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## NATIONAL REGISTRATION AND IDENTIFICATION SYSTEM (NRIS) PROJECT

### Quarterly Progress report (01 April 2021 to 30 June 2021)

<b>Project Title:</b>	National Registration and Identification System
<b>UNDP Project #:</b>	00100113
<b>Project Duration:</b>	01 November 2016 – 31 December 2021
<b>Project Resources:</b>	Basket Fund
<b>UNDP Focal Point:</b>	Busekese Kilembe

<b>UNDAF Outcome:</b>	National institutions foster democratic governance and human rights to promote transparency, accountability, participation and access to justice for all, especially women and children
<b>Corporate SP Outcome:</b>	Citizen expectations for voice, development, the rule of law and accountability are met by stronger systems of democratic governance
<b>Project Specific Outcome:</b>	The establishment of a permanent and continuous national registration and identification system in Malawi.
<b>Output(s):</b>	<ol style="list-style-type: none"> <li>1. Up to 9 million Malawians are registered and issued with a National Identity card in 2017.</li> <li>2. NRIS inclusive of birth registration is transitioned to a permanent and continuous registration system.</li> <li>3. Government MDAs and private institutions are assisted to adopt the use of the NRIS (unique ID and the Birth Certificates).</li> <li>4. Up to 8.4 million Malawian children are registered with unique national identification (ID) numbers and issued with Birth Certificates by 2021</li> <li>5. Project is efficiently managed, staffed and coordinated, and is implemented with national ownership.</li> </ol>
<b>Project Location(s):</b>	Lilongwe, Malawi

## Project Donors



Norwegian Embassy



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## Acronyms

ADR	Assistant District Registrar
BRK	Biometric Registration Kit
COMESA	Common Market for Eastern and Southern Africa
CRB	Credit Reference Bureau
CRVS	Civil Registration and Vital Statistics
CSCA	Country Signing Certificate Authority
COVID-19	Corona Virus Disease-2019
DFID	Department for International Development
DHRMD	Department of Human Resource Management and Development
DRO	District Registration Office
EBRS	Electronic Birth Registration System
EGPAF	Elizabeth Glaser of the Paediatric AIDS Foundation
ESCOM	Electricity Supply Commission of Malawi
EU	European Union
FCB	First Capital Bank
GWAN	Government Wide Area Network
HQ	Headquarters
ICAO	International Civil Aviation Organization
MEC	Malawi Electoral Commission
MDAs	Ministries, Departments and Agencies
MISO	Management Information System Officer
MoJ	Ministry of Justice
MoU	Memorandum of Understanding
MRA	Malawi Revenue Authority
NEEF	National Economic Empowerment Fund
NRB	National Registration Bureau
NRIS	National Registration and Identification System Project
PO	Post Office
RO	Registration Officers
PKI	Public Key Infrastructure
PRO	Principal Registration Officer
SADC	Southern African Development Community
SDGs	Sustainable Development Goals
UNICEF	United Nations Children's Fund
UNDP	United Nations Development Programme
USAID	United States Agency for International Development

## 1. Executive Summary

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

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

This progress report presents a summary of work completed for the NRIS project for the second quarter (01 April– 30 June 2021).

Key milestones achieved during the reporting period include the following:

- The continuous registration has increased substantially in this quarter due to the mass ID renewal exercise. The total registration for the national ID in the second quarter of 2021 was 76,250, out of which 34,260 were male and 41,990 were female.
- The officer in charge of 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.
- The Director of Public Officers declarations issued a press release informing all listed officers should submit their annual declarations, the officers' IDs being linked directly to the NRIS database .
- NRIS finalised the installation and testing of 5 consolidation servers procured for mass child registration.
- To increase the ID card renewal process across the country 24 fixed BRKs were configured for delivery in various DROs across 21 districts.
- 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.
- Many activities were conducted to support the civic education programme to create demand among the population, particularly parents and adolescents aged less than 16 years for continuous birth registration and accountability from service providers.
- A Letter of Request for formal engagement between the Egyptian Agency for International Development and UNDP has been sent to Egyptian Embassy.

- NRIS is working with the UN Digital Group with UNFPA Rep and ECA to broaden the digital governance agenda to ensure National ID is foundational to many of the linkages currently being established.

## 2. Implementation Progress

### Brief Background

Malawi endures a structural development challenge in the absence of an authoritative, comprehensive and accurate system of national identification. Fundamentally undermining most citizens' right to identity, the consequences are multi-sectoral, where citizens' access and entitlement to services are uncertain.

Unlike many countries in the Southern African Development Community (SADC) or Common Market for Southern and Eastern Africa (COMESA), Malawi has had no functional national registry and identification system for decades. Moreover, Malawi is only now starting to re-establish its system of civil registration and vital statistics (CRVS), to comprehensively register births, deaths, and marriages. The absence of these two systems (NRIS and CRVS, collectively known as a population register), which are mandates of the NRB within the Ministry of 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 interlink 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. The National Registration Bureau (NRB) is mandated to administer this task.

As such, UNDP – with financial and technical support from key Development Partners - and in partnership with the National Registration Bureau is implementing a multi-Donor Basket funded National Registration and Identification System (NRIS) Project (2016 – 2021). The Project seeks to actualize the Right to Identity, ensuring that all Malawians 16 years and older are uniquely registered in a permanent and continuous system that provides proof of their identity, and to be issued with an identity card that is evidence of that identity. Correspondingly, the system will establish the management information systems that will allow Government and stakeholders to access and use that information in aggregate for planning, and as a central reference point for individual identity to be linked across multiple systems. Simultaneously, the management information systems and identity cards will enable the strengthening of accountability and verification processes within both the public and private sector domains that will enhance services for Malawi's citizens.

The expected results of the original Project were to: design, establish and manage the necessary systems, infrastructure and equipment for the National Registration and Identification 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, to develop the capacity and



## Output 1

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

### Progress

This Output was achieved in 2017-18 with 9.16 million Malawian citizens registered for National ID and more than 9 million cards has been issues and distributed.

## Output 2

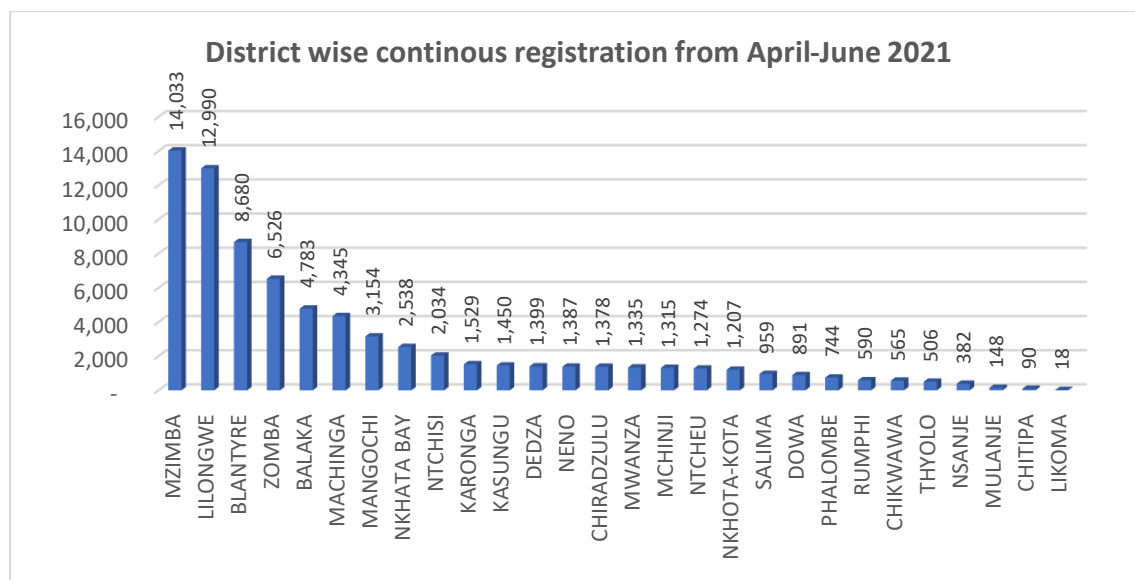
*NRIS inclusive of birth registration is transitioned to a permanent and continuous registration system.*

### Progress

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:

- Continuous National ID Registration:** The total registration for the national ID in the second quarter of 2021 was 76,250, out of which 34,260 were male and 41,990 were female. The number of registrations has gone up substantially due to the mass renewal exercise being conducted in the field during this period. People are coming in large number for renewal of cards as well.

District wise registration data for the first quarter of 2021 is shown below.

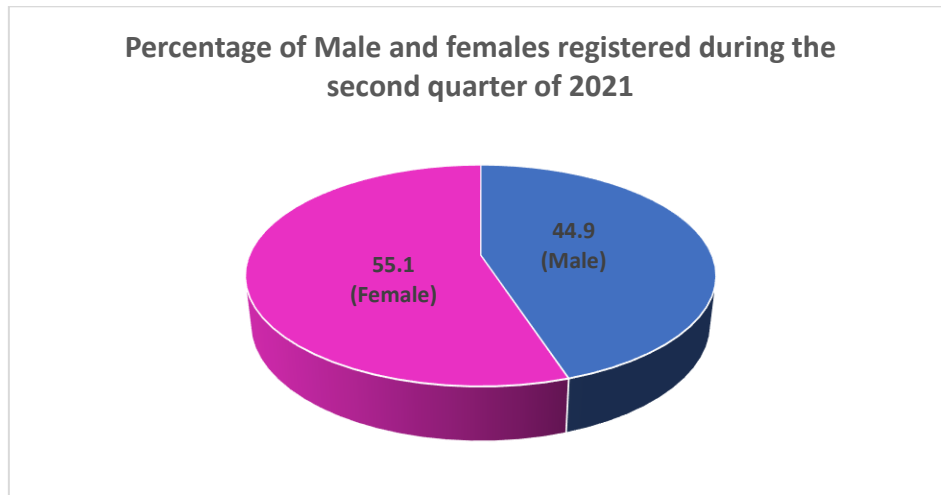


**Fig 2: District Wise national ID registration figures from April to June 2021**

It is interesting to note that the percentage of female registrations is much higher than male registrations. Usually, the number of male registrations is higher when registering in the District Registration Offices (DROs). This may be due to the



difficulties females face when they are obliged to travel long distances to the DROs from remote areas. Remoteness is therefore a deterrent for female applicants. The following graphs shows the percentage of males and females registered during the second quarter.



**Figure 3: Gender-wise registrations in Q2 2021**

- **Support to Digital Agenda:** NRIS is working with the UN Digital Group, with the UNFPA Rep and ECA to broaden the digital governance agenda to ensure National ID is foundational to many of the linkages currently being established in Malawi. NRIS is also a member of 2 technical working groups for 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 is also on the drafting team of the Global Fund C19RM round to develop a funding proposal for 2021 along with WHO, UNAIDS, UNFPA and the Ministry of Health.

- **Support to National Monitoring System (NMS):** The NRIS systems administrator continued to troubleshoot the National Monitoring System (NMS) developed for NRB to monitor the performance of Registration sites. After being down for some months the system is now working. NRIS discovered that the NMS was showing that most sites including Post Offices were down, but this was not a true reflection of the situation. To verify the Post Offices and registration sites were functioning NRIS independently tested a few sample connections by pinging their IP addresses for the sites showing they were down according to the NMS, yet NRIS staff were able to connect to the switches, meaning the connection did in fact exist between NRB HQ and that particular site tested. This required further investigation of the NMS connections to establish whether the connectivity issue was to do with the Government Wide Area Network (GWAN) to which all systems are connected, or with the NMS itself.

- **Installation and testing of the 5 consolidation servers:** NRIS finalised 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 was executed without any issues. NRIS will proceed to use this same test server to host the Covid-19 Vaccine app being developed by the NRIS ICT team to support MoH's e-Vaccine platform. Once the Covid-19 app is ready the NRIS team installed it on this test server and sent it to MoH on short term loan.
- **Support for the ID card renewal:** To increase the ID card renewal process across the country 24 fixed BRKs were configured for delivery in various DROs across 21 districts. These will facilitate the faster registration process and will reduce the crowd for registration.
- **Configuration of fixed BRKs:** The NRIS team checked the usability and functioning of 24 fixed BRKs and delivered them to selected DROs. This equipment was intended to be used in post offices, but due to the urgent requirement in the districts, they were delivered to the DROs. Only in 33 of 65 selected post offices selected for upgrade were functional. The fixed BRKs were delivered earlier.
- **Change in BRK software:** The NRIS ICT team completed the implementation of the 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 date 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. This has not been fixed yet and assistance is being sought.

For all the issues that have been fixed by the NRIS team, NRB tested them thoroughly before they were deployed to the field.

- **Working for the backup appliances:** The NRIS ICT team began gathering requirements needed in order to complete the installation of the main server backup appliance. A data switch and other the necessary peripherals were identified. NRB will decide where the appliance will be installed, either at the server room at Account General's Office or at NRB Headquarters.
- **Revise, update and train on birth registration SOPs to include community birth registration and linking with ID system:** Printing of revised and updated birth registration SOPs for all health facilities and district registration offices (DROs) is pending. A workshop will be convened by NRB with all DROs to validate and finalise the process of SOP revision. The workshop is contingent upon the NRB adopting and finalising a number of improvements and changes in the SOP and as such these will have to be reflected in the revised SOPs. The changes include a unified CRVS-ID system which is being designed, the roll out of community birth registration and the specific

registration form being used at community level among others. However, it would have been good if the SOPs were revised on time and presented to the CRVS TWG which met on 18th June 2021 before being implemented. Nevertheless, NRB will still train new health workers in selected districts on conducting birth registrations even before finalisation of the revised SOPs is completed in order to have continuity of services.

The TORs for two CRVS consultants were finalised and the positions advertised. The two consultant posts were for 1) a Communication for Development (C4D) position to support NRB and partners on civic education exercises and 2) for a CRVS TA to support the Ministry of Health's (MoH) institutionalization of birth registration in the health system. However, the recruitment process was halted because of the uncertainty regarding implementation of mass child registration in 2021 due to funding constraints. Once the funding issue is resolved the process will resume because the positions are key to the institutionalisation and strengthening of the birth registration system. It is expected that with the new positions in place the Ministry of Health (MoH) will be supported to improve on birth notifications and the NRB will have a civic education strategy developed and adopted for community and mass birth registration.

- **Civic Education for continuous registration and mass registration:** This activity aimed to support the civic education programme to create demand among the population, particularly parents and adolescents aged 16 years or less for continuous birth registration and accountability from service providers. The activities being implemented in the second quarter included:
  - i. Outreach engagements in communities of Lilongwe, Mzimba (South and North), Chiradzulu and Mchinji districts
  - ii. Radio and TV messages in eight (8) media houses with wide listenership and viewership across the country.
  - iii. In stores and malls messages/jingles, malls like Gateways, NICO, Chichiri, Mzuzu etc.
  - iv. Orientation of Civic education Task Forces in the districts of Lilongwe, Mzimba (South and North), Chiradzulu and Mchinji
  - v. Community radio phone in programmes in the districts of Lilongwe, Mzimba (South and North), Chikwawa and Mchinji, and
  - vi. 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,
  - vii. Erecting of billboards in the four cities.

However, the activities have largely focused on the demand side of the services. There is a need to train service providers from the health facilities, district registration offices

and post officers and traditional leaders also considered as local registrars. This approach ensured prompt, better identification and registration systems for births that are happening in the community as well as in health facilities.

Civic education for the purposes of mass child registration: The planned activities for mass child registration for the second quarter have been put on hold because of uncertainty regarding funding for this exercise. One of the main planned activities would have been conducting a rapid assessment of the knowledge, attitudes and practices (KAP) on demand for birth registration services by the Centre for Social Research of University of Malawi at Chancellor College. The results from the rapid KAP survey would have been useful for designing and developing messages for both continuous and mass birth registration for communities, as well as service providers.

### Output 3

*Government MDAs and private institutions are assisted to adopt the use of the NRIS (unique ID and the Birth Certificates).*

#### Progress

- **Meeting with Office of the Director of Public Officers Declarations (ODPOD):** There was a meeting with ODPOD to discuss the linkage with NRIS. It was agreed that ODPOD will issue a notification according to which, all those public servants mandated to present their asset declarations, will have to present a national ID. As part of the listed Personal Particulars, a public officer is being requested to write his or her National Identity Number (Citizen Identification Number) against their surname. This is meant to facilitate the automation of the Declarations Records Management System, including subsequent migration to the Online Declaration System. The deadline for submitting declarations was 31<sup>st</sup> July 2021. The main role of the ODPOD is to enforce declaration of assets, liabilities and business interests by certain public officers and connected matters. This linkage with National ID has 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 the establishment of the harmonized pension system. The NRB will have 9 new linkages with each of the pension administrators who are coordinated by RBM. The project is planning to meet them separately over the course of the next reporting quarter.
- **Meeting with road traffic:** A meeting was facilitated by NRIS between NRB and the Department of Road Traffic and Safety (DRTS) to discuss strategies to help them to integrate with NRB. This plan will be implemented in the next quarter.
- **Meeting with the MoF:** Resident Representative of UNDP and the Project Manager of NRIS project met the Minister of Finance to explain the financial situation of NRB and the NRIS project's sustainability. They explained to the minister that due to the withdrawal of FCDO/DFID funding the mass registration of children is no longer

possible in 2021. The NRIS project developed a financial analysis for NRB's long term sustainability. Through NRB's mandated role to manage National IDs, this has already generated significant revenue for the Government of Malawi.

- **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' is based on over a decade of experience in digital finance in Africa, Asia and the Pacific. UNCDF recognizes that reaching the full potential of digital financial inclusion in support of the Sustainable Development Goals aligns with the vision of promoting digital economies that leave no one behind. The vision of UNCDF is to empower millions of people to use services daily that leverage innovation and technology and contribute to the Sustainable Development Goals. UNCDF will apply a market development approach and continuously seek to address underlying market dysfunctions. UNCDF indicated it will also directly partner with UNDP and NRIS in the implementation of the e-payments and KYC linkages.
- **Meeting with World Food Programme:** A meeting was conducted 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. For those households targeted for specific interventions, suggested points were to a) maintain the MWK 2,500 for the national ID replacement b) adjust/waive certain costs associated with replacement of NID, c) change the format of the required police report to a simple receipt, with a uniform cost (e.g., 500 MWK) which can be issued on the spot and in a single visit. This third suggestion would eliminate the variable costs in the district which range from 1000-5000 MWK, as well as reduce transportation costs through the citizen being able to receive the police report in one trip.
- **Other Meetings conducted:**
  - ✓ A meeting was conducted with NRB and letter drafted to decline the request of integration by Angle Dimension (AD). AD is a private sector company looking to usurp the authority of NRB in the government's KYC functions.
  - ✓ A meeting was conducted with the fiscal police to determine the number of frauds reported over the last decade. The meeting was conducted with NRB on the proposed legislative amendments to the NRA/NRR.
  - ✓ A virtual meeting was organized by the ICT organization on NRB and AML compliance.
- **Report on the number of frauds by the fiscal police:** The officer in charge of 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 after the introduction of the National ID. The following graphs shows the declining number and amount of declared financial fraud.

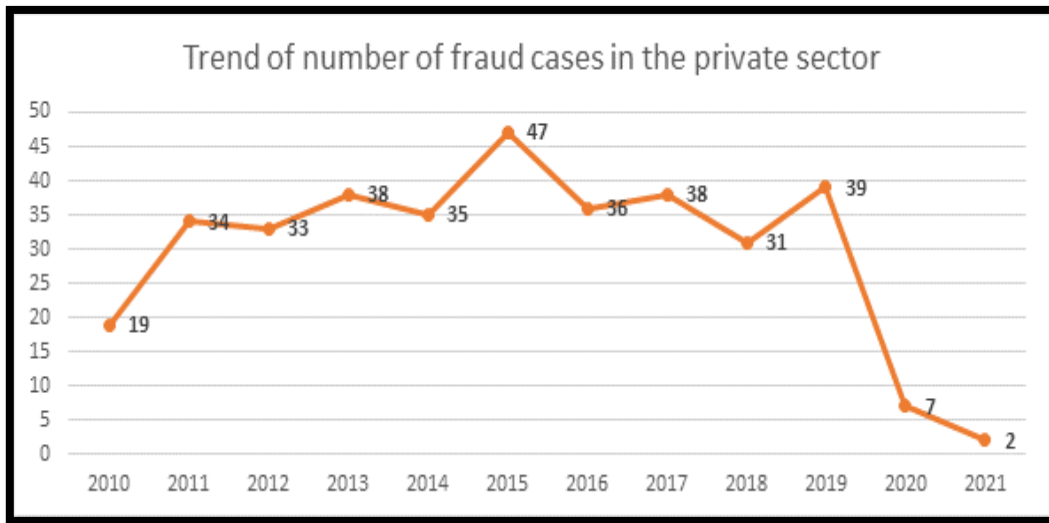


Figure 4: Private Sector Fraud Cases by year

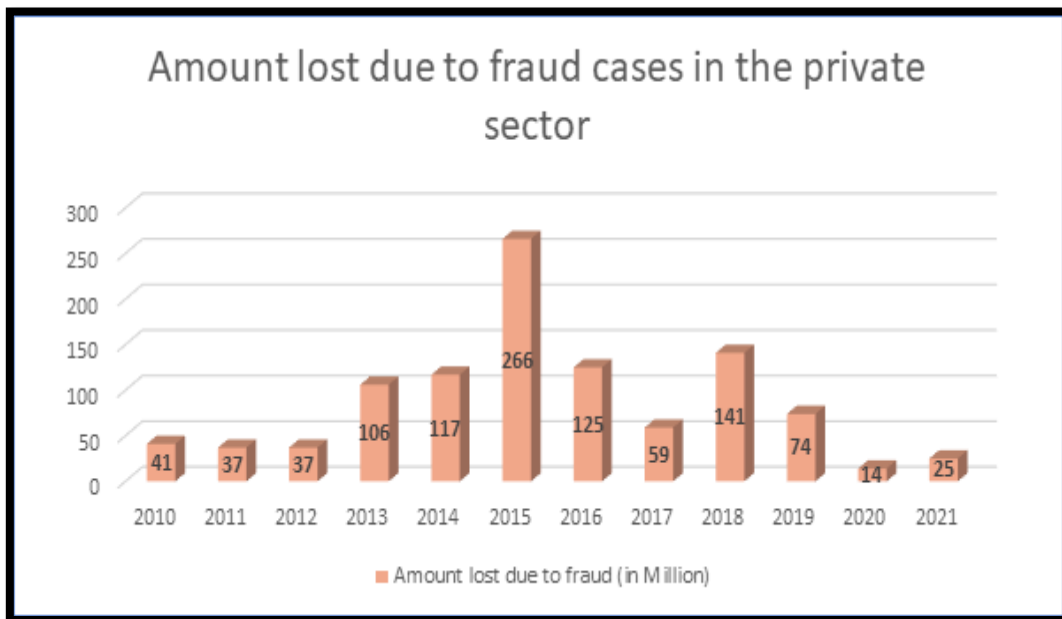


Figure 5: Private Sector Revenue Loss by year

- **Meetings conducted with UBR:** A meeting was conducted with Unified Beneficiary Registry (UBR) on the integration of the National ID. Another meeting was conducted with NRB on the proposed amendments in the National Registration Act. Discussions centred on the possible scope of authentication of the UBR against the NRB database.
- **Meeting with MEPD:** The NRIS team also 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 an inclusion in the ToR to map any

external linkages between MDAs and development partners such as the UN, GIZ, FCDO, World Bank which supplement the management of data collected.

- **Meeting to review of the proposed amendment of the NR Act and Regulations:** To review the National Registration Act Regulations a fruitful meeting was conducted with NRIS, NRB officials and District Registration Officers. The meeting was dedicated to the review specific recommendations of legal reform of the NR Act and NR Regulations.
- **Meeting on linking NRB and UBR data with University of Maryland:** There was a meeting with NRB and University of Maryland facilitated by NRIS. The main agenda items of the meeting were:
  - To provide understanding of DIGIFI project role at NRB with emphasis on data and systems analysis and management.
  - To gain 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.
- **Opportunities/Issue Based Coalition 4 (O/IBC4) in Africa:** The RCO invited the NRIS team to attend the opening session of the Opportunities/Issue Based Coalition 4 meeting attended by several UN agencies across the African Region who are involved in leveraging new technologies and enabling digital transitions for inclusive growth and development.' (O/IBC4) is the main vehicle for collaborative delivery under the Regional Collaborative Platform (RCP).
- **Comment on the e-payment document:** The NRIS project responded to the Reserve Bank of Malawi's comments and proposed a followup meeting to clarify their main concerns. The Government is seeking solutions to streamline payment processes which aim to increase productivity by cutting redundant or inefficient tasks. The different purposes of the E-payment system are seamlessly in line with the 2016 Payment Systems Act which promotes the soundness, integrity, safety, efficiency and reliability of payment systems. In keeping with the Act, the proposed e-payments system aspires to:
  - To create a long-lasting model which should be sustainable in the future and that will be applied across the wider development sector to become a standardized mechanism for delivering expeditious, accountable, non-cash payments to beneficiaries across all clusters.
  - To respond to the need for a timely and accountable system of transfers for government and donor funds to Malawi's most vulnerable citizens.

- To improve the ability to track where funds are spent and evaluate the social and economic impact of government's interventions.

The institutionalisation of a harmonised e-payment system under the Government of Malawi will eliminate the manual delivery of funds transfers which has three key challenges especially at district level:

- risk of district council staff managing cash transfers which provides opportunities for mishandling of funds.
- risk of delays in reconciling payments and in subsequent disbursements from the respective central authorities.
- risk of limited accountability with cases of ghost beneficiaries and uncollected transfers not being adequately accounted for.

#### 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

The annual plan for the implementation of the mass child registration has been modified and deadlines pushed out due to the Covid-19 crisis. The aim now is for the mass registration of children to be implemented in 2022 over 6 separate phases.

The following preparatory activities for the mass registration of children are in progress:

- **Concept note shared with EU:** NRIS project shared the concept note with EU along with the budget item as per their request. EU and other partners such as Irish Aid will review the items for funding in their next funding cycle. The items included in the concept note are given below:
  - Support for continuous national ID Registration
  - Refugee registration
  - Integration of CRVS and National ID system
  - Transition to fixed BRKs
  - Mass Registration of Children-Option A
  - Mass Registration of Children-Option B (school children only)
  - Ongoing technical support and advice
  - Linking NID with other MDAs
  - Refurbishment of remaining 31 post offices to make registration centres.
- **Meeting with UNICEF:** UNICEF called for a meeting to discuss the issue of mass child registration. They reported that they have received 1.9 million from UNDP as per the inter-agency agreement. They also discussed the possibility of changing some of the



budget line items for utilizing the fund. The project manager of NRIS informed them that they need to take approval from the NRIS Technical Committee for any deviation from the approved annual work plan. UNICEF were also asked to suspend all their NRIS funded activities due to funding cuts in 2021, which was verbally agreed to at a technical level.

- **Meeting of CRVS-TWG:** The Civil Registration and Vital Statistics (CRVS) Technical Working Group met on Friday 18 June 2021. The meeting finalised the ToR for the technical working group and decided on the frequency of the next meetings for increasing child and death registration.
- **Testing of the tablets for the birth registration:** The ICT team has tested the 1000 tablets functionality, solar and power bank charging, etc. These tables are procured for the mass registration of children.

#### 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:

- **Meeting with Norwegian Aid (MFA):** The NRIS team met ambassador Steiner of Norway to solicit Norway's continued support to the NRIS project. The meeting went extremely well, and successfully reconfirmed their additional financial support to the project. Norway committed 4.7 million NOK (USD507K) to NRIS Basket Fund in March 2021. The funding Amendment is being worked on by the Norwegian Embassy and will be forwarded to UNDP when it is ready to sign.
- **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 will be looking to support Malawi also. However, any further support from JICA as a Basket Fund

Development partner will require more interventions from the NRIS Project to push the digital transformation agenda.

- **Meetings with donors and government to mobilize resources:**

- Meeting with Brazil Embassy
- Meeting at European Union
- Egyptian Ambassador
- Meeting with Secretary of Treasury
- Meeting with Homeland Security
- Meeting with Minister of Finance
- Meeting with the Ministry of Finance, Economic Planning & Development

- **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.

- **Memorandum to the Minister of Homeland Security:** NRB has been funded by Treasury to procure 3 million Malawi National ID cards. The Government of Malawi issued an Invitation To Bid (ITB) in April 2021 for this service. In view of the initial responses from interested suppliers so far, the Government of Malawi has (in principle) considered opening the solicitation for bids to wider international competition by using the technical resources of the United Nations Development Programme (UNDP). The Government of Malawi in partnership with UNDP in 2017 undertook an identical procurement exercise for the purchase of National ID cards leveraging UNDP's extensive international procurement expertise from the UNDP Procurement Services Unit based in Denmark. Using UNDP's international procurement expertise, the Malawi public can be assured of increased transparency, greater competition, and the best value for money in the sourcing of these cards.

The transferring of the MWK 3.2 billion allocated by the Treasury for the purchase of ID Cards from NRB to the NRIS Basket fund will be considered as **seed money** by international donors who are also looking to contribute their significant resources to strengthening the National ID system in Malawi. This show of commitment of the Government of Malawi to support the NRIS Basket fund will therefore trigger additional funds to be allocated to National ID by other partners.

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

There were two monitoring visits conducted during this reporting quarter, one was in the northern region from 4<sup>th</sup> to 9<sup>th</sup> May 2021 and the other one was in the southern region from 28<sup>th</sup> June to 3<sup>rd</sup> July 2021. Following are the key findings and recommendation from the field monitoring visit.

- **Key findings from the northern region visit:**

- **Printing of National ID on time and collecting 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. The banks have been allowing people to conduct their transactions based on the ID number receipt. Some people have 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 suggest 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 key to registration facilities is always with the post master. When the post master 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, Nkhatabay and Muzuzu. As the demand for the national ID has increased, the crowd management people has become an issue. These three districts did not have proper NRB offices, the district council allotted them some inadequate rooms from where they are operating.
- **Uniform 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 even do not provide any receipt for the amount that is charged. The police report is in a plain paper format and it should not be more than 500 MWK to produce. NRIS suggest a meeting with Malawi Police immediately to resolve this issue. At a later stage, NRIS can print a small standardised booklet for the national ID lost report and distribute these to police stations.
- **Birth registration in hospital:** Many a times there is no one to fill the NR 8 form for a newborn after delivery. The health centres assume that the registration of births is NRBs responsibility and is a function not belonging to health. NRIS suggest there be a circular distributed to all health centres to ensure that birth registration is compulsory and the clear responsibility of the health centre concerned.
- **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 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.

Figure 6: Scenes from the northern regional field visit



Registration officer in Work in Mzimba DRO

Single room office in Rumphu

Police Report from Rumphu.

Registration in progress in Chitipa



#### Key findings from the southern regional visit:

- **Registration progress:** The national ID renewal outreach programme went smoothly in all selected the registration sites and there was huge demand for ID renewals. One person from the Treasury 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 2022 all the mobile BRKs should be replaced.
- **Payment of the ROs and interns:** All the 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 2<sup>nd</sup> and 3<sup>rd</sup> 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 2<sup>nd</sup> 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 was too many people for registration, NRB should immediately deploy 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 the people. The software should be update accordingly. This will increase the efficiency of the system.

Figure 7: Scenes from the southern regional visit:

**pictures**



**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

- **NRIS midterm evaluation:**

After the integration of the comments on the 1<sup>st</sup> draft, the evaluators have integrated the comment and feedbacks and shared the 2<sup>nd</sup> draft. The NRIS team has submitted the commented from NRIS team as well as the donors with the consultants. The consultants are expected to share the final mid-term evaluation report by July 2021.

**Challenges:**

- **Current Resource constraints:** 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 are that there will be limited cash flow until at least 1 July 2021, which means savings must be made in terms of deferring major procurements, timing HR appointments so that the contracting coincides with the start of the mass registration, whenever that may be. The Project will 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 Project has shifted the intended launch date for mass registration to August 2021 in the expectation that government and donor funds will become available.



**The backlog printing of the national ID:** 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 300,000 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.

Recently, NRB had to withdraw 300 interns and registration officers from the field who were conducting the mass renewal of National IDs due to delay in the release of the payment.

### 3. Progress against Results Framework Indicators

Refer to Annex I.

### 4. Conclusion

The second quarter of 2021 Progress Report highlighted activities undertaken and achievements made against agreed milestones. As reported above, many of the deliverables of the project were affected by the Covid-19 pandemic and the paucity of adequate funding. The NRIS project has been focusing on the urgent task of renewing all the 2.9 million cards expiring by December 2021.

### 5. Future Plans

Moving ahead, the project will continue to prioritize:

#### a) Planned activities for the second quarter:

- **Continue implementing civic education activities:** Continue implementing civic education activities for continuous and routine birth registration which include Outreach engagements in communities of Lilongwe, Mzimba (South and North), Chiradzulu and Mchinji districts; radio and TV messages in eight (8) media houses with wide listenership and viewership, in stores and malls messages/jingles, malls like Gateways, NICO, Chichiri, Mzuzu etc; orientation of Civic education Task Forces in the districts of Lilongwe, Mzimba (South and North), Chiradzulu and Mchinji; community radio phone in programmes in the districts of Lilongwe, Mzimba (South and North), Chikwawa and Mchinji; radio jingles in 17 community radios in the districts of Mchinji, Zomba, Mangochi, Mzuzu City, Nsanje, Chikwawa, Dedza, Karonga, Salima, Likoma, Kasungu and Nkhotakota and erecting of bill boards in the four cities. However, civic education activities specific for mass child registration have been put on hold because of funding uncertainty.

- **Provide legal support to NRB:** Provide legal support to NRB during the final part of the process related to the proposed legislative amendments to the NRA and NRR by NRB. Discussions were still ongoing with MoJ. NRIS' recommendations about the establishment of NRB as an autonomous body and about ensuring universal registration at health facilities (each health facility should provide on-site birth and death registration, through the completion of the required form by the health personnel) have been favorably assessed by MoJ.  
Legal support will still be provided if and when MoJ requests additional clarifications. In August 2021 MoJ will start drafting the amended legislation. A set of 3 to 4 consultations will be held in Blantyre and Lilongwe in September where NRB will present the proposed amendments to the relevant national and international stakeholders.
- **MOU between NRB/MOH:** An MOU between NRB/MOH and NSO to formalize the working arrangements between the three Institutions is planned with the objective of establishing a fruitful collaboration among them.
- Linkage with UBR in order to integrate the two systems and create an harmonized platform that will benefit all social programs
- Finalization of the integration with Road traffic. The draft MoU is ready.
- Monitoring visit to the central region will be conducted to monitor the mass renewal exercise.

## 6. Financial Section

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

Annexes

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

<b>Outcome Goal:</b> The establishment of a permanent and continuous national registration and identification system in Malawi.												
<b>Outcome Indicators:</b>												
<ul style="list-style-type: none"> <li>Number of MDAs and private institutions using NRIS for administrative or operational systems (Baseline 2016): 0; Target (2019): &gt; 10; Source: Official records)</li> <li>Percentage of eligible resident Malawians registered and issued with an identity card (Baseline 2016: 0; Target (2019): &gt; 90%; Source: National Register, NSO)</li> <li>Assessed capacity of NRB to operate and maintain the NRIS (Baseline 2016): None; Target (2019): Good capacity; Source: Project Evaluation Report)</li> </ul>												
EXPECTED OUTPUTS	OUTPUT INDICATORS	DATA SOURCE	BASELINE		TARGETS						Data Collection Methods and Risks	
			Value	Year	2017	2018	2019	FINAL	2020	2021		
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				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	0		More than 8.5 million	More than 9 million		Data extraction.
	1.3 Proposed amendment of National Registration Act submitted to Ministry of Justice.	Public Record	0	2016	1	0	0		1			Public record

	1.4 Number of paid information campaign products aired on radio.	Project records	0	2016	10	0	0	10			Media monitoring reports. Survey reports
<b>Output 2</b> NRIS 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	0	28	28		NRB Records. Spot check.
	2.2 Percentage of registrars trained in rules and procedures.	Training records.	0	2016	70%	30%	0	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	0.77 million	.88 million		Data extraction
	2.4 Number of District Post Offices equipped for continuous birth registration	NRB Records	0	2019					65		
	2.5 Percentage of registrars trained in rules and procedures on CRVS.	Training records.	0	2019					0	100%	
	2.6 Percentage of village heads trained in rules and procedures on CRVS.	Training records.	0	2019					0	100%	
	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	.5million	
<b>Output 3</b> Government MDAs and private institutions are	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	>10	15		Official requests

assisted to adopt the use of the NRIS.	3.2 Number of Government Ministries, Departments, Agencies (MDAs) and private institutions using Birth Certificate	NRB records	0	2019					0	>2	
<b>Output 4</b> Up to 9 million Malawian children are registered with unique national identification (ID) numbers and issued with Birth Certificates by 2020.	4.1 Number of Malawian Children registered as part of mass registration, disaggregated by gender	CRVS System	600,000	2019					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	More than 4 million	CRVS system
	4.3 Number of civic education information campaign products developed and implemented	Project records	0	2019					0	10	Civic Education Campaign report
<b>Output 5</b> Project is efficiently managed, staffed and coordinated, and is implemented with national ownership	5.1 Agreed M&E planned activities implemented.	Project records	0	2016	No	Satisfactory	Satisfactory	Satisfactorily	Satisfactorily		Official records
	5.2 Percentage of Project positions filled.	UNDP records	0	2016	95%	5%	0	100%	42%	100%	UNDP records
	5.3 Steering and Technical Committee meetings held per year.	Project records	0	2016	3/8	3/8	3/8	7/26	0/4	4/24	Project records

**Annex II: Risk Log (Updated)**

<b>Project Title: National Registration and Identification System</b>	<b>Award ID: 00100113</b>	<b>Date: 22 February 2021</b>
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#	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	<b>Amended.</b> (30 Nov) P amended from 5 to 3 based on initial receipt of funds
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)

3	Institutional national capacities	20 Oct 16	Operational Total: 20	<p>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> <p>P = 5 I = 5</p>	<p>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.</p> <p>As for the ID card production facility site, NRB reinforced and is making use of what is currently available for printing of the ID cards and the procurement of a prefabricated container for the setting up of a prefabricated containerized printing facility is in process.</p>	GoM UNDP	CTA	1 Oct 2020	<p><b>Amended.</b> (19 January 2017) P amended from 3 to 4 in view of delays in the functional review and the increase in NRB staffing required.</p> <p>Escalated for the attention of the SC on 5<sup>th</sup> April 2017.</p> <p>Escalate to SC in anticipation that there might be a gap in NRB's Capacity for continuous registration if the new approved positions are not filled at all or on time.</p> <p><b>Amended</b> (22 March 2018) Upgraded P=4 to P=5 with reference to</p>
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									<p>the removal of key and management staff that were already well trained.</p> <p><b>Narration of Impact &amp; Probability amended on</b>                  (19 Feb 2019)  <b>No change.</b>                  (1 Oct 2020)</p>
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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	<b>No Change.</b> (30 Nov)
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	<b>Amended.</b> (28 March 2017) P amended from 3 to 2 and I amended from 4 to 3 given the level of procurement already taken.
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	<b>No Change.</b> (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	<b>Amended.</b> (02 October 2017) 2017)  P amended from 3 to 4

				<p>P = 4 I = 4</p>	<p>of January 2018 between the UNDP Legal Specialist and NRB to discuss the amendments of the National Registration Act. A legal note is being finalized which will be the basis for a memo from the Ministry of Home Affairs and Internal Security to the Ministry of Justice and Constitutional Affairs (MoJ) requesting the necessary amendments of the law.</p> <p>The introduction of the Electronic Transactions Bill will strengthen rights to privacy and data protection. The Electronic Transaction Bill was passed by Parliament on 04 July 2016 and the President assented to it on 20 October 2016. Its publication was on 04 November 2016.</p> <p>On Data Protection Act, UNDP team will be following up and work with the World Bank team to support the development of a comprehensive Data Protection Act for Malawi. World Bank is leading this through their supported Digital Malawiproject.</p>				<p>given the level of current data protection provisions in Malawi.</p> <p><b>NoChange.</b>(1 Oct 2020)</p>
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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	<b>Amended.</b> (01 December 2017)  <b>No change.</b> (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	<b>No Change.</b> (30 Nov)
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	<b>New Risk</b> (30 Nov). <b>P = 4; I = 4.</b> Risk identified from PoC and reflects similar challenges in elections. Upgraded to <b>P=5</b> from <b>P=4 and I=5</b> from <b>I=5</b> (19 July 2017). To be escalated to the Steering Committee.

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	<b>New Risk (28 April 2017). No change</b> (19 July 2017)
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	<b>New Risk (19 July 2017)</b>
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	<b>New Risk (19 July 2017)</b>
14	Lack of clarity on communication strategy on ID Card distribution and consistent engagement with	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	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	UNDP/NRB	CTA	1 Oct 2020	<b>New Risk (02 Oct 2017)</b>  <b>Amended.</b> (01 December 2017)  <b>No change.</b>

	the media create negative political perception and anxiety among citizens and political parties			distribution resulting in negative perception on NRIS P=3 I=4	update them on the status of ID Card distribution.					(1 Oct 2020)
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) <b>No change</b> (1 Oct 2020)	
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	NRB and UNDP	CTA/PM	1 Oct 2020	New Risk change (03 Sep 2019) <b>No change</b> (1 Oct 2020)	

					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). NRIS will design a form and a specific process for requesting compensatory time off				
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	NRB and UNDP	CTA/PM	1 Oct 2020	New Risk change (03 Sep 2019)  <b>No change</b> (1 Oct 2020)

					<p>also be included in the pre-deployment training, with ROs informed ahead of time of what they should expect to bring with them.</p> <p>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 provided through collaboration with local authorities or village heads and when this isn't feasible tents would be provided?</p> <p>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.</p> <p>First Aid kits will also be provided in case of emergency.</p>				
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.	NRB and UNDP	CTA/PM	1 Oct 2020	New Risk change (03 Sep 2019)  <b>No change</b> (1 Oct 2020)

					<p>A formal complaint system will be established which will be part of the pre-deployment briefing, with the following key components:</p> <p>Complaint forms will be provided in the backpack and it will be also available on UNDP, UNICEF and NRB websites.</p> <p>The contract will include a clause on the grievance system and a complaint form will be distributed to ROs for submitting a complaint.</p> <p>Complaints/hotline/call centre will be established to receive and resolve the complaints, including safety concerns.</p> <p>ROs and citizens will be empowered to file and get information about the status of their complaints through mobile based USSD e-system.</p> <p>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.</p> <p>The details of the grievance mechanism for project workers will be spelled out in the labour management procedures for the project.</p> <p>A workplace grievance mechanism (distinct from the project-level grievance mechanism) is provided for all project workers to raise labour</p>				
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				<p>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.</p> <p>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.</p> <p>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</p>				
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				P=3 I=4	directly in the proceedings and to be represented by a trade union, if applicable, or person of their choosing.				
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.  <b>P=3</b> <b>I=4</b>	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)  <b>No change</b> (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	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.	NRB and UNDP	CTA/PM	1 Oct 2020	New Risk change (03 Sep 2019)  <b>No change</b> (1 Oct 2020)

				P=3 I=4	<p>ROs will be retrieved on completion of the phase (21 days)</p> <p>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.</p> <p>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.</p> <p>A transition fee of MWK 10,000 will be paid upon completion of a phase.</p> <p>140 newly recruited NRB registration officers will increase the overall effectiveness of the operations.</p>				
21	Safeguarding children during the child registration exercise	18 June 2020	Operational	<p>During the mass registration for birth certificate children might pose a risk from adults and other children</p> <p>P=3 I=4</p>	<p>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.</p>	NRB, UNICEF and UNDP	DFID	1 Oct 2020	<p>New Risk change (18 June 2020)</p> <p><b>No change</b> (1 Oct 2020)</p>

22	Public trust in NRB and database	18 June 2020	Operational	Due to the strong allegations made that minors 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)  <b>No change</b> (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**

### Annex III: Financial Utilization

#### A. 2021 Second Quarter Expenditure Summary Report:

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	-	190,075	(190,075)	Extension of warranty (SELP)
Up to 8.6 million children are registered and issued with Birth Certificate	1,724,596	114	1,724,481	Activities to be rescheduled because of the pandemic
NRIS inclusive of birth registration is transitioned to a permanent and continuous registration system	160,329	54,937	105,392	Activities to be rescheduled because of the pandemic
Government MDAs and private institutions are assisted to adopt the use of the NRIS (unique ID and the Birth Certificates)	1,000	614	386	Activities to be rescheduled because of the pandemic
Project is efficiently managed, staffed and coordinated, and is implemented with national ownership	403,027	271,862	131,166	Salaries reduced due to secondment in NY
Covid 19	-	7,109	(7,109)	NRIS project is supporting MUST university on research against Covid 19(Funded by DFID)
Technical Support for Unforeseen Capacity Gaps (5%)	48,106	-	48,106	
UNDP Procurement Support Office (PSO) (4.5%)	-	-	-	
General Management Service Fees (GMS) (variable)	214,922	1,034	213,889	
<b>TOTAL</b>	<b>2,551,980</b>	<b>525,745</b>	<b>2,026,235</b>	