



*Empowered lives.  
Resilient nations.*

## NATIONAL REGISTRATION AND IDENTIFICATION SYSTEM (NRIS) PROJECT

### Quarterly Progress report (01 July 2021 to 30 September 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



Table of Contents

<b>Acronyms</b> .....	4
1. Executive Summary.....	5
2. Implementation Progress.....	6
Output 1 .....	8
Output 2 .....	8
Output 3 .....	14
Output 4 .....	16
Output 5:.....	17
3. Progress against Results Framework Indicators .....	20
4. Conclusion .....	20
5. Future Plans .....	20
6. Financial Section .....	22
Annexes.....	23
Annex I: Progress against Results Framework Indicators:.....	23
Annex III: Financial Utilization.....	41
2021 Third quarter expenditure summary report.....	40

## 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 by the NRIS project for the third quarter (01 July– 30 September 2021).

Key milestones achieved during the reporting period include the following:

- Continuous National ID registration progressed well across 28 districts with 70,400 Malawians registered for the national ID out of which 44% were male and 56% were female.
- During this reporting period, 113,340 Malawians renewed their National ID out of which 40% were male and 60% were female.
- The NRIS ICT team were continuously supporting NRB on different technical issues such as change-code requests for card printing software to allow sequential printing request as opposed to one-by-one, development of Application Programming Interface (APIs), troubleshooting the Data Recovery (DR) backup server, troubleshooting the National Monitoring System for national ID registrations. The technical support enabled smooth business continuity for the NRIS.
- During this reporting period, NRIS finalized the installation and testing of the 5 consolidation servers procured for mass child registration. This signifies some level of backend preparedness for the upcoming mass child registration process.
- Extensive civic education campaigns were conducted towards creating demand amongst citizens, particularly parents and adolescents aged less than 16 years for continuous birth registration, and demanding accountability from service providers.
- The World Bank and NRIS counterparts conducted an assessment called ID for Development (ID4D) to support the ongoing efforts by NRB to provide a stocktaking of achievements to date, identifying existing gaps, and suggest

concrete actions for the GoM and its partners to consider overcoming challenges and ensure that the NRIS is able to maximize benefits to the government, citizens, and the private sector.

- The 31st Technical Committee meeting was held and recommended that the NRIS Project should be extended for 2 years as opposed to the formulation of a successor project.

## 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 an 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.



## Beneficiaries, Stakeholders, Implementing Arrangements

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

### Output 1

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

#### Progress

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

### Output 2

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

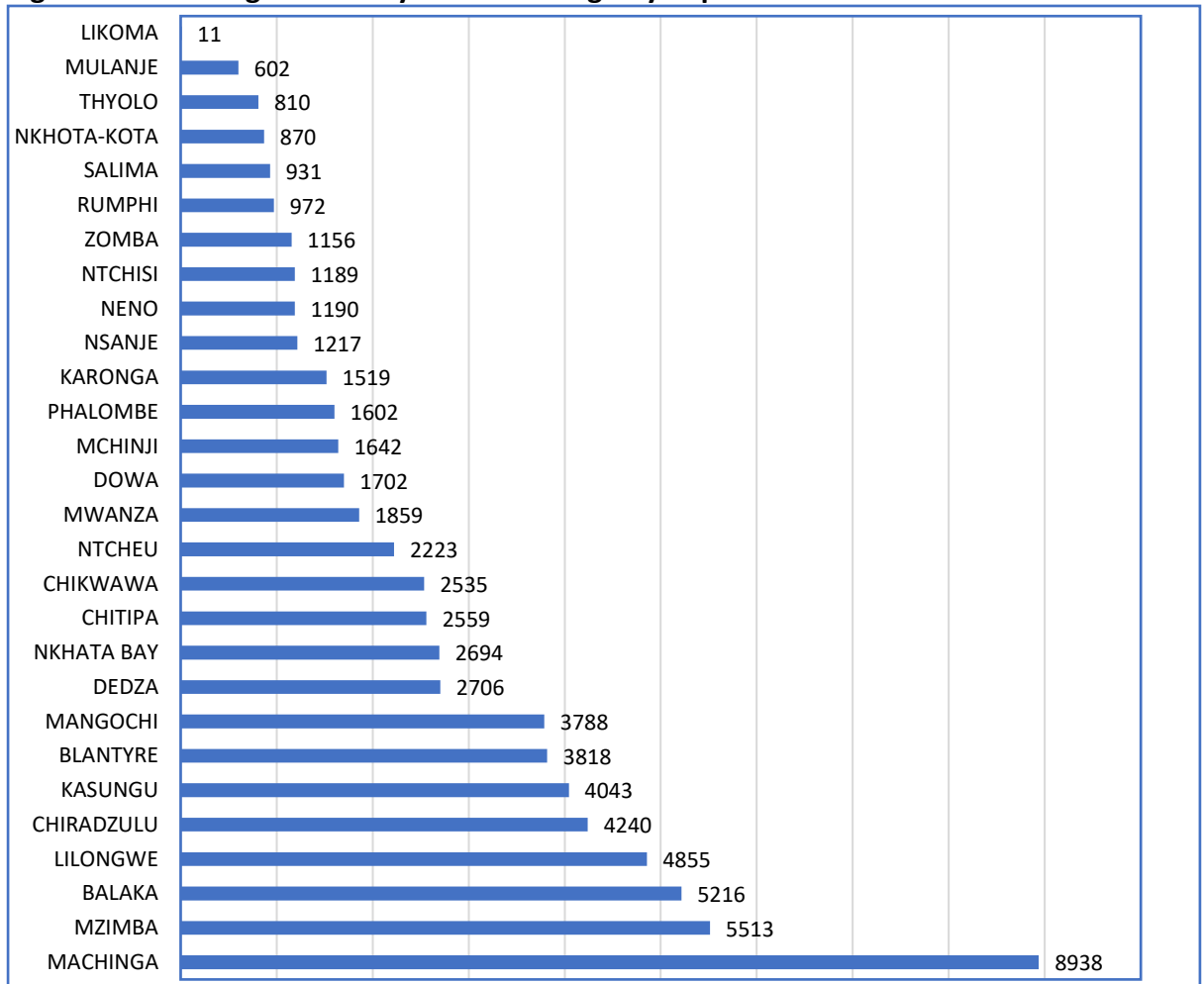
#### Progress

The NRIS system 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 and renewal national ID Registration:** The continuous registration process is taking place across the country. During this quarter 70,400 Malawian registered for the national ID out of which 44% were male and 56% were female. More females registered due to the mass renewal outreach exercise across the country. The following table shows new registrations by district.

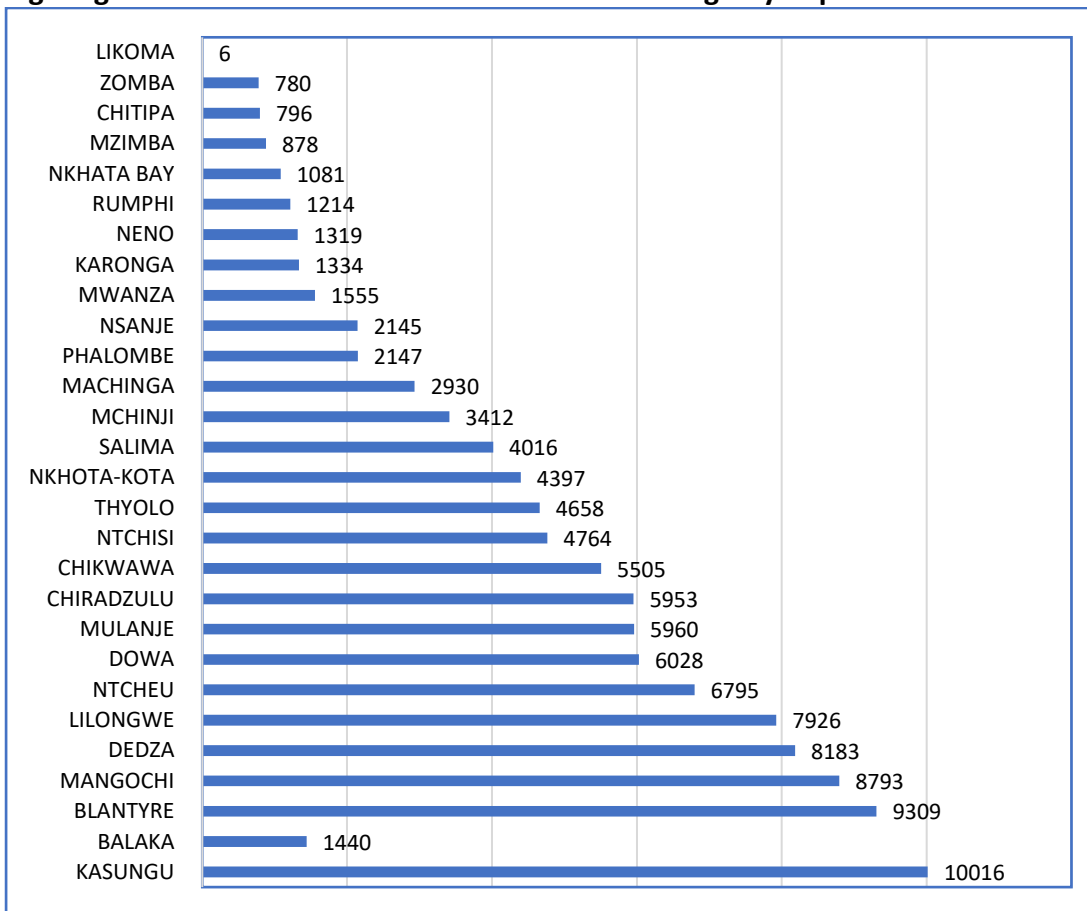


**Fig: Continuous registration by district during July-Sept-2021.**



During the mass renewal exercise 113,340 Malawians renewed their National ID out of which 40% were male and 60% were female. Usually, more males come to district registration centres for renewal of National ID as for females it is difficult to reach the remote registration centres due to xxxxxx. The following shows the renewal figures by district. NRB had to suspend the renewal exercise due to delays in funding the release of payments to the temporary registration officers who were working in the field.

**Fig: Registration for the renewal of National ID during July-Sept-2021.**



- Continued Technical support to NRB:** The Project ICT team were continuously working on different issues in support of NRB’s technical team including developing APIs, server management, Disaster Recovery centre. NRIS Project Management has been lobbying the Ministry of Finance, Secretary to the Treasury (ST) and Secretary to President and Cabinet (SPC) to provide sufficient funds for the NRB to continue to provide last mile connectivity services to the 66 Post Offices which are being used as registration centres. During the last financial year, the NRIS Project was authorised to cover the cost of Last mile connectivity and PKI Software support contracts to private companies which amounted to \$814,000. This year NRIS was regrettably unable to provide a similar level of financial support to NRB for this purpose.

The NRIS ICT team also worked on NRB’s code-change requests for card printing software. The team resolved software issues preventing card printing by first searching a record then printing it one by one. All records may now be streamline printed through a sequential queue, rather than individually as before. This will ensure that all ID cards are printed according to the date of their registration. The NRIS team also conducted a meeting with the NRB team to touch base on the status of other software and systems administration issues to be worked on as well as general ICT related issues.

- **Printing of the National ID resumed:** The NRIS team worked to repair the Digital Signer (DS) Server which went down for more than 1 week. The team discovered that NRB had attempted to use an administrator's card with a wrong PIN more than 3 times, which triggered the DS and HSM failure. After successfully using a new set of administrator cards with the correct password, the server was re-activated, and printing of IDs resumed.
- **Further Troubleshooting the DS backup:** The NRIS project's ICT team attempted to troubleshoot the Digital Signing (DS) backup server whose HSM battery had failed. The HSM battery was already replaced during a troubleshooting exercise conducted as recent as February 2021. Surprisingly, this battery appeared to have died unexpectedly and prematurely. The ICT team attempted to check all local suppliers for the availability of the appropriate battery model but one could not be found. The project then requested SELP to arrange for this specific model of battery to be shipped to Malawi.
- **Support to National Monitoring System (NMS):** The NRIS systems administrator continued to troubleshoot the National Monitoring System (NMS) developed for NRB which was designed to monitor the performance of all Registration sites. After being down for some months the system was restored. NRIS initially discovered that the NMS was showing that most registration sites including Post Offices were down, but this was not a true indication of the situation. To verify the Post Offices and registration sites were functioning NRIS ICT staff independently tested a few sample connections by pinging their IP addresses of the sites which indicated they were down according to the NMS. Yet NRIS staff were able to receive a low level data response after pinging the switches, meaning a connection did in fact exist between NRB HQ and those sites tested. This required further investigation of the NMS connections to establish whether the connectivity issue involved the Government Wide Area Network (GWAN) to which all systems are connected, or within the NMS itself.
- **Power issue with the NRIS Server:** The server room at GWAN lost power for 2 days in the month of September 2021. Following this event, the NRIS ICT Team ensured that the NRIS servers were switched back on in the correct manner. The system's connections were then tested between NRB HQ in Lilongwe to the Data Recovery site in Blantyre, and also the connections to District Registration Offices and Post offices.
- **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 test 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.

- **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 a 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. Regrettably, this issue has not been fixed and further assistance is being sought from the developers of the BRK’s TWAIN hardware.

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

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

The NRIS project has engaged NRB to map a way forward on resolving the shortfalls that have been observed at Kawale and City Centre post offices. Like all monitoring visits, the NRIS team feeds observations to NRB for corrective measures and offers technical and financial support where necessary.

- **Civic Education for continuous registration and mass registration (UNICEF):**

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

- 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 such as Gateways, NICO, Chichiri, Mzuzu etc.

- iv. Community radio phone-in programmes in the districts of Lilongwe, Mzimba (South and North), Chikwawa and Mchinji, and
- v. 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, vi. Erecting of billboards in all four cities of Lilongwe, Blantyre, Mzuzu and Zomba and four districts of Mangochi, Salima, Mulanje and Karonga.



**Pic: Example of Civic Education billboards**

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

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

### 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 Reserve Bank of Malawi on e-payment:** The Government is seeking e-payment solutions for streamlining 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 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.

There was a very productive discussion on 27 July 2021 and to reaffirm the Reserve Bank of Malawi's commitment to UNDP's joint proposed e-payments scheme. The e-payment system will establish RBM as the main repository for international donor funds, with NRB positioned at the centre of the authentication of beneficiary's process. This is considered a truly Malawi government owned model which has huge potential for growth.

The RBM mentioned that there were other government counterparts who needed to be brought on board to discuss the finer details of this system. The technical team will consist of following members:

- ✓ Mr. Moses Chiwoni, Deputy Director of NRB
- ✓ Ms. Iris Kissiti, Digital Finance Coordinator from UNCDF
- ✓ Colleagues from the Accountant General's Dept
- ✓ Colleagues from Ministry of Finance (Debt and Aid Section)

To fine tune the proposed e-payment system, it was decided the following points will be discussed at the next technical meeting:

- How initiation of actual e-payments transfers will work?
- Who from the Malawi Government should be on UNDP's e-payments Technical Committee?
- Risk Management for movement of funds e.g. complaints mechanism.
- Channel of funds and what are the possible associated costs or fees.
- How beneficiaries will access funds (e.g. National Bank of Malawi)?
- How to verify beneficiaries have received funds?
- How to deal with under-payments or returned funds?
- How donor funds are deposited with RBM e.g. FCDA account, Conditional/un-conditional?

The meeting which was scheduled to be held on 21<sup>st</sup> Sept was cancelled due to an urgent ad-hoc meeting at parliament on the side of AGD and RBM. The meeting was scheduled with Reserve Bank and Accountant General's Dept to discuss the NRIS Project's proposed e-payments programme using National ID as the foundation for payment authentication.

- **Opportunities/Issue Based Coalition 4:** The NRIS Project participated in a discussion with the Opportunities/Issue Based Coalition 4 (OIBC4) to leverage new technologies and enable digital transitions for inclusive growth and development. This forum would engage regional assets by way of expertise (remote and in person missions) to support the Digital strategy under the UNCT WG to see how to apply digital transformation to UN programming and how to leverage the existing programmes, national Information Systems, e-payments etc.
- **NRB submitted the final version of the National Registration Act (NRA) with proposed amendments to Ministry of Justice:** The final draft of the proposed amendment to the National Registration Act was submitted to the Ministry of Justice for their feedback. If the proposed amendments are accepted the Act will establish the "National Registration Bureau" (NRB) as an autonomous institution/authority in charge of the Population Register. There are several suggested amendments, but the main proposals are:
  - ✓ Transition NRB into an autonomous authority

- ✓ Adopting NRIS as a universal form of registration from Birth
  - ✓ Linking CRVS to the NR Act
  - ✓ Raising the legal age of adulthood to 18 years in line with other legislation
  - ✓ Strengthening compulsory registration provisions
  - ✓ Strengthening data protection and privacy provisions.
- **Land Information Management System (LIMS):** The Government of Malawi through the Ministry of Lands (MoL) is in the process of implementing the Land Information Management System (LIMS) to improve efficiency and effectiveness in the delivery of land administration services to the general public. The implementation process is now at the Analysis and Design phase where detailed review of all business processes, including linkages among the ministry and all other interested stakeholders, will be examined. There was meeting with all the key stakeholder on 12th August to discuss these issues in detail to which NRIS participated.

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

- **Installation and configuration of the DP4400 Backup appliance:** The NRIS ICT team started the installation and configuration of the DP4400 Backup appliances. The team completed all network configurations and added the appliance on the network. The NRIS Project will continue to work on the configurations between the appliance and SQL database.
- **Physical verification of computer tablets:** The ICT team visited the WFP warehouse to conduct a physical verification of the NRIS purchased computer tablets. The whole NRIS team checked the tablets for all the necessary accessories and confirmed that every required component regarding the tablets was in order. After this verification they checked the functionality of all 1000 tablets one by one.
- **Integration of UBR database with the national ID:** There was a meeting between Ministry of Economic Planning and Development (EP&D), EU, UBR Team, GIZ, and EU-NAO on the integration between UBR and the National ID System. During the meeting, EP&D indicated that they were implementing a project with support from EU that was currently being restructured with additional activities including those to do with the integration of UBR with the National ID. The meeting agreed on some of the following



activities that will be part of the integration between UBR and the National ID system on the part of UBR.

1. Engagement of a Software Consultant to develop the UBR API to integrate with National ID's API.
2. Engagement of a Software Consultant to develop an app that will be used to capture ID information by scanning the ID using tablets.
3. Capacity Building.
4. Software Maintenance Costs.

### Output 5:

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

### Progress

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

- **Malawi ID ecosystem assessment and World Bank engagement in NRIS Project:** World Bank was interested to engage with NRIS to highlight lessons learnt for their South-South cooperation initiative with the goal to replicate Malawi's digital experience in other countries. UNDP in Malawi want to scale this project to the 'Digital Transformation' agenda anchored in Legal ID framework. World Bank is involved in a separate initiative of reducing digital divide and establishing a data centre. Based on this World Bank strategy initial meetings took place between the World Bank and NRIS counterparts to conduct an assessment called "ID for Development" (ID4D). ID4D would support the ongoing efforts by NRB to provide a stocktake of achievements to-date, identify existing gaps, and suggest concrete actions for the GoM and its partners to consider to overcome challenges and ensure that the NRIS is able to maximize benefits to the government, citizens, and the private sector. The recommendations arising from this assessment would also highlight the role that the World Bank and its partners in Malawi could play in expanding the useful applications of the NRIS.
- **Meeting with GiveDirectly and proposal submission:** NRIS management met with representatives from GiveDirectly a Non-Profit Organisation which have links with UNDP globally. GiveDirectly(GD) have done some innovative work in other countries like Togo and Northern Uganda to roll out cash transfers (mainly through mobile money). They were also involved in identification and targeting of beneficiaries using customised software packages and Artificial Intelligence (A.I.) but also accessing host government beneficiary lists and databases such as the Malawi Government's Universal Beneficiaries Register (UBR). They have focused the design of the initial pilot project on answering the question of how best to find the poorest people in a country and deliver cash to them. Beyond that core question, GD will test lightweight "pluses" to improve education outcomes. Initially, they will pilot their project in Lilongwe rural

and will expand to other areas based on the outcomes of the pilot. They have asked NRIS project to work together mostly by validating the national IDs of the beneficiaries.

Though NRIS is not involved in targeting, NRIS was more focused on the delivery system of e-payments and Know Your Customer (KYC) services for the private sector and had started work on verifying the UBR in Malawi. However, this was considered to be a complex and lengthy process which would not be completed in the near future. NRIS and GiveDirectly agreed to investigate the potential of expanding NRIS into engaging with Malawi's NGOs and Universities as a new direction of NRIS's Digital Transformation. GiveDirectly would consider funding a scoping study to investigate potential entry points across the NGO community and educational institutions. The NRIS project has shared a concept note with GiveDirectly on e-payment system and is waiting for their comment.

- **Digital Transformation using National ID:** The NRIS management contributed to the launch of the UNCDF project on e-KYC by presenting a results-based report and lessons learned analysis to the project stakeholders and donors including the Government of India. NRIS also contributed to the feedback on proposals from the African OIBC4: Leveraging new technologies and enabling digital transitions for inclusive growth and development, at the request of the RC.
  
- **Meeting with EU, Norwegian Embassy, FCDO, USAID and Irish Aid:** There was a meeting with NRIS development partners to discuss the future possibilities of funding to the project. Other donors not previously associated with NRIS were also approached. NRIS has shared and discussed the proposed concept note/budget on the following priority areas
  1. Support for continuous national ID Registration
  2. Refugee registration
  3. Integration of CRVS and National ID system:
  4. Transition to fixed BRKs
  5. Mass Registration of Children
    - Option A-registering all children:
    - Option B-Registering only school children:
  6. Ongoing technical support and assistance
  7. Advocacy with Government of Malawi (GoM)
  8. Refurbishment of remaining 31 post offices to make registration centres easily accessible:
  9. Linking National ID with other MDAs:
  
- **WFP-UNDP collaboration meeting on NID advocacy for vulnerable households:** The WFP and UNDP conducted follow-up meetings to discuss the possibility of changing the rules and regulations/SoPs to make the national ID available to all vulnerable households for the smooth cash transfer processing. Whilst issuance of

the first card is free, replacement due to lost, stolen, or damaged cards come at a cost. Below are the steps and costs associated with card replacement:

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

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

- **31st Technical Committee Meeting:** The 31st TC meeting was conducted on 2nd Sept 2021 in the UNDP country office conference room as well as virtually. After the presentations and updates on progress from UNDP, NRB and UNICEF for their respective components, the TC members began discussion on the following issues and took the following decisions.
  - a. The tentative date for the 9th NRIS Steering Committee was set for 29th September 2021.
  - b. The TC members recommended that the NRIS Project should be extended rather than a new Project being established.
  - c. The TC members also agreed that the activities of NRIS project will be based on funding availability.
  - d. NRB reported that they have experience of large-scale procurement and they wished to continue with the procurement of 3 million National ID Cards in keeping with public procurement guidelines. They suggested that UNDP and UNICEF could play a guiding role as observers in their procurement process.
  - e. The TC members recommended that given the acute lack of NRIS Project resources Mass Child Registration should be suspended for the time being.
  - f. Preparation for Steering Committee: The NRIS Project met with exiting donors in preparation for the Steering Committee meeting at the end of September. Donors engaged included Irish Embassy, Norway, EU and FCDO. All donors were looking to expand the current linkages between NRB, MDAs and Private Sector. Mass child registration would still be considered, resources permitting, but in a phased manner. All donors were look for NRIS Project support to NRB to maintain continuous and permanent registration activities and integrate NRIS as the core system for Civil Registration and Vital Statistics.

- **NRIS Bi-Weekly Progress Review Meeting:** The bi-weekly meeting of the NRIS project was held on 20th September 2021. The meeting discussed the decision points for the upcoming Steering Committee meeting. The meeting also discussed all the options available for mass child registration and risks associated with it.
- **Management responses on the Midterm evaluation recommendations:** After the acceptance of the final mid-term report from the MTE consultants, UNDP submitted its management responses on each of the nine recommendations for project implementation improvement.
- **Challenges: 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 (CPF) at NRB HQ. There are more than 600,000 cards to be printed for new registrants. In addition to this the mass card renewal process has been affected due to the late release of funding from the Government of Malawi. These cards need to be printed immediately so that NRB can deliver them to the owner within the designated time frame. At the end of September, 2021 only 3 of the 16 CPF printers were functional. NRB worked to increase the printing capacity by having staff working in shifts both day and night. Additionally, NRB is in the process of procuring a heavy-duty printer and procure repairs for the faulty printers. NRB has started the procurement process for the 3 million blank national ID and has include the bulk printing of cards outside the country.

### 3. Progress against Results Framework Indicators

Refer to Annex I.

### 4. Conclusion

The third 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 and continuous technical support to ensure continuity of the National ID system.

### 5. Future Plans

Moving ahead, the project will continue to prioritize:

- **UNICEF Planned activities for the 4<sup>th</sup> Quarter:**
  - ✓ Continue working with NRIS Project and NRB in planning for activities to reduce the child registration gap and identification of new funding sources for the activities.
  - ✓ Continue supporting NRB with activities that will ensure continuity of services within the COVID-19 situation and strengthening of the continuous birth registration system.

- ✓ Advocate for an increase of Government funding to NRB towards continuous and routine birth registration so that there is no interruption of services due to lack of resources.
  - ✓ Ensure there is strong collaboration between the Ministry of Health and NRB and prioritize operationalization of platforms for multisectoral involvement and engagement in CRVS such as TWG and Steering Committee.
  - ✓ Recruitment of Communication for Development (C4D) and Civil Registration and Vital Statistics (CRVS) consultant and rapid knowledge, attitudes, and practices (KAP) survey.
  - ✓ Conduct a comprehensive assessment of the CRVS system with the purpose of informing the development of a national CRVS strategic plan.
  - ✓ Conduct Quarterly Monitoring and Supportive Supervision Exercise by NRB National Team in 9 districts.
  - ✓ Monthly data collection, monitoring and supportive supervision of health facilities by district registration offices (DROs) and DHOs teams.
  - ✓ Support data entry and birth registration records clearance through temporary data entry clerks in 5 districts.
  - ✓ Training of DRO, health workers, district social welfare officers on revised and updated birth registration SOPs in 5 districts.
  - ✓ Civic education and communication activities which include loud hailing; national and community radio programs and jingles; training of media houses on birth registration and orientation of faith leaders among others.
- **NRIS's ICT related planned activities for the 4th quarter:**
    - ✓ Finalize the training for NRB IT staff on the usage and functionality of the newly installed equipment which was meant to be used during the Child Mass Registration.
    - ✓ Carry out an assessment of the network and registration equipment in the 33 Post Offices which are operational. Ever since the Last mile connectivity exercise was concluded there has never been an assessment to check whether the systems are in order.
    - ✓ Install and test MegaMatcher SDK Ver 9.0 on 2 servers at NRB. If installation and testing is successful, this will be installed on additional 3 servers which will later be deployed to NRIS DR site where they will setup as biometric engines.
    - ✓ The ICT team will continue to work on code-change requests on demand and provide technical support to the NRB team.
    - ✓ Planning to relocate verification and API services to MRA in Blantyre.
    - ✓ The ICT team will start working on the development of an application for scanning returned cards.
    - ✓ The ICT team is planning to conduct an assessment of NRIS system and thereafter make recommendations on possible hardware and software upgrades.
  - **Upcoming linkages with MDAs and legal support:**
    - ✓ Consultation meetings with stakeholders on the proposed legal amendments to the NR Act.

- ✓ Meetings with public and private stakeholders for the development of the linkage's strategy (FDH, Ecobank, NBS Insurance Association);
  - ✓ MoU with Airtel.
  - ✓ MoU with MFI Hub;
  - ✓ MoU with Ministry of Economic Planning and Development.
  - ✓ Linkages with Ministry of Labour, Transport and road traffic, integration of the their systems with NRB
- **Monitoring visit to central region of Malawi:** The registration process of the national ID for new registration, renewal, lost and damaged ID etc. has been closely monitored by the NRIS project on a regular basis. Data from this monitoring exercise is shared with the top management for decision making. A snapshot of the quarterly registration has been given in this report above.  
A monitoring visit will be conducted in the 4<sup>th</sup> reporting quarter in the central region of Malawi to monitor the birth and national ID registration and distribution process.

## 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 (2021): &gt; 15; 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 (2021): 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	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						Data extraction.
	1.2 Number of Malawians issued with a National ID card as part of mass registration.	NRB Records	0	2016	More than 4 million	More than 4.5 million	More than 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	1	1	1	1	1	Public record

	1.4 Number of paid information campaign products aired on radio.	Project records	0	2016	10	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	28	28		NRB Records. Spot check.
	2.2 Percentage of registrars trained in rules and procedures.	Training records.	0	2016	70%	30%	100%	100%		Training participation records.
	2.3 Number of Malawians issued with a National ID card as part of continuous registration.	NRB Records	0	2016	0	0.3 million	0.47 million	.88 million		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	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%	100%	42%	42%	UNDP records
	5.3 Steering and Technical Committee meetings held per year.	Project records	0	2016	3/10	5/19	7/25	8/29	9/31	Project records

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

<b>Project Title: National Registration and Identification System</b>	<b>Award ID: 00100113</b>	<b>Date: 2 September 2021</b>
---	---------------------------	-------------------------------

#	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 <b>Closed</b>
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) <b>Closed</b>

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>
---	-----------------------------------	-----------	--------------------------	--	---	----------	-----	------------	---

									<p>the removal of key and management staff that were already well trained.</p> <p><b>Narration of Impact &amp; Probability amended on (19Feb2019)</b></p> <p><b>No change. (1 Oct 2020)</b></p> <p><b>Closed</b></p>
--	--	--	--	--	--	--	--	--	--

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)  <b>Closed</b>
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.  <b>Closed</b>
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 Malawi project.</p>				<p>given the level of current data protection provisions in Malawi.</p> <p><b>NoChange.</b>(1 Oct 2020)</p>
--	--	--	--	------------------------	--	--	--	--	---

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)  <b>Closed</b>
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. <b>Closed</b>

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 (19 July 2017)</b>  <b>Closed</b>
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 compromise 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>  <b>Closed</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>  <b>Closed</b>
14	Lack of clarity on communication strategy on ID Card distribution and consistent engagement with the media create	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>



	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) <b>Closed</b>
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) <b>Closed</b>
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	NRB and UNDP	CTA/PM	1 Oct 2020	New Risk change (03 Sep 2019) <b>No change</b> (1 Oct 2020) <b>Closed</b>

					<p>concerns and more specifically on the adequate salary determination.</p> <p>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).</p> <p>NRIS will design a form and a specific process for requesting compensatory time off</p>				
17	Occupational health and safety and working conditions are not up to relevant labour standards (SES Standard 3)	30 Nov 2019	Ops Total:20	<p>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> <p>P=3 I=4</p>	<p>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.</p> <p>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</p>	NRB and UNDP	CTA/PM	1 Oct 2020	<p>New Risk change (03 Sep 2019)</p> <p><b>No change</b> (1 Oct 2020)</p>

					<p>rural conditions to be expected and the resources to be provided. This will also be included in the pre-deployment training, with ROs informed ahead of time of what they should expect to bring with them.</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	NRB and UNDP	CTA/PM	1 Oct 2020	<p>New Risk change (03 Sep 2019)</p> <p><b>No change</b> (1 Oct 2020)</p>

					<p>rural conditions to be expected, as will the pre-deployment training.</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 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</p>				
--	--	--	--	--	--	--	--	--	--

				P=3 I=4	provided through collective agreements, if applicable. The mechanism ensures workers' rights to be present and to participate directly in the proceedings and to be represented by a trade union, if applicable, or person of their choosing.				
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.	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>Labour law expert will be recruited as part of the project team to ensure labour standards are applied and monitored.</p> <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	During the mass registration for birth certificate children might pose a risk from adults and other children  P=3	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	NRB, UNICEF and UNDP	DFID	1 Oct 2020	New Risk change (18 June 2020)  <b>No change</b> (1 Oct 2020)

				I=4	equal protection from harm.				
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 stand for Impact



**Annex III: Financial Utilization**

**A. 2021 Third Quarter Expenditure Summary Report:**

<b>AWP Variance Analysis Q3</b>				
<b>OUTPUTS NAME</b>	<b>budget (US Dollar)</b>	<b>expenditures (US Dollar)</b>	<b>Difference(US Dollar)</b>	<b>Comments on principal reason for Variances</b>
Output : Up to 9 million Malawians are registered and issued with a National Identity card in 2017	-	-	-	
Output :Up to 9 million children are registered and issued with Birth Certificate	219,768	862,930	(643,163)	Procurement of Tablets and Blank certificates in readiness of Mass registration
Output : NRIS inclusive of birth registration is transitioned to a permanent and continuous registration system	140,377	52,080	88,297	Activities to be rescheduled because of the pandemic
Output : Government MDAs and private institutions are assisted to adopt the use of the NRIS (unique ID and the Birth Certificates)	1,000	738	262	Activities to be rescheduled because of the pandemic
Output : Project is efficiently managed, staffed and coordinated, and is implemented with national ownership	392,706	313,607	79,099	Salaries reduced due to non replacement of TA and Basket Fund Manager
Covid 19	-	-	-	
Technical Support for Unforeseen Capacity Gaps (5%)	37,849	-	37,849	
UNDP Procurement Support Office (PSO) (4.5%)	-	-	-	
General Management Service Fees (GMS) (variable)	64,833	16,542	48,291	
<b>TOTAL</b>	<b>856,533</b>	<b>1,245,898</b>	<b>(389,364)</b>	