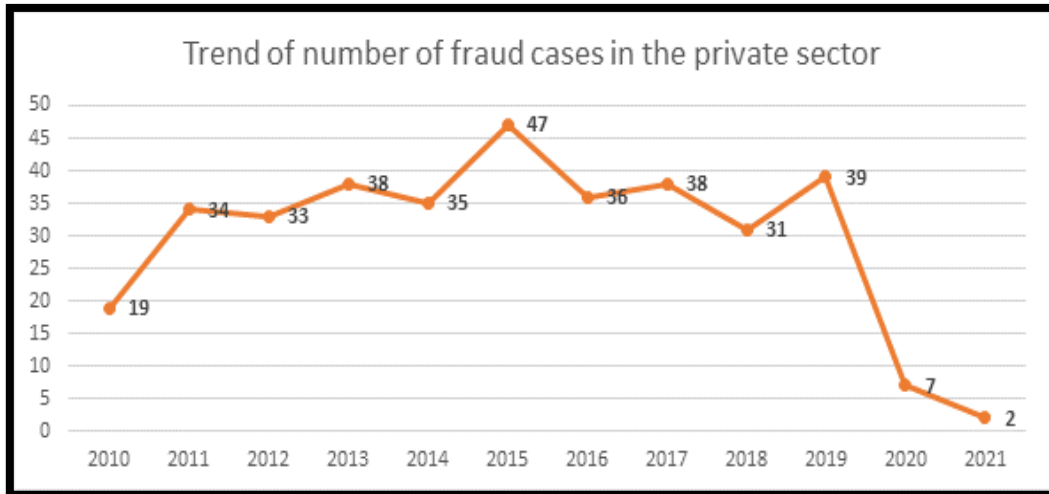
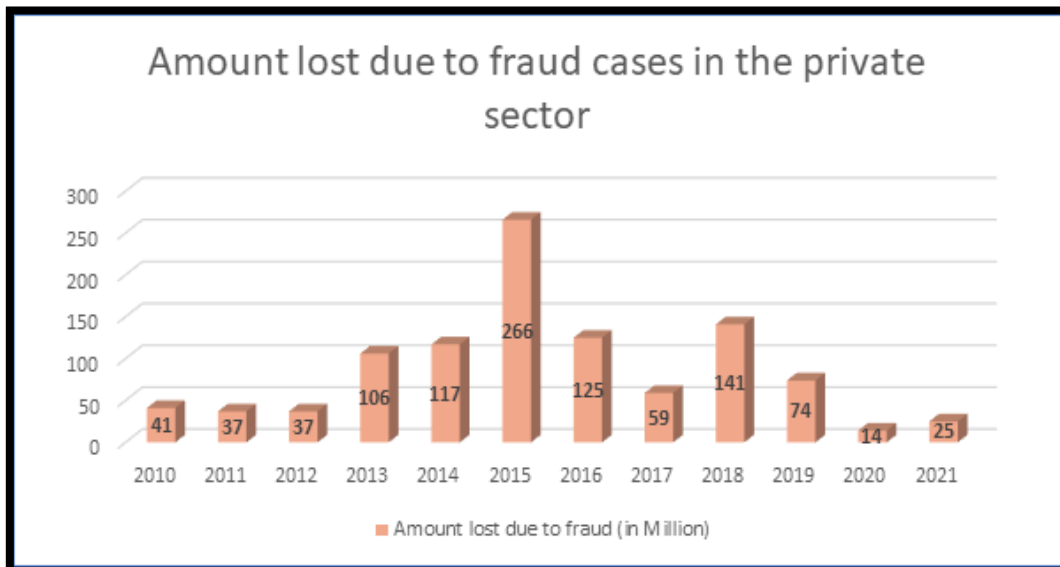Figure: Private Sector Fraud Cases by year

Figure 4: Private Sector Revenue Loss by year

- **Meeting with MEPD:** The NRIS team met with the Ministry Economic Planning and Development (MEPD) to discuss a scoping exercise for Management Information System in 8 MDAs and 3 districts. NRIS requested inclusion of mapping of any external linkages between MDAs and development partners such as the UN, GIZ, FCDO, and World Bank which supplement the management of data collected in the terms of reference.

- **Meeting on linking NRB and UBR data with the University of Maryland:** There was a meeting with NRB and the University of Maryland which was facilitated by NRIS. The main agenda items of the meeting were:

➢ To provide an understanding of DIGIFI project role at NRB with emphasis on data and systems analysis and management.

➢ To gain an understanding on the NRIS system, with emphasis on data linkages, as well as linked data usage and structure.

➢ To provide a quick analysis of NRB and UBR data collected and share ideas on possibilities of linking existing data to improve data quality and increase match rates.

- **Impact of linking national ID with AIP:**
  The Government through the Ministry of Agriculture implemented a nation-wide programme of providing inputs to farming households under the Ministry of Agriculture's database. The Ministry has been implementing this programme with support of several stakeholders, among others, the National Registration Bureau. The AIP used an electronic system which used National ID to sell the inputs to farming households. For this to be possible, the data of farming households had to be validated with the database of NRB. This process resulted in the following results:

  Flushing out in-eligible beneficiaries: The Ministry of Agriculture, from the census of farming households that was completed in the 2018-19 season had 4,279,100 entries which were targeted for the 2020-21 AIP. When this was linked to and validated with the NRB, the number of eligible farming households reduced to 3,788,105. The reduction (490,995) was as a result of deaths, inclusion of household members of one family as full households, some households could not be traced, and some were duplicated.

  Likely reduction of financial resources for the inputs: As a result of the reduction of targeted households to 3,788,105, the amount of money needed to pay input suppliers reduced to about MK10 billion which was a huge cost saving to the Ministry.

  Cutting costs that could have been incurred if a paper coupon system was used: Previously the Ministry of Agriculture issued inputs to farming households using special paper coupons. The costs involved printing of these coupons which was done outside the country were between MK150 and MK 170 million. With the use of the National ID, however, the government has saved this money because there is no need to print the coupons. In addition, there were other costs that were incurred by the Ministry at the implementation level specifically for headquarters, Agricultural Development Divisions (ADDs) and districts for security and distribution of the coupons.

- **Impact of National ID on the passport issuance system:**
  The Department of Immigration and Citizenship Services (DICS) is mandated to issue Malawian passports to eligible persons. DICS relies on personal identification

documents from traditional leaders to ascertain the identity of applicants for passports, to ensure they are eligible for a Malawian passport. This approach was cumbersome considering that the information provided was subject to verification through complex vetting which required MK 11,000 per person, hence incurring undue costs for the Department of Immigration. In the recent upgrade of the Passport Issuance System and the introduction of electronic passports, the Department of Immigration and Citizenship Services designed the system in such a way that makes the Malawi National ID card mandatory when applying for a passport.

The Malawi Government through the Department of Immigration and Citizenship Services kick-started the issuance of electronic passports on 15th January 2020. The purpose of this introduction was to enhance the security features of the Malawi Passport while at the same time conforming with international standards set by the International Civil Aviation Organization (ICAO), a specialized agency of the United Nations that regulates civil aviation across the globe. The upgrade of the passport issuance system addresses issues of securing passport processes while at the same time improving efficiency.

Through this arrangement, the use of the National ID to verify identities has eliminated costs which were incurred by passport applicants in the quest of fulfilling the general requirement of going through various offices to ensure that passport application forms are endorsed by District Commissioners.

The following is a summary of benefits derived from using the National ID linkage with the e-Passport System:

- ✓ The linkage of the e-Passport System and the National Registration Identification System plays a pivotal role in the validation of the national identity cards submitted by passport applicants in the process of passport application.
- ✓ The national ID has eliminated costs which were incurred in the vetting process of identification documents, hence enhancing efficiency and effectiveness in the issuance of passports.
- ✓ Costs that were previously incurred by passport applicants in the old arrangement where the official charge for the District Commissioners were to be paid was MK11,000 for their endorsement of passport application forms, have been saved.

- **Impact of linking the National ID with Malawi Communications Regulatory Authority (MACRA):**
  The NRIS project received report from MACRA on the SIM registration linked with National IDs. The report shows that 88% of SIMs issued by TNM and 96% of SIMs issued by Airtel are now linked to the national ID. The overall percentage of linkage with the national ID was 92.4%

Service Providers	Linked to national ID	Total subscribers	% Linked
TNM	3,276,636	3,734,566	88%
Airtel	5,317,330	5540968	96%

Total Linked	8,593,966		
Total National ID	9,300,000		
% of SIM linked to national ID			92.40%

- **Ministry of Health Vaccine app:**
  A meeting was held on Friday 12 March with the MoH. The discussion concerned the NRIS' initiative to develop a Covid-19 app specifically to verify the individual recipients of the vaccine to address MoH concerns about a need for a system in place to ensure vaccinations reach the people that it was intended for and that Malawian citizens are not left behind.

  A joint NRIS and Malawi University of Science and Technology (MUST) application was developed with this imperative in mind. The app has pillars relating to Distribution and Onboarding. MoH welcomed this initiative as it would serve to verify each recipient of the vaccine ensuring complete accountability where all targeted recipients are pre-registered and validated using the NRB database. The system was handed over to MoH and data collected will be shared in the next reporting period.

- **Printing of Refugee cards:**
  A follow-up meeting with UNHCR was held to further the discussion on printing of refugee cards during the reporting quarter. Essentially, there are 2 prevailing laws: The National Registration Act and the National Refugee Act with one intention to enable the printing of refugee cards.

  A legal amendment is to be tabled in Parliament. If passed, this should open the way for the approximately 25,000 refugees to be checked against the NRB database and their cards will be printed.

Output 4

Up to 8.4 million Malawian children are registered with unique national identification (ID) numbers and issued with Birth Certificates by 2021
Progress
Under this Output, the following milestones were accomplished in the reporting period:

- **Meeting with Ministry of Health and EGPAF:** There was a meeting conducted with Elizabeth Glaser Pediatric AIDS Foundation (EGPAF) and the Ministry of Health on the integration of National ID at the NRIS office. The Project facilitated discussion on how best birth registration-related data could be integrated, used and shared.

- **UNICEF- UNDP Agency to Agency Agreement:** Following a commitment from UNICEF to cap the value of expenditure allowed under the current UN Agency to Agency Agreement between UNICEF and UNDP NRIS Malawi, it was agreed there was no further need to cancel the agreement. The agreement was amended to reflect the

new capped figure of $391,430 which is the current amount the NRIS Project has reserved for UNICEF payables in this current phase. The amendment to the agreement would also eliminate any risk of further financial liability on the Project by UNICEF.

- **Installation and configuration of the DP4400 Backup appliance:** The NRIS ICT team started the installation and configuration of the DP4400 Backup appliances. The team completed all network configurations and added the appliance to the network. The NRIS Project will continue to work on the configurations between the appliance and SQL database. This backup appliance will improve the data synchronization process between birth registration and NID.

- **Physical verification of computer tablets for mass children registration:** The ICT team visited WFP warehouse to conduct physical verification of the NRIS purchased computer tablets. The NRIS team checked the tablets for all the necessary accessories and confirmed that every required component regarding the tablets was in order. After this verification, they checked the functionality of all 1000 tablets one by one.

- **Update on Integration of System Unification:**
  NRIS team revised the work plan that was drafted in 2020, to reflect the new situation caused by Covid-19 restrictions. This plan will be reviewed by all stakeholders at the end of April 2021.
  Elizabeth Glaser Pediatric AIDS Foundation (EGPAF) have accelerated the work to unify the Electronic Birth Registration System (eBRS) and Electronic Death Registration System (eDRS). This is in light of the unification of the civil registration systems and CRVS systems. So far work has been concentrated on integrating the back end of the systems. A services architecture has been adopted for this purpose. Further the architectural design of the eventual unification of the eBRS and eDRS will use the same services architecture. The Birth and Death registers will finally be integrated with NRIS, the last step in establishing an integrated CRVS system for Malawi.

- **Activities conducted related to mass children registration**
  - ✓ All key functionality on the Child Registration Software was completed.
  - ✓ A test tablet was received and has been field-tested. Its performance is satisfactory.
  - ✓ A Beta software version was shared and reviewed by NRB and comments were made on the front-end mobile application.
  - ✓ Procurement of a Software Development Kit (SDK) to assist in the scanning of documents using the Android application was underway. The scanning test would be resumed when the dates for the mass registration exercise have been settled.
  - ✓ Extra storage was installed at the main production site. About 15TB was provisioned on the DB1 on DB2 servers at this site.
  - ✓ The Intermediary server to store data during the mass child registration was set up and installed at Capital Hill Accountant General's server room.

✓ There are 5 servers (including the intermediary server) that will be used for data consolidation during mass registration. Additional servers will need to be procured to achieve a 1-to-1 ratio between district and consolidation servers during a particular registration phase.

✓ Setup at the Disaster Recovery site for the newly installed equipment at the production site has been completed.

Output 5:

The 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:

- **Malawi ID ecosystem assessment and World Bank engagement in NRIS Project:** World Bank was interested to engage with NRIS to highlight lessons learnt for their South-South cooperation initiative with the goal to replicate Malawi's digital experience in other countries. UNDP in Malawi wants to scale this project to the 'Digital Transformation' agenda anchored in Legal ID framework. World Bank is involved in a separate initiative of reducing digital divide and establishing a data centre. Based on this World Bank strategy, initial meetings took place between the World Bank and NRIS counterparts to conduct an assessment called "ID for Development" (ID4D). ID4D would support the ongoing efforts by NRB to provide a stocktake of achievements to-date, identify existing gaps, and suggest concrete actions for the GoM and its partners to consider overcoming challenges and ensure that the NRIS is able to maximize benefits to the government, citizens, and the private sector. The recommendations arising from this assessment would also highlight the role that the World Bank and its partners in Malawi could play in expanding the useful applications of the NRIS.

- **WFP-UNDP collaboration meeting on NID advocacy for vulnerable households:** The WFP and UNDP conducted follow-up meetings to discuss the possibility of changing the rules and regulations/SoPs to make the national ID available to all vulnerable households for the smooth cash transfer processing. Whilst issuance of the first card is free, replacement due to lost, stolen, or damaged cards come at a cost. Below are the steps and costs associated with card replacement:
    ✓ Reregistration and production of a replacement card costs MWK 2,500/ USD 3;

✓ A police report costs MWK 1000-5,000/ USD 3-7 and usually requires several visits which compounds transportation costs;
✓ A letter of authority from the district council (in some districts could cost MWK 2,500/ USD 3). The cost charged by the district council varies across the nation. Whilst a commitment was made by the previous PS of the Ministry of Homeland Security to eliminate this cost, a formal communication is still pending.
✓ Transport costs vary with distance and mode of transport including times of travel for beneficiaries to secure a police report.

Both the UN agencies along with NRB have been discussing how to minimize the cost and time required for the replacement of the NID for poor and vulnerable households.

- **Meeting with JICA:** JICA is providing several African countries with financial support specifically in digital transformation that is anchored in Legal ID foundational systems. The NRIS team approached JICA to introduce the NRIS Project. JICA are in the process of conducting a survey to collect data on digitalization of public services (including linkages of National ID with MDAs). They were not aware of the NRIS system and appeared to be ready to extend this engagement to Malawi.

  A follow-up meeting was held on 15 June 2021 where NRIS showcased its success stories. JICA reported they were supporting public service digitalization in Angola, Cameroon, Côte d'Ivoire, Ethiopia, Gabon, Ghana, Kenya, Madagascar, Mauritius, Mozambique, Nigeria, Rwanda, South Africa, Uganda, Zambia – and would be looking to support Malawi also. However, any further support from JICA as a Basket Fund Development partner would require more interventions from the NRIS Project to push the digital transformation agenda.

- **Letter of request for formal engagement between Egyptian Agency for International Development and UNDP:** UNDP has sent a letter of request to Egyptian Agency for International Development (EAID) for formal engagement with the NRIS programme to further progress digital transformation for Malawi. Resourcing from EAID is unlikely to result in funds but more in capacity development based on the Egyptian digitisation experience.

- **31st Technical Committee Meeting:** The 31st TC meeting was conducted on 2nd Sept 2021 in the UNDP country office conference room as well as virtually. After the presentations and updates on progress from UNDP, NRB and UNICEF for their respective components, the TC members began discussion on the following issues and took the following decisions.

  a. The TC members recommended that the NRIS Project should be extended rather than a new Project being established.
  b. The TC members also agreed that the activities of NRIS project will be based on funding availability.

c. NRB reported that they have experience of large-scale procurement and they wished to continue with the procurement of 3 million National ID Cards in keeping with public procurement guidelines. They suggested that UNDP and UNICEF could play a guiding role as observers in their procurement process.

d. The TC members recommended that given the acute lack of NRIS Project resources mass children registration should be suspended for the time being.

e. Preparation for Steering Committee: The NRIS Project met with exiting donors in preparation for the Steering Committee meeting at the end of September. Donors engaged included Irish Embassy, Norway, EU and FCDO. All donors were looking to expand the current linkages between NRB, MDAs and private sector. Mass children registration would still be considered, resources permitting, but in a phased manner. All donors were look for NRIS Project support to NRB to maintain continuous and permanent registration activities and integrate NRIS as the core system for Civil Registration and Vital Statistics.

- **32nd Technical Committee Meeting:** The 32nd TC meeting was conducted on 16th November 2021 in the UNDP country office conference room as well as virtually. After the presentations and updates on progress from UNDP, NRB and UNICEF for their respective components, the TC members agreed on the following action items.
  - o Integration of CRVS and National ID system is a top priority.
  - o Continuous registrations (birth, national ID, death) are very low and need to do a gap analysis.
  - o The TC noted that NRB will resume the mass renewal exercise in November to renew the 3 million expiring cards.
  - o NRB should come up with a strategy to update the death registration in the database.
  - o NRB would discuss how to use and published the data collected (vital statistics) by NRB.
  - o NRB would come up with solution to make all post offices functional.
  - o On priority activities, a task force needed to be formed to discuss the issues.

- **NRIS Project 9th Steering Committee:** The 9th Steering Committee (SC) for the Project was held on 8 October chaired by the Minister of Finance, co-chaired by UNDP and UNICEF Representatives. Four cabinet ministers and representatives from NRIS Basket Fund Embassies and High Commissions also attended. Four main decision points were taken at the SC meeting.

  - ✓ The NRIS Project be extended for a further 2 years.
  - ✓ NRB should be encouraged to continue to manage the procurement of 3 million National ID replacement cards, requesting technical assistance from UN if required.
  - ✓ The SC acknowledged the key NRIS deliverable of registering 8.4 million children by December 2021 could not be met due to resourcing constraints on the project, mainly from the effects of the Covid-19 global pandemic.

    ✓ The extended project should consider 8 separate activities which were highlighted during the SC, depending on resourcing available from 2022. The SC recommitted its determination to keep Mass Child Registration (Activity 5) as a key deliverable in the NRIS Programme. The approach to mass child registration would be discussed in detail at the technical committee level.

- **Monitoring and Evaluation of project implementation:**

Physical monitoring of the District Registration Offices (DROs) and Post Offices was conducted in the first and last quarters of 2021 to check the registration and distribution processes. The project had been following up with NRB to resolve the issues. The monitoring visits were conducted in the southern region. Major findings from the visit are given below:

Key findings from the northern region visit:

- **Printing of national ID on time and colleting from HQ:** The printing of national IDs on time has been the biggest challenge for all the districts. As a quick fix solution, RCOs issue a receipt with the national ID number after registration is completed in addition to the registration receipt. Banks had been allowing people to conduct their transactions based on the ID number receipt. Some people had not received their renewed or new cards even after 6 months, but as per the NRB mandate the cards should be issued within 30 days.
- **Need to decentralized printing facility:** NRB should decentralise the printing facility of national ID like the birth certificate. There should at least be regional printing centres in Blantyre and in Mzuzu to support the southern and northern regions. The Principal Registration Offices (PROs) also demanded that the printing of IDs should be decentralized like birth registration.
- **Post office equipment:** BRKs being used for registrations have slowed down over a prolonged period of use. Performance of the BRKs has diminished as they are already 4 years old and have been used extensively for national IDs, the health sector and various elections. As all the post offices are not yet functional and the post office equipment is lying idle, NRIS suggested sending this equipment to overcrowded DROs, like Mzuzu, Blantyre, Zomba Lilongwe etc.
- **Challenge in making post office as registration centre:** The NRB registration centres are located inside post offices and the keys for entry to registration facilities is always with the postmaster. When the postmaster is on leave or is out on duty, the post office is closed together with the registration unit. NRIS are considering long term policy solutions for post office security while ensuring registration facilities are available during all business hours.
- **Office space for DROs:** With the increasing demand for the national ID the required space by the DROs has been a challenge particularly in DROs like Karonga, Nkhata Bay and Mzuzu. As the demand for the national ID has increased, crowd management has become an issue. These three districts did not have proper NRB offices, the respective district councils allotted theminadequate rooms from where they are operating.

- **Uniform price police report:** The police have been charging different fees for the police report from people who have lost their IDs. Fees varied from 1000 to 5000 MWK. This is very high amount for poor people to cover. The police do not provide any receipt for the amount that is paid. The police report is in a plain paper format and it should not be more than 500 MWK to produce. NRIS suggested an urgent meeting with Malawi Police Service to resolve this issue. At a later stage, NRIS could print a small standardised booklet for the national ID lost report and distribute these to police stations.

- **Birth registration in hospitals:** Many a times there is no one to fill the NR 8 form for a newborn after delivery. Health centres assume that registration of births is NRB's responsibility. NRIS suggested there be a circular distributed to all health centres to ensure that birth registration is compulsory and clarify that is the responsibility of the health centre concerned.

- **Need for Dashboard for DROs:** The extraction of registration information by the PROs has been a challenge. To even check how many registrations, that have been carried out in a month, they need to count the receipts manually. There should be an automated system of generating registration figures by age, TA, Village, gender and period. The District Commissioners ask for information from time to time, but the PROs are unable to timely generate and furnish the required information because of this manual counting system.

- **Number of required staff:** With the increasing demand for the national ID, NRB should increase the number of staff in DROs as per their requirements. After the birth registration, there will be huge demand of both national IDs and birth certificates and NRB will certainly struggle to cope with the additional pressure. As the recruitment process of DHRMD takes long time, NRB should initiate the process now. They should consider also the numbers required to make the remaining post offices functional.
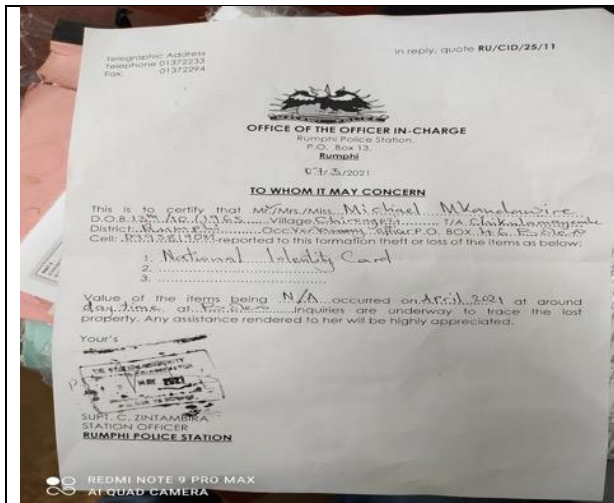
Figure5: Scenes from the northern regional field visit
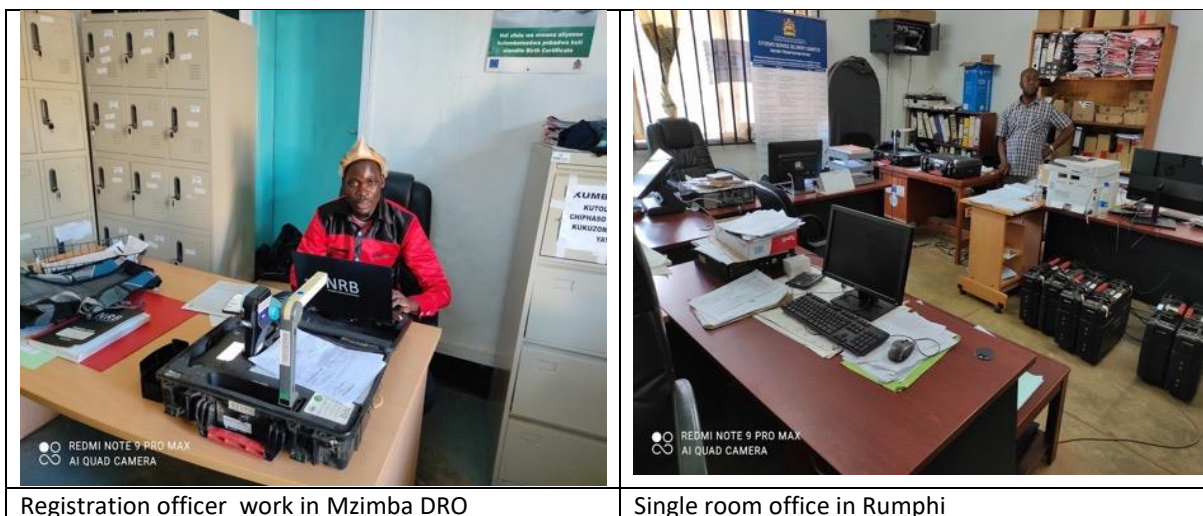
| Registration officer work in Mzimba DRO | Single room office in Rumphi |

Police Report from Rumphi.

Registration in progress in Chitipa

Mzuzu NRB office

Registration in progress in Nkhatabay.

Key findings from the southern regional visit:

- **Registration progress:** The national ID renewal outreach programme went smoothly in all selected registration sites and there was huge demand for ID renewals. One person from Treasury Cashier's Department was available to receive the payment of Mwk-2500/- as the charge for the renewals.

- **Slow BRKs:** As mentioned above, the BRKs were in use for last 4 years and are slowing down. Many a time registration officers need to re-boot the system after each registration so it takes almost 15 to 20 minutes to register only one person. By December, 2022 all the mobile BRKs should be replaced.

- **Payment of the ROs and interns:** All Registration Officers complained that they had not received their payment and that it was difficult to survive in the field if they did not receive the payment on time. Many of the ROs were working in the 2nd and 3rd phase, but they had still not been paid. Payments should be arranged in advance during such a massive registration exercise.

- **Civic Education:** Due to improper civic education, most of the people received information about the mass ID renewal exercise late. All the centres were

overcrowded on the last and 2nd to last day of registration. NRB decided to re-send the team once more to complete the registrations in those centres.

- **Last minute rush:** To reduce congestion in the centres where there were too many people for registration, NRB should have urgently deployed additional teams or extend the time period of the existing teams. Most people came to register in the last few days of registration visit making it difficult to complete the registration process.
- **Use of NR1 form not required for renewal:** The registration should only fill the NR-6 form and filling up the NR-1 should not be mandatory. This is a wastage of paper for the registration officer as well as time for the people. The software should be update accordingly. This will increase the efficiency of the system.

Figure 6: Pictures from the southern regional visit:

| A lady renewing her national ID in Machinga District | People waiting outside the registration centre in for national ID renewal in Machinga district |
| A lady renewing her national ID in Mulanje district | People waiting outside the registration centre in for national ID renewal in Mulanje district |

People waiting outside the registration centre in for national ID renewal in Machinga district

A lady is renewing her national ID in Chiradjulu district

People waiting outside the registration centre in for national ID renewal in Blantyre rural

People waiting outside the registration centre in for national ID renewal in Machinga district

A young girl registering for a new national ID

An old lady renewing her national ID in Chiradjulu

People waiting outside the registration centre in for national ID renewal in Machinga district

People waiting outside the registration centre in for national ID renewal in Chiradjulu district

People waiting outside the registration centre in for national ID renewal in Machinga district

People waiting outside the registration centre in for national ID renewal in Machinga district

Challenges:

<u>Current Resource constraints:</u> The National Registration Bureau shared correspondence from the Ministry of Finance to the effect that the Government of Malawi's intended contribution to the basket fund for mass registration of children will not be available until the next Financial Year of the Government.

No Government funds are expected for the first 2 quarters of 2021 which will likely mean no donor funding also for that period. Many donors were linking their funding to Government's demonstrable commitment to mass registration of children.

The implications for the NRIS Project were that there would be limited cash flow until at least 1 July 2021, which means savings must be made in terms of deferring major procurements, and timing HR appointments so that the contracting coincides with the start of the mass registration, whenever that may be. The Project would instead concentrate on low (cash) value high-impact activities such as linkages to National ID, support to NRB for continuous registration and Covid-19 response initiatives.

The mass children registration would be planned when the government and donor funds will become available.

- **<u>The backlog printing of the national ID:</u>** The printing of national ID has been a challenge due to the low printing capacity and faulty printers in the card production facility at NRB HQ. There are more than 600,000 cards to be printed for the new registrants. In addition to this the mass card renewal is in progress along with edits for mistakes, and replacements due to damage. These cards need to be printed immediately so that NRB can deliver them to the owner within the designated time frame. The NRIS project is planning to procure at least 1 heavy-duty printer and repair the existing printers so that the backlog can be cleared as soon as possible, and the ID cards can be issued to citizens.

- **Dispatching the national ID on time:** The National ID printing capacity of NRB has substantially increased with the repaid and new printers, but sending them to different districts has been a real challenge. NRB should develop a mechanism for dispatching the printed card to districts on time for timely distribution of the cards to the beneficiaries.

- **Issues with replacement of ID and BRKs:** All the stakeholders/clients are willing to interface with NRIS but raised concerns on the poor handling of the card replacements issue which is affecting their operations and indirectly NRIS in terms of missing transactions/fees. The default answer provided is that this was a temporary problem and the GoM shall solve the issue of the renewal by February 2022. The NRIS legal specialist visited DRO Blantyre to review the renewal process. 80 to 100 people were queuing for ID replacements. It was noted it took on average 15 minutes to process one request.

  According to the PRO the desktop BRKs freeze after every 2 registrations, and they have to reboot them. They are, therefore, using the old BRKs instead to issue ID card renewals. The NRIS and NRB ICT staff are working on resolving this significant systems glitch.

2. Progress against Results Framework Indicators
Annex I.

3. Communication and Visibility

- **Civic Education for continuous registration and mass registration:**
  Widespread civic education, community engagement and awareness campaigns were conducted with the view of creating demand among the population to mobilise parents and adolescents aged less than 16 years so they would seek continuous birth registration and accountability from service providers by UNICEF. A number of activities were implemented to achieve above results including:

    v.   Outreach engagements in communities of Lilongwe, Mzimba (South and North), Chiradzulu and Mchinji districts;

    vi.   Radio and TV messages in eight (8) media houses with wide listenership and viewership across the country;

    vii.   In stores and malls messages/jingles, malls such as Gateways, NICO, Chichiri, Mzuzu etc.;

    viii.   Community radio phone-in programmes in the districts of Lilongwe, Mzimba (South and North), Chikwawa and Mchinji;

    ix.   Radio jingles in 17 community radios in the districts of Mchinji, Zomba, Mangochi, Mzuzu City, Nsanje, Chikwawa, Dedza, Karonga, Salima, the island of Likoma, Kasungu and Nkhotakota;

    x.   Erecting of billboards in all four cities of Lilongwe, Blantyre, Mzuzu and Zomba and four districts of Mangochi, Salima, Mulanje and Karonga.

Pic7: Example of Civic Education billboards

However, the activities were largely focused on the demand side of registration services. There is a need to train service providers from the health facilities, district registration offices and post officers and traditional leaders also designated as local registrars. This approach will ensure prompt, better identification and registration systems for births that are happening in the community as well as in the health facilities.

4. Conclusion

The 2021 Annual progress report 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.

5. Future Plans

- **Supporting NRB for functional sustainability:** NRIS project in 2022 will support the functions of NRB to build the continued trust of people. Some of the functions include recruitment of an ICT adviser for integration of the CRVS and national ID system, strengthening the card production for clearing the backlog, planning the distribution of national ID on time etc.

- **NRB capacity building:** The NRIS and NRB teams will continue to prioritise NRB's additional capacity needs for the sustainability of the NRIS for a smooth continuous national ID, birth, death, marriage and divorce registration processes. 33 out of 65 post offices are already functional with anticipation that the remaining post offices will be functional by 2022. Nine out of the nine selected courses based on the Training Need Assessment and conducted by the Malawi Institute of Management (MIS) have been completed, but the final course is yet to start due to the Covid-19 crisis. A series of trainings for the district registration office and post office staff are also planned to improve the registration process across the country.

- **Public awareness to create demand for continuous registration:** In view of the low continuous registration numbers, the NRIS project has planned for customised public awareness campaigns on continuous registration so that those that did not register during mass registration and those turning 16 years of age can still go and register. Once again, due to the Covid-19 crisis all the activities including the video infomercial, Radio Drama, Song/Jingle have been suspended. The civic education campaign will be being planned for 2022. NRB is in the process of developing a civic education for continuous birth, national ID and death registration.

- **Legal framework:** The project will also continue its engagement with the Law Commission in the ongoing work on the amendment of both the Citizenship Act and the National Identification and Registration Act. Furthermore, the project will prioritize support for the amendment of the National Registration Act.

6. Financial Section

All financial data 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. The summary budget as per activity is given below:

Cumulative Expenditure (Q4 2016, 2017, 2018, 2019, 2020, 2021) Summary Report:

Cumulative Variance Analysis				
OUTPUTS NAME	Budget (US Dollar)	expenditures (US Dollar)	Difference (US Dollar)	Comments on principal reason for Variances
Output 1: Up to 9 million Malawians are registered and issued with a National Identity card in 2017	40,187,546	40,188,101	(555)	
Output 2: Up to 9 million children are registered and issued with Birth Certificate	2,925,151	2,701,456	223,695	Procurement of Tablets and Blank certificates in readiness of Mass registration
Output 3: NRIS inclusive of birth registration is transitioned to a permanent and continuous registration system	4,801,959	4,833,289	(31,330)	
Output 4: Government MDAs and private institutions are assisted to adopt the use of the NRIS (unique ID and the Birth Certificates)	161,657	165,603	(3,945)	
Output 5: Project is efficiently managed, staffed and coordinated, and is implemented with national ownership	10,847,854	10,715,562	132,292	Some recruitments are on standby
Covid 19	92,058	92,058	-	
Technical Support for Unforeseen Capacity Gaps (5%)	40,715	4,657	36,057	
UNDP Procurement Support Office (PSO) (4.5%)	1,349,540	1,349,540	-	
General Management Service Fees (GMS) (variable)	2,928,900	2,881,803	47,097	
TOTAL	**63,335,379**	**62,932,069**	**403,310**	

Annexes

Annex I: Progress against Results Framework Indicators:

Results Framework

Outcome Goal: The establishment of a permanent and continuous national registration and identification system in Malawi.
Project title and Atlas Project Number: National Registration and Identification System (NRIS). Project Number: 00100113
Outcome Indicators:
• Number of MDAs and private institutions using NRIS for administrative or operational systems (Baseline 2016): 0; Target (2023): >25; Source: Official records)
• Percentage of eligible resident Malawians registered and issued with an identity card (Baseline 2016: 0; Target (2023): >95%; Source: National Register, NSO)
• Assessed capacity of NRB HQ (Including District Registration Offices) to operate and maintain the NRIS (Baseline 2016): None; Target (2023): Good capacity; Source: Project Evaluation Report)
• Percentage of children aged 16 years and below registered and issued with a birth certificate (Baseline 2019: <5%; Target (2023): >80%; Source: National Register, NSO)
• A functional and continuous health facility-based and community-based birth registration system (Baseline 2019: Sub optimal/inefficient; Target (2023): Optimal/efficient; Source: NRB
UNDP Strategic Plan (2018–2021) Outcome 2, which places an emphasis on achieving the following: "Accelerate structural transformations for sustainable development" and in particular output 2.2.1 "Use of digital technologies and big data enabled for improved public services and other government functions"
UNICEF Malawi's Country Program 2019-2023: The goal is to scale up birth registration

EXPECTED OUTPUTS	OUTPUT INDICATORS	DATA SOURCE	BASELINE	Achievements	TARGETS	Data Collection Methods and Risks

			Value	Year	2017	2018	2019	2020	2021	2022	2023	
Output 1: Up to 9 million Malawians are registered for issuance of a National Identity card in 2017	1.1 Number of Malawians registered in the National Register as part of mass registration, disaggregated by gender.	National Registry	0	2016	More than 9 million							Data extraction.
	1.2 Number of Malawians issued with a National ID card as part of mass registration.	NRB Records	0	2016	More than 4 million	More than 4.5 million	More than 9 million					Data extraction.
	1.3 Proposed amendment of National Registration Act submitted to Ministry of Justice.	Public Record	0	2016	0	0	0	0	0	1		Public record
	1.4 Number of civic information campaigns NRB supported to deliver, which target young people and marginalised groups for continuous registration (women, elderly, disabled, etc.)	Project records	0	2016			5	10			10	Media monitoring reports.

Output	Indicator	Data source	Baseline	Year								Means of verification
Output 2: NRIS inclusive of birth registration is transitioned to a permanent and continuous registration system.	2.1 Number of District Registration Offices equipped for continuous registration.	NRB records	0	2016	20	8	28					Spot check.
	2.2 Percentage of registrars trained in rules and procedures.	Training records.	0	2016	70%	30%	100%				100%	Training participation records.
	2.3 Number of Malawians issued with a National ID card as part of continuous registration.	NRB Records	0	2016	0	0.3 million	0.47 million	.88 million	More than 1 million	.45 million	.45 million	Data extraction
	2.4 Number of District Post Offices equipped for continuous birth registration	NRB Records	0	2019				65				NRB Records
	2.5 Percentage of registrars trained in rules and procedures on CRVS.	Training records.	0	2019				0	0		100%	NRB Records
	2.6 Percentage of village heads trained in rules and procedures on CRVS.	Training records.	0	2019				0	0	0	100%	Proejct records

	2.7 Number of Malawians children issued with a Birth Certificate in 2021 as part of continuous registration, gender disaggregated	NRB Records	300,000	2020				300,000	350,000	.5million	.5million	NRB Records
Output 3: Government MDAs and private institutions are assisted to adopt the use of the NRIS (unique ID and the Birth Certificates).	3.1 Number of inter-institutional agreements between NRB and Government Ministries, Departments, Agencies (MDAs)	NRB records	0	2016	0	5	>5	15				Official requests
	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.	NRB records	0	2016	0	5	>5	15	>15	>20	>25	Official requests

Output	Indicator	Data source	Baseline	Year									Verification
	3.2 Number of Government Ministries, Departments, Agencies (MDAs) and private institutions using Birth Certificate	NRB records	0	2019					0	0	0	>2	Official requests
Output 4: Up to 8.4 million Malawian children are registered with unique national identification (ID) numbers and issued with Birth Certificates by 2023	4.1 Number of Malawian Children registered as part of mass registration, disaggregated by gender	CRVS System	600,000	2019					0	0	0	8.4 million	CRVS system
	4.2 Number of Malawians issued with a Birth Certificate as part of mass registration, disaggregated by gender	NRB Records	300,000	2019					0	0	0	More than 4 million	CRVS System
	4.3 Number of civic education information campaign products developed and implemented	Project records	0	2019					0	0	0	10	Civic education report
Output 5: Project is efficiently managed,	5.1 Agreed M&E planned activities implemented.	Project records	0	2016	No	Satisfactory	Satisfactory	Satisfactory	Satisfactory				Evaluation

staffed and coordinated, and is implemented with national ownership	5.2 Percentage of Quarterly Progress Report submitted on time	Report submission record							100%	100%	NRIS report submission record
	5.3 Percentage of Project positions filled.	UNDP records	0	2016	95%	5%	100%	42%	42%	42%	100%	UNDP records
	5.4 Steering and Technical Committee meetings held per year (Cumulative)	Project records	0	2016	3 SC and 10 TC	5 SC and 19 TC	7 SC and 25 TC	8 SC and 29 TC	9 SC and 31 TC	2 SC and 4 TC	2 SC and 4 TC	Project records

Annex II: Risk Log (Updated)

Project Title: National Registration and Identification System	Award ID: 00100113	Date: 30 November 2019

#	Description	Date Identified	Type	Impact & Probability	Countermeasures / Management Response	Owner	Updated by	Last Update	Status History
1	Funding availability	20 Oct 16	Financial Total: 15	Late deposit of funds will undermine operational delivery and confidence of stakeholders. P = 3 I = 5	Contributions will be integrated into a Basket Fund. All contributions will be subject to agreements stating the timeline.	Technical Committee	CTA	20 Oct 16	**Amended.** (30 Nov) P amended from 5 to 3 based on initial receipt of funds **Closed**
2	Slippage on 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	1 Oct 2020	No change (1 October 2020) **Closed**

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 of continuous registration, data recovery and deny some Malawian citizens their right to identity. P = 5 I = 5	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 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. Regarding the DRS, it has been moved to the Malawi Revenue Authority premises (MRA) in Blantyre. 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 prefabricated container for the setting up of a prefabricated containerized printing facility is in process.	GoM UNDP	CTA	1 Oct 2020	**Amended.** (19 January 2017) P amended from 3 to 4 in view of delays in the functional review and the increase in NRB staffing required. Escalated for the attention of the SC on 5th April 2017. 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. **Amended** (22 March 2018) Upgraded P=4 to P=5 with reference to

								the removal of key and management staff that were already well trained. **Narration of Impact& Probability amended on** (19 Feb 2019) **No change.** (1 Oct 2020) **Closed**

4	External fraud	20 Oct 16	Operational Total: 15	Non-Malawians seek to register as Malawians, undermining the integrity of the NRIS. P = 5 I = 3	Operational policies and procedures developed to prove entitlement at registration. Public information campaigns will highlight criminality. Coordination with law enforcement.	NRB/UNDP	CTA	20 Oct 16	**No Change.** (30 Nov) **Closed**
5	Procurement timelines	20 Oct 16	Operational Total: 6	Procurement timelines are not met, creating operational delays. P = 2 I = 3	Procurement expertise of UNDP PSO to be retained. Close monitoring of progress against benchmarks to effect	UNDP	CTA	28 March 17	**Amended.** (28 March 2017) P amended from 3 to 2 and I amended from 4 to 3 given the level of procurement already taken. **Closed**
6	Technology adoption	20 Oct 16	Operational Total: 12	Introduction of new technologies and systems introduces unprecedented challenges for implementation and sustainability. P = 3 I = 4	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	1 Oct 2020	**No Change.** (1 October 2020)
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	1 Oct 2020	**Amended**. (02 October 2017) 2017) P amended from 3 to 4

| | | | | P = 4

I = 4 | 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.

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.

On Data Protection Act, UNDP team will be following up and work with the World Bank team to support the development of a comprehensive Data Protection Act for Malawi. World Bank is leading this through their supported Digital Malawi project. | | | | given the level of current data protection provisions in Malawi.

NoChange.(1 Oct 2020) |

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	1 Oct 2020	**Amended.** (01 December 2017) **No change.** (1 Oct 2020)
9	Wet season disrupts operations	20 Oct 16	Environmental Total: 10	Off-schedule wet season denies or disrupts access for citizens to register. P = 2 I = 5	Operational planning and phased approach to registration will take into account wet season.	UNDP/NRB	CTA	20 Oct 16	**No Change.** (30 Nov) **Closed**
10	Serviceable transport assets	30 Nov 16	Operational Total: 16	Vehicles received by Government to meet transportation requirements for mass registration are insufficient or not in serviceable order. P = 5 I = 5	Transportation committee was setup by GoM being chaired by OPC to plan and coordinate. Vehicles will be subject to fitness test prior to receipt. In view of declining number of vehicles provided by the GoM for the mass registration exercise, UNDP wrote the Minister of Home Affairs and Internal Security so that appropriate action is taken.	GoM	CTA	19 July 2017	**New Risk** (30 Nov). **P = 4; I = 4.** Risk identified from PoC and reflects similar challenges in elections. Upgraded to **P=5** from **P=4 and I=5** from **I=5** (19 July 2017). To be escalated to the Steering Committee. **Closed**

11	Quality of civic education campaign impacts on numbers of people registering	28 April 2017	Operational Total: 15	P = 3 I = 5	Targets will be established, and implementation will be closely monitored.	UNDP/NRB	CTA	28 April 2017	**New Risk (28 April 2017). No change** (19 July 2017) **Closed**
12	An attrition of Registration Officers and Registration Supervisors	22 June 2017	Operational Total: 15	Failure to increase payments to Registration Officers and Registration Supervisors, enough to break-even for meals and accommodation in the field may result in resignations which may comprise the registration process P = 2 I = 5	Government, UNDP and Development Partners will make resources available and agree on payments to Registration Officers and Registration Supervisors that on average, will be enough to break-even for reasonable meals and accommodation as they work in the field.	UNDP/NRB	CTA	19 July 2017	**New Risk (19 July 2017)** **Closed**
13	Negative perceptions on national registration process by political players and other stakeholders	22 June 2017	Political Total: 8	Failure to contain negative perceptions on the national registration process may undermine Malawians desire to register P = 2 I = 4	UNDP, NRB/Government will intensify engagement with and civic educating the populace, all political parties, Quasi-religious institutions such as the Public Affairs Committee (PAC) and all other stakeholders.	UNDP/NRB	CTA	19 July 2017	**New Risk (19 July 2017)** **Closed**
14	Lack of clarity on communication strategy on ID Card distribution and consistent engagement with the media create negative political	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	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	1 Oct 2020	**New Risk (02 Oct 2017)** **Amended.** (01 December 2017) **No change.** (1

	perception and anxiety among citizens and political parties			P=3 I=4					Oct 2020) **Closed**
15	Post-election impasse	03 Sept 2019	Political Total:12 P=3 I=4	Post-election demonstrations may result in destruction of NRB property in registration centers which will in turn affect continuous registration and sustainability of the NRIS.	Government will ensure security of NRB offices and property.	NRB	CTA	1 Oct 2020	New Risk change (03 Sep 2019) **No change** (1 Oct 2020) **Closed**
16	Salary and wages for ROs are not consistent with applicable labor standards (SES Standard 3 related to safe and healthy working conditions)	30 Nov 2019	Ops Total:20	1800 registration officers need to be deployed in urban and rural areas in six phases for six months, during the implementation of mass registration. Previous SECU Report of NRIS project identified several findings and recommendations related to wages that will inform project labor management moving forward.	Labour management procedures will be developed for the project that set out the conditions in which project workers will be employed or engaged and managed, in accordance with applicable labour laws, rules and regulations and UNDP's SES. This will include an analysis and clarification of applicable labour requirements, including for wages and salaries. Labour law expert will be hired as part of the project team to ensure labour standards are applied and monitored. Formal engagement and subsequent agreement are being undertaken with the Ministry of Labour on labor-related concerns and more specifically on the adequate salary determination. Before the deployment of the ROs, a start-up lump sum will be provided (approximately MWK 50,000 for purchasing necessary items in the field).	NRB and UNDP	CTA/PM	1 Oct 2020	New Risk change 03 Sep 2019) **No change** (1 Oct 2020) **Closed**

					NRIS will design a form and a specific process for requesting compensatory time off				
			P=3 I=4						
17	Occupational health and safety and working conditions are not up to relevant labour standards (SES Standard 3)	30 Nov 2019	Ops Total:20	Previous SECU investigation of NRIS project identified several findings and recommendations related to OSH and working conditions that will inform project labour management moving forward. P=3 I=4	Labour management procedures will be developed for the project that set out the conditions in which project workers will be employed or engaged and managed, in accordance with applicable labour laws, rules and regulations and UNDP's SES. This will include an analysis and clarification of applicable labour requirements, including for health and safety and working conditions. A temporary employment contract will be signed by the registration officers with clear clauses about the phased approach operation and the expected challenging rural conditions. The advertisement will be clear on the rural conditions to be expected and the resources to be provided. This will also be included in the pre-deployment training, with ROs informed ahead of time of what they should expect to bring with them. Considering the high rate of malaria in rural areas, fully enclosed mosquito tents will be provided to ROs. to the extent possible local housing/accommodation would be	NRB and UNDP	CTA/PM	1 Oct 2020	New Risk change (03 Sep 2019) **No change** (1 Oct 2020)

					provided through collaboration with local authorities or village heads and when this isn't feasible tents would be provided? Considering the poor water quality in rural areas and unavailability of mineral water, bleaching powder for filtering the water will be part of the standard backpack. First Aid kits will also be provided in case of emergency.				
18	Registration Officers or and/or citizens' complaints are not heard or resolved properly	30 Nov 2019	Ops Total:20	Enhance grievance redress systems to those potentially impacted though the submission of formal complaints	A temporary employment contract will be signed by the registration officers with clear clauses about the phases approach operation and the expected challenging rural conditions. The advertisement will be clear on the rural conditions to be expected, as will the pre-deployment training. A formal complaint system will be established which will be part of the pre-deployment briefing, with the following key components: Complaint forms will be provided in the backpack and it will be also available on UNDP, UNICEF and NRB websites. The contract will include a clause on the grievance system and a complaint form will be distributed to ROs for submitting a complaint. Complaints/hotline/call centre will be established to receive and resolve the complaints, including safety concerns.	NRB and UNDP	CTA/PM	1 Oct 2020	New Risk change (03 Sep 2019) **No change** (1 Oct 2020)

				ROs and citizens will be empowered to file and get information about the status of their complaints through mobile based USSD e-system. All complaints will be logged in the complaints database with proper audit trail even those that have been resolved will be retained with complainant's acknowledgment. The details of the grievance mechanism for project workers will be spelled out in the labour management procedures for the project. A workplace grievance mechanism (distinct from the project-level grievance mechanism) is provided for all project workers to raise labour concerns. The mechanism will be easily accessible to project workers who are to be informed of the grievance mechanism at the time of recruitment and the measures to protect them against any reprisal for its use. The grievance mechanism shall be designed to address workers' concerns promptly, using an understandable, transparent process that provides timely feedback to those concerned in a language they understand, without any retribution, and shall operate in an independent and objective manner. The grievance mechanism may utilize				

					existing grievance mechanisms, providing that they meet the above criteria. Existing grievance mechanisms may be supplemented as needed with project-specific arrangements. The grievance mechanism shall not impede access to other judicial or administrative remedies that might be available under applicable laws, regulations or rules or through existing arbitration procedures, or substitute for grievance mechanisms provided through collective agreements, if applicable. The mechanism ensures workers' rights to be present and to participate directly in the proceedings and to be represented by a trade union, if applicable, or person of their choosing.				
				P=3 I=4					
19	Potential cases of sexual harassment	30 Nov 2019	Ops Total:20	Precautionary measures are being implemented to ensure that sexual harassment is avoided. At the same time the cases of sexual harassment should be reported and pursued with zero tolerance as per UN rules. **P=3** **I=4**	Before the deployment to the field, UNDP and UNICEF will hold a prevention of sexual harassment and safeguarding sessions as part of the training program for ROs. Formal engagement and subsequent agreement are being undertaken with the Ministry of Gender on gender -related concerns and more specifically on the team composition.	NRB and UNDP	CTA/PM	1 Oct 2020	New Risk change (03 Sep 2019) **No change** (1 Oct 2020)

| 20 | Delays in the deployment and retrieval of ROs leading to deployments extending beyond 21 days | 18 June 2020 | Ops Total:20

P=3
I=4 | The prolonged stay of registration officers in rural areas may affect their living conditions. | Labour management procedures will be developed for the project that set out the conditions in which project workers will be employed or engaged and managed, in accordance with applicable labour laws, rules and regulations and UNDP's SES. This will include an analysis and clarification of applicable labour requirements, including for wages and salaries.
Labour law expert will be recruited as part of the project team to ensure labour standards are applied and monitored.
ROs will be retrieved on completion of the phase (21 days)
In order to secure an adequate number of vehicles to transport ROs, 50% of the vehicles will be hired from private contractor so that the project will not rely only on GoM in-kind contribution.
The payment of the remuneration will be automatically processed upon completion of 21 days in the field, even in the exceptional cases whereby ROs were not retrieved.
A transition fee of MWK 10,000 will be paid upon completion of a phase.
140 newly recruited NRB registration officers will increase the overall effectiveness of the operations. | NRB and UNDP | CTA/PM | 1 Oct 2020 | New Risk change (03 Sep 2019)

No change (1 Oct 2020) |

21	Safeguarding children during the child registration exercise	18 June 2020	Operational	During the mass registration for birth certificate children might pose a risk from adults and other children P=3 I=4	Safeguarding policies and procedures of UNICEF will be implemented to ensure that every child, regardless of their age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation, has a right to equal protection from harm.	NRB, UNICEF and UNDP	DFID	1 Oct 2020	New Risk change (18 June 2020) **No change** (1 Oct 2020)
22	Public trust in NRB and database	18 June 2020	Operational	Due to the strong allegations made that minor were being registered most particularly by the Temporary Registration Officers that were carrying out ID Registration during the MEC Voter Registration, the NRB P=3 I=4	NRB will thoroughly check, verify, and properly adjudicate the ID data that was captured during the Voter Registration exercise before being processed further for issuance of ID.	NRB	Irish AID	1 Oct 2020	New Risk change (18 June 2020) **No change** (1 Oct 2020)
23	Availability of finance for the implementation of Mass Child Registration	1 Oct 2020	Financial	Due to delay in the implementation of the child mass registration and use of the fund for other project activates the required funding may be affected. P=5 I=5	NRB will ensure that the government funding is released on time as this is contingent to other donors funding.	NRB, UNDP and UNICEF	UNDP	1 Oct 2021	New Risk (1 Oct 2020)

Note: P stands Probability and I stands for Impact.