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NATIONAL REGISTRATION AND IDENTIFICATION SYSTEM (NRIS) PROJECT

Quarterly Progress report (01 January 2021 to 31 March 2021)

Project Title:	National Registration and Identification System
UNDP Project #:	00100113
Project Duration:	01 November 2016 – 31 December 2021
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):	<ol style="list-style-type: none"> 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 2021 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
COMESA	Common Market for Eastern and Southern Africa
CRB	Credit Reference Bureau
CRVS	Civil Registration and Vital Statistics
DFID	Department for International Development
DHRMD	Department of Human Resource Management and Development
DRO	District Registration Office
EBRS	Electronic Birth Registration System
ESCOM	Electricity Supply Commission of Malawi
EU	European Union
FCB	First Capital Bank
GWAN	Government Wide Area Network
HQ	Headquarters
ICAO	International Civil Aviation Organization
MEC	Malawi Electoral Commission
MDAs	Ministries, Departments and Agencies
MISO	Management Information System Officer
MoJ	Ministry of Justice
MoU	Memorandum of Understanding
MRA	Malawi Revenue Authority
NRB	National Registration Bureau
NRIS	National Registration and Identification System Project
PO	Post Office
RO	Registration Officers
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 fourth quarter (01 Oct– 31 Dec.) of 2020.

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

- The Ministry of Agriculture implemented the new Affordable Inputs Programme (AIP) using the biometric National IDs and removed 600,000 ghost smallholder farmers after verification of 4,000,000 records which means that more subsidies were available for legitimate smallholder farmers and the cost saving had been calculated to be around US\$13,000,000.
- The beta version of the software developed and tested by NRIS for mass child registration. NRB and the project team verified and reviewed the software. Feedback and suggestions from stakeholders were included in the revised version of the software.
- Installation of Child Mass Registration Equipment at NRB was started and successfully migrated the eBRS onto the newly procured servers, thereby making available all the servers (5) to be used for replication of biometric engines at the NRIS-DR site.
- The NRIS project has started the procurement of NR8 forms for the mass registration of children in Malawi. In addition to the NR8 the abridged birth registration form for mass child registration the NR8A (continuous birth registration form), and the NR10 (Death registration) form will also be procured.
- The total registration for the national ID in the last quarter of 2020 was 12,644, which is much less than the projected registration figure due to the pandemic as well as distance of villages from the District Registration Offices.
- UNDP's COVID 19 symptom tracking SMS application, and MUST's contact tracing, geo-fencing, Covid-19 statistics, and patient monitoring apps, for android smartphones were developed by MUST students and were shared with MoH's digital health unit for implementation.
- The selection of an HR agency to manage Data Entry Officers (DEOs) for mass child

registration was finalised after a thorough evaluation process. Contracting of the preferred firm will be done after a due diligence process is completed.

- The selection process for 2 evaluators (international as well as national) was done for the midterm evaluation of the National ID project. The evaluation process is expected to start at the end of January 2021.
- The 8th Steering Committee Meeting of NRIS was held on 28th October 2020 at the BICC. Members agreed to secure long term resources and sufficient funding for the mass registration of 8 million Malawian Children in 2021.
- The 28th Technical Committee (TC) meeting for the National Registration and Identification System (NRIS) project was held on 1st October 2020 and members agreed that the Malawi Government could in the short term earmark its current contributions to the basket fund to renew Last Mile connectivity and software service contracts from suppliers.
- The 29th NRIS Technical Committee was held on 2 December 2020. The detailed implementation plan including times lines and sequencing of mass child registration phases was endorsed by the TC members.

2. Implementation Progress

Brief Background

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

Unlike many countries in the Southern African Development Community (SADC) or Common Market for Southern and Eastern Africa (COMESA), Malawi has had no functional national registry and identification system for decades. Moreover, Malawi is only now starting to re-establish its system of civil registration and vital statistics (CRVS), to comprehensively register births, deaths, and marriages. The absence of these two systems (NRIS and CRVS, collectively known as a population register), which are mandates of the NRB within the Ministry of Home Affairs and Internal Security, undermines an individual's ability to claim their citizen's rights and services, as well as Government's ability to fulfil its obligations to provide inclusive social services, accountable administrative systems, and to foster evidence-based policy formulation and decision-making.

Efforts in various arenas have led to fragmented initiatives, creating costly or unsustainable silos of information, while also imposing institutional and technical obstacles to interlink information. The Malawi National Registration Act (No. 13 of 2010) which entered 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 – 2018). The Project seeks to actualize the Right to Identity, ensuring that all Malawians 16 years and older are uniquely registered in a permanent and continuous system that provides proof of their identity, and to be issued with an identity card that is evidence of that identity. Correspondingly, the system will establish the management information systems that will allow Government and stakeholders to access and use that information in aggregate for planning, and as a central reference point for individual identity to be linked across multiple systems. Simultaneously, the management information systems and identity cards will enable the strengthening of accountability and verification processes within both the public and private sector domains that will enhance services for Malawi's citizens.

The expected results of the 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 resulting from discussions with Government and donors, a one-year extension of the NRIS Project from 31 December 2019 was endorsed to support mass child registration. Cost-Sharing Agreements have been signed between UNDP and the Government of Malawi (USD \$28,747,497), DFID (GBP 15,485,000), Irish Aid (EUR 2,978,944), USAID (USD \$2,000,000), Norway (NOK 26,825,000) and the EU (EUR 10,800,000). UNDP has allocated USD \$4,350,000 from its core resources to the project. In addition, UNDP has signed an Inter-Agency Agreement with UNICEF (USD \$44,366). The entire project budget is now estimated at USD \$80,038,894.

The design of the card (shown in Figure 1, below) was approved by the Minister of Homeland Security to meet the three tier requirements. These are security features which are visible to the naked eye; enhanced security features that require minimal equipment to verify identity; and forensic analysis features that require high end equipment such as a microscope to verify identity. Security requirements of the International Civil Aviation Organization (ICAO) and the information requirements elaborated in Section 8 of the law are also met. Additionally, the card allows for data to be manually read, or for machine reading using a QR code, swipe read, and chip read that will overcome 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 enables 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.

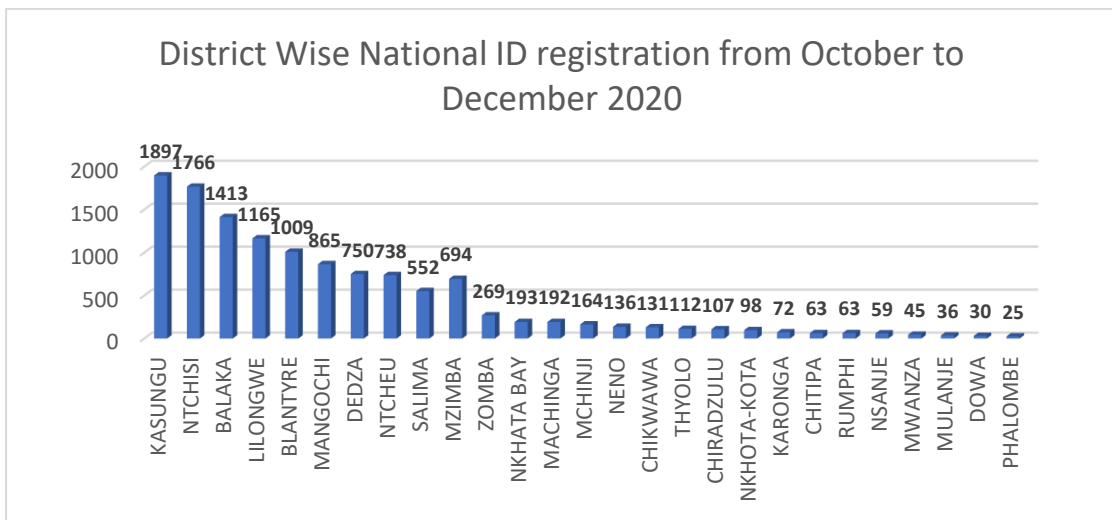


Fig: District Wise national ID registration figures from Oct to Dec 2020

- **Increasing integrity within NRB to prevent corruption, ethics training.**
 The NRB has come across 2 confirmed cases whereby foreigners without valid permits or refugees have been registered as Malawian Citizens and issued with National IDs. Preliminary investigations have indicated that this is due to non-adherence to the Registration Standard Operating Procedures (SOPs) either through ignorance or an element of corruption.
 - The NRB has issued an internal circular to all District Registration Offices reminding all Registration Staff to strictly adhere to the SOPs, National Registration Act and National Registration Regulations. Disciplinary action through Suspension/Interdictions as well as issuing of formal warnings has been undertaken on some staff members.
 - Security in the Card Printing Facility will be enhanced with restricted biometric access and CCTV supported by NRIS project.
 - Modification of the security system to introduce enhanced features and approval levels supported by UNDP coding experts.
 - Resources, permitting, the NRB would like to organise regional trainings for all Registration Staff to cover the following.
 - ✓ Refresher/Orientation on Registration Standard Operation Procedures
 - ✓ Integrity and Ethics, Fraud and Corruption prevention
 - ✓ National Registration Act, National Registration Regulations
 - ✓ Taking oath of secrecy

Output 3

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

Progress

- **Linking national ID with AIP:**

The Ministry of Agriculture implemented the new Affordable Inputs Programme (AIP) using the biometric National IDs.

4,000,000 records have been verified before the farming season and the NRIS project assisted Ministry of Agriculture (MoA) in creating an improved list of AIP beneficiaries. 600,000 ghost smallholder farmers were identified which means that more subsidies were available for legitimate smallholder farmers and the cost saving had been calculated to be around US\$13,000,000. A more accurate estimate of the overall cost savings will be completed in Q1 2021 which will consider the abolition of the coupon system which has associated costs on shipping, printing, and distribution.

- **Civic education to improve AIP distribution and prevention of misuse of national id cards.**

The National ID has played a huge role in the implementation of the Affordable Input Program (AIP) by the Ministry of Agriculture in the form of Validating the Identity of the Beneficiaries. According to Ministry of Agriculture, The National ID is also required in the process of the redeeming the Inputs and this has led to some unscrupulous individuals enticing farmers with Cash to surrender their IDs to them. In view of this, the Ministries of Agriculture, Information and Civic Education have intensified Civic education campaigns to deter this malpractice.

The Civic Education Campaigns comprise the following:

- Various printed material for civic education, including Boma Lathu Newspaper distributed to all local communities.
- Radio plays being distributed to various community radio stations.
- Video comedy submitted to the Malawi Digital Broadcasting Network Limited for distribution to its 18 network of television stations for airing.
- Person to Person interfaces through NICE Volunteers

- **E-payment system**

On 5th November 2020 the NRIS project met the Hon. Minister of Finance and the Secretary of the Treasury and UNDP was tasked to present an electronic payments system proposal. One of the objectives of the E-payment system will be 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

The NRIS project held several meetings with the Reserve Bank of Malawi (RBM) and the Accountant General Department which resulted in the joint E-payment system proposal.

One of the key aspects of the proposed system is the “Mirror Operating account” whereby the RBM will be able to track all transactions that take place at NBM and to produce accurate account statements. Further, using both the joint account and mirror operating accounts, the RBM is able to reconcile the two accounts. UNDP will therefore be able to access bank statements and reconciliation reports for reporting purposes to donors of both accounts.

A MoU will need to be signed between UNDP/MoF and RBM which will be finalized in Q1 2021

- **Harmonization Case management system**

The NRIS project facilitated and finalized a round of meetings with all the relevant stakeholders involved in the Justice system (Prisons, Police, Ministry of Justice, Judiciary). NRIS sent an invitation for a joint workshop on the harmonization of the case management system using the National IDs as the main reference point. This workshop will take place in Q1 of 2021. An harmonised system can promote more rigorous case analysis and increases the impact of the justice system: linking information under one number will allow the measurement of data flow from one component of the system to another. Such a capability is very desirable because it enhances the justice system with data analysis possibilities and provides a powerful verification capacity.

A person-based unit of count for each component linked with the ID number is crucial to ensure continuity throughout the criminal justice system. It permits the measurement of flow through the system.

- **Linking national ID with NEEF:**

NRIS met with Mr. Humphrey Mdyetseni the new Acting CEO of National Economic Empowerment Fund Limited (NEEF) formerly MEDF to incorporate the National IDs in their loan management system. Further engagement meetings are planned in 2021.

- **Unique Patient Identification using National ID:**

NRIS met the MoH Deputy Director and CMED (Central Monitoring and Evaluation Division) team to discuss the status of the unique patient identification to enhance the cooperation between NRB and MoH.

In light of the fragmented systems which are currently being used by MoH such as lab information system, ART to track medicines, HIV system, EMR and birth registration, the patient identification is a key aspect of healthcare work and many stakeholders

are currently operating in Malawi. In March 2018, UN developed a briefing note on Unique ID in E-health strategy which aimed at synergizing disparate efforts using ONE-UN approach by bringing all stakeholders together with principal beneficiaries: Ministry of Health and National Registration Bureau to agree on key actions for optimizing the NRIS platform for effective health service delivery through the implementation of the unique ID for eHealth Strategy.

A summary of concerns and recommendations were sent to MoH and included: Setting up a regular collaboration between the two institutions; CMED should have a stronger coordination role within the internal MoH departments; MoH to procure scanners and develop their own software to collect medical information.

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 by about 9 months due to the Covid-19 crisis. The aim now is for the mass registration of children will be implemented in 2021 over 6 separate phases.

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

- **Supporting NRB with registration cards, form printing**
UNDP is in the process of procuring the services of a Printing Company to boost stocks of NR8, NR8-A, NR1, NR10C forms, Birth Registers, Death Registers from a local supplier.
- **Procurement of tables for mass child registration:** Computer Tablets are being field tested before the final order is confirmed and they can be purchased to support the mass child registration programme in 2021. A sample of the table let with the NRB logo is given below.



- **Renewing Personalization software and cryptographic set-up**

UNDP Procurement Support Unit has been requested by UNDP Malawi to conduct the procurement of necessary services to maintain the current Prime Key Interface (PKI) solution in the country. PKI is overseen by NRB in Malawi. UNDP is seeking the services of a supplier who will conduct preemptive maintenance and extend technical support and warranty services for 12 months for the existing solution, including making the necessary software modifications to allow NRB's current CSCA to optimally function and issue the necessary certificates.

NRB has a PKI for the National ID card system comprising the following.

- ✓ CSCA – Primary and backup servers running PrimeKey software and backed by Ultimaco HSMs.
- ✓ Document Signer – Primary and Backup servers, running PrimeKey Sign Server and backed by GEMALTO SafeNET HSMs.

- ✓ Card Manager Key Storage – Primary and Backup, running SafeNET software and backed by GEMALTO SafeNET HSMs

These PKI servers and services support the operations of the in-house developed Card Perso and Printing System which is used to produce the Malawi National ID cards. The top-level certificate has expired and in the process of trying to renew it, NRB faced challenges and errors from both the primary and backup CSCA servers. When NRB tried effecting the renewal process, following the renewal steps as documented, some errors were encountered.

Currently, NRB has two Country Signing Certification Authority (CSCA) servers, one being the primary and the other being the backup. The CSCA server currently acts as the top-level country certification authority for Malawi, mainly being used sign CSR (Certificate Signing Request) from the National ID Issuance Document Signer.

The NRIS Steering Committee authorized the use of basket funds to procure the following services to ensure NRB business continuity:

1. On-site technical support and pre-emptive maintenance. Technical Support (remote) to start immediately for troubleshooting the existing key issuance solution.
 2. Assist NRB in renewing the certificate on the primary CSCA and backing it up onto the backup CSCA server.
 3. Updating on technical documentation on PKI, including the abovementioned modifications.
 4. Training
 5. Extended warranty for 12 months (corrective maintenance and hotline) starting from when solution has been deployed and accepted.
- **UNHCR Printing Refugee Cards**
UNHCR and UNDP met to discuss technical and legal issues on the printing of Refugee ID cards after a few months' hiatus following personnel change in UNHCR.

Key areas under discussion were:

Updates and clarifications on data sharing, Establishing an Adjudication Panel, drafting SOPs for handling refugee/ asylum-seeker data.

Next steps will include:

- ✓ UNHCR to draft SOPs and DPIA.
- ✓ UNHCR with support from UNDP will set up a meeting between the Refugee Commissioner and NRB to formalize the project.
- ✓ UNDP to share the Refugee ID card printing concept with the UN Resident Coordinator (at her request) for increased interagency support.

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:

- **National ID TC Meeting:** The 28th Technical Committee (TC) meeting for the National Registration and Identification System (NRIS) project was held on 1st October 2020. The Technical Committee agreed on the following action items.
 - ✓ In accordance with the request from the Minister of Homeland Security it was requested that the Malawi Government could in the short term earmark its current contributions to the basket fund to renew Last Mile connectivity and software service contracts from suppliers.
 - ✓ The Minister of Finance and Chair of the NRIS Steering Committee should be consulted on securing long term resources required for last-mile connectivity and other NRB recurrent budget costs.
 - ✓ Follow up with the Minister of Finance on the Malawi Government's pledged contribution of \$8 million towards the Child Mass Registration Programme.
 - ✓ NRB should continue work in the area of fostering linkages with the Reserve Bank of Malawi and other stakeholders for the uptake of a sustainable E-payment system.
 - ✓ While NRB continues to engage with the MoF to secure the necessary long-term funding commitment for the Bureau to carry out its functions NRB also needs to strategize on how to generate its own revenue.
 - ✓ The NRIS Project Manager should put forward issues in writing for the RR to raise with UNHCR to help unblock the challenges affecting progress on linkages on printing IDs for refugees. UNHCR to be invited to the next TC meeting.

- **National ID Steering Committee meeting:** The 8th Steering Committee Meeting of NRIS was held on the 28th October 2020 in BICC. The meeting was attended by the Minister of Finance, Minister of Health and Minister of Civic Education and National Unity in addition to all other stakeholders including the donor community. The SC approved all four recommendations made by the NRIS project. The recommendations are given below:
 - ✓ To elevate the NRB's status as essential service.
 - ✓ To secure short term resources required to cover NRB recurrent budget costs e.g. last mile connectivity.
 - ✓ To secure long term resources and sufficient funding for the mass registration

of 8 million Malawian Children in 2021.

- ✓ To assure the integrity of the NRIS database after its recent misuse for voter registration purposes where children were involved.

- **Development of contact Tracing system using USSD:**

UNDP has entered into a partnership with the Malawi University of Science and Technology (MUST) to develop Covid-19 response applications to serve the public with information and updates. Several initiatives inspired by the need to respond to the pandemic by the students of MUST have resulted in a number of applications being developed within the Malawi context. The NRIS project has been supporting the students to develop these initiatives including geo-referencing the location of the COVID-19 suspected cases and patients to find out the hotspots which will help to contain the pandemic. Mobile Apps have been developed by MUST in collaboration with UNDP and Angle Dimension. Angle Dimension is the agency hired by Ministry of Health for integrating all the Covid-19 response apps onto a single MoH web portal. Existing platforms to be used are WhatsApp, chatbot and USSD. The final versions of UNDP supported digital solutions were sent to MoH for their integration into the Ministry's Covid-19 response platform. As of Dec 2020, the following results have been achieved:

- ✓ MoH has completed the piloting of the apps developed by MUST and UNDP.
- ✓ The Ministry is in the process of registering MoH on the Google Play store to enable android users to download the Apps.
- ✓ MoH are also in the process of enabling the symptom tracking SMS app using the short code *111#, so that UNDP's symptom tracking app will be appearing as one of the options available for the users willing to access the Ministry's dedicated number to Covid-19 (*111#).

In addition to UNDP digital solutions, NRIS are also working with MUST to develop other innovations such as an e-Register for patients to securely access their Health data online, eliminating the need to carry a health passport. This innovation is still under development.

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

The physical monitoring of the District Registration Offices (DROs) and Post Offices was started in the last quarter of 2020 to check registration and distribution processes. A monitoring visit was conducted in Blantyre (DRO and 2 Post Offices), Nsanje, Mulanje, Balaka (DRO and Post Office) and Thyolo by NRIS. Major findings from the visit are given below:

- **Continuous Registration:** Continuous registration is taking place in all DROs. Most people presenting to the registration facilities are coming for replacement of their damaged or lost ID cards but re-issuance of the cards on time is seen as a big challenge. As per the NRB protocol, both replacement and new cards should be issued within 6

weeks after the registration, but NRB has been struggling to print and issue these cards on time. This issue has been flagged to NRB management for taking appropriate action.

- **Printing of National ID Cards on time:** Because Malawian citizens are not receiving their cards after registering for new, replacement, damaged or lost cards on time, there is now a backlog of around 25,000 cards to print in NRB HQ. This backlog issue has been reported to NRB and they have undertaken to clear the backlog by 1st quarter of 2021.
- **Database is not updated with death information:** As per the SOP the national ID of deceased persons should be surrendered to NRB HQ and the deceased person's data should be updated in the NRIS database. The card should then be destroyed. Unfortunately, no deceased person's ID card has been collected or destroyed to date. This issue has also been flagged to NRB.
- **Stock in and out not maintained:** No record of national ID stock in and out is maintained using the BRK. There is a software developed to maintain the stock in and out, but it has never been used. When NRB issue the national ID, this should be scanned and checked out from the system so that there is a record of the exact information on stock. NRB is planning to collect all the cards to NRB HQ and update the information.
- **Issue with Police report:** The charges levied for a police report when ID cards are lost or stolen varies from 1000 to 5000 kwacha. NRB should negotiate and set the charges with police so there is no room for intentionally overcharging. These fixed police fees should be included in the NRB civic education programme for the public's awareness. In some cases, the police give the report without a receipt at which point an NRB official would return the applicant to the police station again.
- **Registration of underage citizens:** The database of blocked IDs registered to underage citizens during the pre-election period should be adjudicated and cleared. The DROs have been continuously sending reports to NRB to print the card of some of verified citizens legitimately registered, but NRB HQ is yet to respond to the issue.
- **Application for birth certificate and National ID by those over 16 years old:** Many students over 16 are applying for birth certificates for scholarships and admission to universities. Now there is a prerequisite to have a national ID to register for birth certificates for those over 16 years old, this process takes a long time to complete. There is a need to change the system's SOPs when a person applies for both national ID and Birth Certificate so that both can be delivered at once. This also has been flagged to NRB management.
- **Death information is not updated in the eBRS:** The death of child is not updated in the eBRS as it is in the national ID database. This is a serious issue. There should be a

proper mechanism for updating the death register for children. The death register is being integrated in the one integrated system.

	
<p>Malawian Citizen waiting to register for National ID in Balaka</p>	<p>National ID registration in Mulanje</p>
	
<p>Blantyre- People queuing up for renewal of ID cards</p>	<p>Registration Officers registering people for national ID</p>
<p>Some pictures from the monitoring visit of southern districts</p>	

● **Challenges:**

The implementation plan for the mass child registration may be affected by the current wave of the Covid-19 Pandemic. The national ID as well as birth registration may be adversely affected due to the rising number of COVID-19 cases in Malawi and the restricted movement of government officers and public. The Government of Malawi after the 8th Steering Committee meeting has agreed to include the NRB services under essential services so that the registration for national ID and birth certificate continues.

3. Progress against Results Framework Indicators

Refer to Annex I.

4. Way forward

Moving ahead, the project will continue to prioritize:

a. Development of one integrated Civil Registration system

NRIS is in the process of developing One Integrated Civil Registration system covering Birth (eBRS), National ID (NRIS), Marriage/Divorce and Death Registrations.

Preliminary work for the integration of the eBRS and NRIS has started. Several meetings with the contractor were held and strategies on how the equipment will be setup have been agreed. The work focused on eBRS integration into the NRIS system. This involves creating a REST API-endpoint which has now been completed. Elizabeth Glaser of the Paediatric AIDS Foundation (eGPAF) and NRB developers plan to review the overall integration of eBRS and NRIS once a test environment has been set up. Subsequent integration of the electronic death register (eDRS) shall follow a similar approach. Preliminary work on the death register integration has already started. Implementation for the entire integration exercise of NRIS, eBRS and eDRS should be aligned to the mass registration for children, so that the same endpoint is used.

b. Management Courses to enhance NRB's capacity.

The NRIS and NRB teams will continue to prioritise NRB's building of its internal capacity needs for sustainability of the NRIS including a smooth continuous registration process. 8 out of the 9 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 current Covid-19 crisis. The project might consider revising the approach to online learning.

c. Public awareness to create demand for continuous registration:

In view of the low continuous registration numbers, the NRIS project planned for a customised public awareness campaign 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 commence as soon as the current social distancing restrictions are lifted by the Government.

d. 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 Registration Act. Furthermore, the project will also prioritize support for the amendment of the National Registration Act.

e. Privacy and data protection:

This deliverable is part of a World Bank project in collaboration with the department of e-government. The consultancy firm Macmillan Keck Attorneys and Solicitors from the USA have drafted a review report on data protection in Malawi. This report has been approved and the consultant was then asked to draft the legislation. The consultant has managed to come up with a revised draft legislation document that was circulated to the Task force Members for their review. The plan is for the Task Force to discuss the revised draft legislation which the Consultant has started. Thereafter, the bill was be circulated to various Stakeholders for their review. The Data Protection Task Force met between 8th – 9th October 2020 to review the 2nd draft data protection legislation and submitted their comments to the Consultant. Thereafter Consultant worked with legal team of the Taskforce to discuss the proposals made.

- The next steps are as follows.
 - Consultant to submit the Third Draft of the Legislation taking into account the Task Force’s Recommendations.
 - Stakeholder Consultations
 - Briefing to the Media, Information and Communication Committee of Parliament and other relevant committees of Parliament such as Legal, Budget
 - Briefing to PSs Steering committee on Economy
 - Submission to Ministry of Information, Ministry of Justice and Cabinet for review and scrutiny
 - Briefing to the Cabinet Committee

5. Conclusion

The fourth quarter of 2020 Progress Report has highlighted activities undertaken and achievements made against agreed milestones. As reported above many of the deliverables of the project have been affected by the Covid-19 pandemic. The Technical Working Group continues its efforts to devise strategies to increase the birth and national ID registration services during this pandemic crisis.

6. Future Plans

The project has revised the 2021 Annual Work Plan (AWP) taking into consideration the Covid-19 crisis and examined the timings on how responses are to be implemented. The exact date of implementation is not yet decided as the implementation first depends on Government of Malawi funding.

- **Procurement of the national Registration forms:**

In addition to the NR-8A form, which will be used for birth registration, printing of other national registration forms such as the full NR8 form, NR-1, community birth registration, community death registration, birth register, death register will also be procured to support NRs ongoing activities.

FORM TYPE	BOOKLETS	PAGES/FORMS	NUMBER OF FORMS
NR8-A	100 000	100 pages/booklet	10,000,000
NR8	36 000	50 forms/booklet	1,800,000
NR10C	36 000	50 forms/booklet	1,800,000
NR11	36 000	50 forms/booklet	1,800,000
BIRTH REGISTER	60 000	10 Pages [both sides]	600,000
DEATH REGISTER	60 000	10 Pages [both sides]	600,000
NR1	20,000	100	2,000,000
NR6	20,000	100	2,000,000

- **Recruitment of project staff:** The recruitment process of the Logistic Specialist is still in process. Recruitment for the positions of ICT expert, Civic Education Specialist, Field Coordinator/Labour Expert are also in progress.
- **Data consolidation Centre:** The Data Consolidation Servers, Application & Database Servers and SAN Storage for Child Registration have arrived and the installation process for the backup system is in progress.
- **Case Management System:** A Workshop on the Harmonization of the case management system will be conducted in the 1st quarter of 2021.
- **MoU on e-payment system:** Drafting an MoU for the e-payment system and share all the documentation with RBM, AGD and finally ST and the Minister of Finance is still in progress.
- **Installation of SAN storage array:** Installation of the SAN storage array is in progress. Finalising and testing the installation at NRIS-DR Site is planned before the end of January 2021. A similar installation at production will also be done.
- **Installation of backup appliance at production site:** The installation of the backup appliance will be done before the end of February 2021.
- **Biometric Servers DR Site Installation:** Servers at the NRIS-DR site are configured biometrically. This will involve physically connecting the 5 servers to the LAN at the DR Site in Blantyre.
- **Child Mass Registration related ICT work in progress:**

- Install all relevant software on the available consolidation servers.
- Finalize requirements for additional mass registration equipment and submit to procurement for further processing. These will be determined from the proposed ICT Operations Plan.
- Prepare training materials for all groups requiring training from ICT.
- **Network and Equipment Assessment:** Conduct a post implementation review for the Last mile connectivity in the post offices.
- **Monitoring visit to Northern Region:** In the 1st quarter of 2021, the northern region District Registration Offices and Post offices will be monitored.
- **UNICEF's workplan for 2021:** The year 2020 was unprecedented in many ways and required reprogramming, adjustment, and reprioritization to implement activities. A lot has been learnt from the year 2020 experience as such in the year 2021 there is need to double efforts in order to escalate implementation of planned activities and achievement of results for children. Therefore, the following will be done to achieve results:
 - Isolating activities that can continue despite the COVID-19 situation while continuing to prepare for those that can only be implemented when the situation improves and there is no sustained local transmission of the disease. This is to be done before the end of January 2021.
 - Ensure all proper documentation and paperwork is in place and ready for execution of planned activities. These include TORs for jobs to be advertised, TORs for assignments to be undertaken, agreed activities with NRB and other partners for the year 2021 among others. This to be done in a way that provides enough lead time before the start of the activities.
 - Support NRB with activities that will ensure continuity of services with COVID-19 situation. this is to be done before the end of January 2021.
 - Work with Government to formally announce that civil registration has been designated as an essential service so that adequate resources can be provided for birth registration activities. This is to be done before the end of February 2021.

7. Financial Section

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

Annexes

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

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

2017	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
Output 2 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			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			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							.5million

Output 3 Government MDAs and private institutions are assisted to adopt the use of the NRIS.	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			Official requests
	3.2 Number of Government Ministries, Departments, Agencies (MDAs) and private institutions using Birth Certificate	NRB records	0	2019						>2	
Output 4 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						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						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
Output 5 Project is efficiently	5.1 Agreed M&E planned activities implemented.	Project records	0	2016	No	Satisfactory	Satisfactory	Satisfactorily			Official records
	5.2 Percentage of Project positions filled.	UNDP records	0	2016	95%	5%	0	100%	42%	100%	UNDP records

managed, staffed and coordinated, and is implemented with national ownership	<i>5.3 Steering and Technical Committee meetings held per year.</i>	<i>Project records</i>	0	2016	3/8	3/8	3/8	7/26	1/2	4/24	<i>Project records</i>
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Annex II: Risk Log (Updated)

Project Title: National Registration and Identification System	Award ID: 00100113	Date: 1 October 2020
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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	Amended. (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>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.</p> <p>Escalated for the attention of the SC on 5th 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>Amended (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>Narration of Impact & Probability amended on (19 Feb 2019) No change. (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	No Change. (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	Amended. (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	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>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>NoChange.(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	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)
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.

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)
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)
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)
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	New Risk (02 Oct 2017) Amended. (01 December 2017) No change.

	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) No change (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) No change (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) No change (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	<p>New Risk change (03 Sep 2019)</p> <p>No change (1 Oct 2020)</p>

					<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. 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	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) No change (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>No change (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) 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

Annex III: Financial Utilization

A. 2020 Quarter Four Expenditure Summary Report:

AWP Variance Analysis Q4

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	-	506,367	(506,367)	Purchase of additional savers, Software development and increase of bandwidth
Up to 9 million children are registered and issued with Birth Certificate	745,184	1,085	744,098	Activities to be rescheduled because of the pandemic
NRIS inclusive of birth registration is transitioned to a permanent and continuous registration system	116,511	8,839	107,672	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	-	1,000	
Project is efficiently managed, staffed and coordinated, and is implemented with national ownership	775,777	384,098	391,680	Some recruitments are on stand by
Covid 19	-	26,534	(26,534)	NRIS project is supporting MUST university on research against Covid 19(Funded by DFID)
Technical Support for Unforeseen Capacity Gaps (5%)	81,145	-	81,145	
UNDP Procurement Support Office (PSO) (4.5%)	350,000	-	350,000	
General Management Service Fees (GMS) (variable)	165,569	70,963	94,606	
TOTAL	2,235,186	997,886	1,237,300	