

Report on Digital Payments Solutions for Malawi: The Way Forward



Preface

Professor Sachin Chaturvedi
Director General, RIS

Global Development Centre (GDC), an innovative platform of RIS, has been deeply engaged in showcasing India's prowess in digital sector to the world especially among peers from the Global South. Partners from the Global South through such exchanges of knowledge appreciate the size and complexity that India can showcase on how tech can be used and how it effectively can curb its adverse impact and misuse.

Recently, colleagues from the Ministry of Finance and Economic Affairs, Government of Malawi, Reserve Bank of Malawi and Office of the Accountant General of Malawi expressed their interest in learning from India's digitalisation efforts. We hosted multiple workshops and exposure visits in collaboration with Direct Benefit Transfer (DBT) Mission, Government of India and NPCI International Payments Limited in the digital payments sector. The intent of the workshops was to provide a roadmap to Malawi for developing a long-term agenda for the digital economy especially for implementation of Unified Payments Interface, which is currently the largest real-time payments platform worldwide.

We are grateful to Mr Saurabh Kumar Tiwari, Joint Secretary, DBT Mission and his colleagues for enriching the deliberations at the workshop. We also thank Mr Anubhav Sharma, Head, International Business Development and Partnership and his team for their continued support in this effort.

We have immensely benefitted from the guidance provided by Ambassador Amar Sinha. We also acknowledge the efforts put in by the Mr Mahesh C. Arora, Advisor, Finance & Administration, RIS and GDC team members Ms Rituparna Banerjee and Mr Amit Arora, GDC Managers and Mr Omegere John Patrick, GDC Representative, Africa for putting together this comprehensive report that has emerged from the deliberations at the workshop.

We are sure the Report would serve as a useful reference for future engagements with our partners from Malawi and other African countries.

Sachin Chaturvedi

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Context

India's mettle in the field of digital payments and associated technologies has triggered growing interest in both developing and developed countries. With the spread of technology across the world, digital payments solutions will soon be becoming growth engines for the developing countries for dealing with emerging challenge including last mile delivery to the vulnerable sections of the society.

The Global Development Centre (GDC) at RIS, in collaboration with NPCI International Payments Limited (NIPL), has been expanding its footprint in different countries of Africa to share India's strides in digital payment solutions. NIPL is offering a basket of products in these countries involving digital payments, including Unified Payment Interface (UPI) and RuPAY cards. In the past 8-9 months, GDC facilitated more than nine in-person/virtual meetings, workshops, bilateral sessions, etc. in association with NIPL for its interested partners in Africa.

Similarly, GDC and NIPL conducted deliberations with Reserve Bank of Malawi (RBM) in a workshop and bilateral session in March at Dubai Expo 2020. GDC subsequently facilitated three more technical sessions for RBM on the evolution of UPI platform and its digital architecture, its key milestones and its notable contribution to India's GDP.

These interactions also covered issues related to UPI implementation and operational modalities, risks and mitigation strategies, revenue models, system ownership and related rights, cost of acquiring the system, etc. In one such interaction, senior officials from Malawi expressed their interest to visit India to learn and understand India's digital payment solutions, government disbursement mechanisms and other successful programmes of the government in the financial sector for their possible adoption in Malawi.

Malawi- Country Profile¹

- Located in Southern Africa, Malawi is landlocked, sharing its borders with Mozambique, Zambia, and Tanzania. The country's estimated population of 19.65 million (2021) is expected to double by 2038. Malawi remains one of the poorest countries in the world despite making significant economic and structural reforms to sustain economic growth.
- The economy is heavily dependent on agriculture, which employs over 80 percent of the population, and is vulnerable to external shocks, particularly climatic shocks. The Malawi Growth and Development Strategy (MGDS), a series of five-year plans, guides the country's development. The current MGDS III, building a Productive, Competitive and Resilient Nation, will run through 2022 and focuses on education, energy, agriculture, health, and tourism. The government's 2063 vision aims to transform Malawi into a wealthy, self-reliant, industrialized upper middle-income country.
- Headline inflation picked up to 24.6 percent year-on-year in July 2022. Public investment has been low and of mixed quality. Weak fiscal management and economic policies have contributed to recurring and large fiscal deficits, mostly funded by high-cost domestic borrowing and resulting in a surge in public debt.
- Together with external shocks, economic management choices have compounded the acute balance of payments crisis, which needs addressing urgently for Malawi to realize its economic and development potential.

Interactive Meetings on Digital Payments Solutions²

- A series of workshops, exposure visits and interactive meetings were planned for the government of Malawi in close cooperation with the World Bank (WB), NIPL and GDC-RIS under the overarching support of Ministry of External Affairs, Government of India. These events brought together representatives from a wide range of institutions representing their financial sector, including RBM and Office of the Accountant General of Malawi.
- Officials from Malawi confirmed their willingness to visit India to understand India's digital payment solutions, government disbursement mechanism and successful programmes in the financial inclusion sector.
- A delegation of senior officials led by Director, National Payments System Department, RBM & Accountant General, Government of Malawi visited India from 25 September to 30 September 2022 to take part in these workshops as part of their familiarization visit.

1 <https://www.worldbank.org/en/country/malawi/overview>

2 Event wise participants list available in Annexure

Exploring Partnerships with NPCI International Payments Limited

Mumbai

- The discussion began with a brief introduction about journey of NPCI and the various innovative and unique digital payment products in its current portfolio. The team led by Mr Anubhav Sharma (Head, International Business-Partnership, Business Development and Marketing), Mr Nehal Shah (In-charge Business Development, Middle East & Africa) and Mr Savin Shetty (Lead-Business Development, Sub Saharan Africa Region) highlighted successful product developments and technological capabilities leading to transforming payment segment in India.
- The technical team explained the specifications of UPI platform, success stories associated with the platform, and how it can be of use to Malawi and its citizens.
- NIPL emphasized that the UPI architecture is good for the next generation and it can be integrated and customized in their existing systems.
- Malawi delegation expressed their keenness in learning about NIPL's e-payment gateways and challenges involved in the digitization process and enquired about the strategies put in place by NIPL to overcome them.



Mr Anubhav Sharma, Head-International Business, NIPL elaborating benefits of UPI platform to participants

- Malawians explained that their economy is severely challenged due to tax revenue leakage which is preventing a significant amount (deducted as tax) from reaching the government's treasury.
- They wanted to understand how the digital payment systems would provide the avenue to curb revenue leakage in Malawi. NIPL explained to them the improvements brought about with adoption of digital solutions in India for raising revenue and plugging leakages. Malawians informed that they have only 30 percent banked population and felt that India's digital payment solutions can play a crucial role in Malawi's financial inclusion journey.
- The delegation was briefed about the growing collaboration of NIPL with their partners in Asia and Africa.
- NIPL officials also explained to them the timeline required to implement UPI/ RuPAY in their existing system.
- GDC representatives, Ms Rituparna Banerjee and Mr Amit Arora, offered Malawi officials to connect with relevant Indian Ministries and institutions in formalizing their partnership with NIPL.



Representatives from Malawi, NIPL and GDC from India

- NIPL clarified that it cannot directly participate in RFPs and the engagement process has to be between Central Banks of both countries or between G2G.
- NIPL explained to them that once they share a Letter of Intent with RBI, they will be in a position to conduct the gap analysis, share prerequisites for implementation and relevant guidelines with Malawi.



Exposure Visit: Street Vendors going cashless through easy and flexible UPI based payment

- A Non-Disclosure Agreement (NDA) and Memorandum of Understanding (MOU) shared by NIPL officials were signed by Malawian delegation for continuing the process of collaboration.
- The workshop was held at the NPCI headquarters in Mumbai, India. GDC representatives, also introduced the delegation with the broad framework of GDC programme.
- A field visit was organized for them to showcase some of the 'use cases' in the local market to give them first hand exposure and hands-on experience of vendors/public transports/business entities/customers using UPI payment mediums. The transactions happened for low and high value transactions with a minimum transaction value of INR 1 (12.46 Malawi Kwacha). These stood out as some of the exemplary cases of financial inclusion at the most granular level, where India is championing.
- The field level interactions with the end-users of UPI provided them with a vision to realize the potential of digital payments system that Malawi can promptly adopt in a sequential manner since their economy and market sizes are small.

Interaction with Ministry of External Affairs, Government of India, British High Commission, Malawi High Commission and RIS

New Delhi

- An interactive meeting on Digital Payment Solutions was organised for the Malawi delegation at RIS to brainstorm and ideate strategies which can be of help for Malawi in adopting digital payment systems.
- The interaction enabled both sides to have a wider appreciation of each other's experiences and process of learning. The Malawians evinced tremendous interest to gain from India's quality experience and expertise in adopting India's digital payment systems.

Key points emerged from the session:

H.E. Mr Leonard Mengezi, High Commissioner, Malawi High Commission, New Delhi

- Hon'ble HC, appreciated the technical advancement India has achieved in different sectors, which can be a learning for Malawi.
- He conveyed the intent of their country to go digital, and their interest to learn and emulate from India.

H.E. Mr Leonard Mengezi, Malawi HC, India sharing Malawi's interest in learning from India's digital payments systems



- He acclaimed the noteworthy support Malawi has been receiving from MEA, Government of India. He mentioned about the aid and assistance, especially talked about 50,000 vaccines that India provided to Malawi during the pandemic.

Representatives from Malawi

Experiences from National Payments System Department, Malawi

- Mr Fraser H. Mdwazika expressed his interest to learn more from Indian experiences in the space of digital financial inclusion.
- In Malawi, Real Time Gross Settlement (RTGS) system was rolled out in 2014 and National Switch was implemented in 2015. The technical investments related funding was done by WB under the Financial Sector Technical Assistance Project (FSTAP). RTGS systems catering to high value transfer is being operated by RBM, similar to Reserve Bank of India (RBI).
- Further, through the National Switch, Malawi linked all the ATMs in the country as well as Point of Sale (POS) devices. Prior to the National Switch, ATMs were operating in silos. Customers were unable to access bank ATMs or POS devices for cash withdrawal due to lack of inter-banking facilities. In 2015, using National Switch, Malawi connected all the ATM and POS devices. In 2018, the country went a step ahead and introduced money transfer from one mobile money operator to another.



Mr Fraser Mdwazika, Director, RBM debriefing representatives from MEA, BHC, RIS and GDC about their experiences on UP

Vision for National Payments Systems in Malawi

- Malawi wants to take a step ahead in installing e-commerce platform. Implementation of e-payments gateway is one crucial enabler that can provide ease of payments and all other transactions. This process would not only help the private entities but also the government sectors as well.



Ms Jean Jayne Munyenembe, Accountant General, Malawi explaining the challenges faced in revenue collection

- RBM intends to support the government in collecting both tax and non-tax revenues by developing a robust and efficient mechanism of revenue collection. This could be B2G or G2B. Currently, bulk of these transactions, is being done in cash or through cheques. In addition, there is a lot of pilferage in cash transactions, and cheques also have risks related to forgery and fraud.

- Malawi already has established a biometric based National ID. They would like to leverage that technology for advancing their financial institutions for identifying customers electronically (similar to that of e-KYC of India).

Acknowledging Indian Prowess in Digital Payments

- As far as e-payments gateway is concerned, Malawi acknowledged that India has advanced quite higher in automating retail payments.
- Beyond digital payments, the purpose of the delegation's visit was to learn how India could achieve the success in such a short span and the strategies involved thereof. They wanted to gauge the challenges that India could mitigate over time. Further, government's revenue collection model and the stakeholder engagement grabbed their attention during the discourses and they wanted similar engagements in that direction.
- UPI can be a very powerful instrument for Malawi to extend the outreach of financial inclusion in the country. UPI has all the features for wider usage and scale which can reduce cash dependence within a short span of time.

Challenges & Opportunities

- RBM spends a huge amount of money to manage the cash based transactions. Government of Malawi desires to increase non-tax revenue collection, as most of it is lost in cash handling. It wants to move out of all those business processes, where cash handling is involved. At present, non-tax revenue contributes about only 10 percent of the total domestic revenue in Malawi.

- Apparently, cash dealings does not come with a transaction fee. Therefore, citizens assume it to be the cheapest mode of payment, RBM has to dedicate a huge amount of resources in order to manage cash in-flow and out-flow. Malawi government wants its citizens to adopt digital financial services on a much wider scale, so as to invest significant amount of the resources for other government services, thereby contributing in improving people's lives.
- There has been tremendous increase in the value and volume of digital transactions in India because of the strategies adopted by NPCI and implementer and RBI as a regulator. The focus has been on convincing a wide spectrum of economic agents to adopt digital financial services.
- The team acknowledged UPI to be a useful mode of financial inclusion with benefits of contactless payments. Moreover, it provides a good platform for fin-techs to operate through the commercial banks.
- Malawi already has an operational digital platform; therefore they require a gap analysis to study how UPI can be customized in their existing payment systems.



Ms Catherine Chilima, Deputy Director, Ministry of Finance sharing how UPI can be useful for Malawi

Malawi on a critical cross road

- In his concluding remarks, Mr Mdwazika summarized that Malawi is on a critical cross road in adopting digital payments infrastructure. They have to assess the viability of UPI and its cost of implementation.
- Malawi may require external financial assistance to conduct gap analysis and establishing digital payments systems in their country.

Representatives from RIS

- Malawi representatives indicated that increasing non tax revenue by involving digital solutions is one of key requirements of the country. In this aspect, India has the best experience to show how switching over to Goods and Services Tax (GST) has boosted the tax collection processes with ease. Initially, GST had a turbulent start while collecting taxes, but with time it has excelled in

that front. India venturing into digital currency space apart from UPI and GST. This would be second phase of India's digitalization in the digital financial architecture.

- India is holistically digitalizing its financial ecosystem like digital payment architecture, digital currency, digital tax collection method, digital disbursement, etc. Digitalization has been able to make transactions convenient, raised accountability, speed, accuracy, and lowered transaction costs.
- India is also coming up with the idea of micro-ATMs. Institute for Development and Research in Banking Technology (IDRBT), under RBI, is involved in banking technology research's IDRBT has developed micro ATMs, which are small machines that can go to remote areas and can work without electricity and internet connectivity. The machines can retain power and remain active for up to 5 days. It can store up to 11 lakh INR (1.1 million), and are configured to both withdraw & deposit cash. Micro-ATMs will retrieve information from the banks about an individual by using biometric technology where the individual has an account. Licenses to 8 companies have been given by RBI to operate on these micro-ATMs. Currently, such ATMs are being used at 38 places. These micro-ATMs are adding another important dimension to India's digitalization process.



Participants exchanging experiences during the interactive meeting

Recommendations by RIS

- Financial inclusion can play the role of an instrument for good governance. In India, digital payment gateway architecture, digitalization of banking/financial infrastructure by government of India's initiative 'Pradhan Mantri Jan-Dhan Yojana' - National Mission for Financial Inclusion. Universal access to financial services and bank accounts has been successful in developing a holistic financial inclusion model.
- Digital payment architecture can function optimally when there is a wider coverage of banking facilities in a country. Payment architectures like UPI can work best if Malawi has robust banking network like that of India. Malawi's strategy on digitalization would be even more successful when there is a political support in the process.
- UPI platform should be perceived beyond simple financial or commercial transactions. It is an opportunity to scale up revenue collection and its disbursement at a low cost to the people. India has been putting efforts to create a digital ecosystem led by the government. Similarly, Malawi can also adopt measures where the government can lead and decisions are not left to private market operators or the market forces solely.



Professor Sachin Chaturvedi, DG, RIS setting the context of India's offering in the digital sector

Representatives from Ministry of External Affairs, Government of India

- Senior official from the Ministry of External Affairs elaborated about the rich spectrum of training institutes in the financial sector available in India.
- Based on the training needs assessment of Malawi delegation, MEA is drawing up a programme for customised training on revenue maximization and related topics.



Dr Arindam Bhattacharya, Director, DPA-II, MEA explaining how India's intervention through training programmes can capacitate both public/private financing



Mr Raj Kamal, Deputy Secretary (E&SA), MEA giving an overview of India's relation with Africa-Malawi

- Shortly, India is going to announce a package of training programmes, which will be focussing on financial inclusion, banking innovations including small payment banks, which will be of interest to RBM.
- India has recently implemented a single treasury account system which reduces transactional costs. It prevents parking up money in the periphery.
- MEA can explore the possibility and send sector specialists for a period of six months to up to 2-3 years to help RBM do the ground work. With the help of these experts, Malawi can develop its digital payments project and pose it to a multi-lateral financial institution or any other source of finance.
- MEA's previous experience with Malawi has been largely limited to agri-business. Recently, MEA helped a German development agency to work out a triangular development project in Malawi, focussing on agri-business.
- MEA can provide support to Malawi in developing its capacity for both public and private financing. It is looking forward to the fourth quarter of the financial year (January - March 2023), wherein MEA is expecting lot many people from Malawi in their government training programmes. Indian Mission based in Lilongwe, will be in touch with relevant departments from Malawi for these engagements.

British High Commission (BHC), New Delhi

- Mr David White, Senior Political Advisor, spoke on the Global Partnership Programme for Development (GPPD), by virtue of which they have partnered with RIS for developing the Global Development Centre. Representatives from BHC highly appreciated the activities taken up by GDC.

Global Innovation Partnership (GIP)

- GIP programme of Foreign, Commonwealth and Development Office (FCDO), will be focussing on trilateral partnership, bringing together catalytic ground finance, innovations, technical assistance, working for policy environment that is needed to make innovation successful and sustainable.
- The GIP plans to scale up innovations from India and take them to partner countries. BHC representatives showed confidence that Malawi may be one of the potential countries to work with under GIP.
- They were keen to understand from Malawi delegation about innovations they are looking forward to sectors that should be prioritised, and identify the areas of collaboration between India and Malawi. They also offered to remain partners of such collaborations.



Mr David White, Senior Political Advisor, BHC emphasises on India-UK partnership to steer innovative solutions for Africa

Workshop on Direct Benefit Transfer System

New Delhi

- Direct Benefit Transfer (DBT) is a major reform initiative launched by Government of India. It aims to transfer benefits directly into the bank/postal accounts, preferably Aadhaar (biometric based unique identity number) seeded, of accurately targeted beneficiaries.
- DBT is an attempt to ensure a better and timelier delivery of benefits



Dr P. K. Anand,
Visiting Fellow,
RIS briefing
participants on
RIS & GDC work
programme

to the people. This marks a paradigm shift in the process of delivering government benefits like wage payments, fuel subsidies, food grain subsidies, etc. directly into the hands of the beneficiaries, speeding up payments, removing leakages, and enhancing financial inclusion. The DBT system works through its customer-friendly processes and ensures the last mile connectivity.

- Based on the interests of the Malawi delegation, a workshop was organised by GDC on DBT led by Mr Saurabh Kumar Tiwari, Joint Secretary, DBT Mission.
- As a result of the DBT system adopted by India, 100 percent funds get transferred to the accounts of the targeted beneficiaries unlike in the past, where a major portion of them was swallowed by intermediaries or others.

DBT- Journey and Scale

- DBT scheme was started in 2013, with 24 schemes in only 43 districts. Since then it has come a long way. In March 2016, apart from just cash benefits, in-kind benefits were also included in the DBT portfolio. In August 2016, the DBT Bharat portal was launched as a one stop solution for implementation and monitoring of all the DBT schemes at the national and sub national levels.
- In September 2022, over 315 schemes of the central government from 53 government ministries have already been on-boarded on the DBT Bharat portal. More than 2000 sub-national schemes (state government and further levels of disaggregation) have also on-boarded on the DBT

Bharat portal by September 2022. The upcoming plans by the DBT mission were also shared with the delegates.



Mr Saurabh Kumar Tiwari, JS, DBT Mission elaborating DBTs achievements

Types of Transfers and Reach

- Benefits provided to beneficiaries can be both cash and in-kind. Cash is transferred electronically. Transfers of in-kind benefits are done only after the person has been identified and authenticated as the rightful beneficiary or the intended beneficiary.
- Cash transfers can be subsidy schemes or social security pensions, scholarships and fellowships, a lot of scholarships, particularly, for foreign students are also being given through the DBT platform.
- In-kind transfers can be food transfers (also called public distribution system) or fertiliser. In recent times, skill development trainings have also been included as part of the DBT platform.
- DBT cannot happen for cash schemes unless beneficiary has a bank account. For in-kind schemes, beneficiary can have DBT without any bank account.
- India is a federal country, with central government, state government and union territory administration. States are further subdivided into districts, blocks and villages.

Role of Aadhaar in Delivering Benefits

- Aadhaar is a basic unique, fundamental identity number provided to the resident of India. It is a 12 digit number which uniquely identifies any person who has applied for the identity from a legal authority, namely, Unique Identification Authority of India (UIDAI). The unique identity provided by Aadhaar forms the basis of DBT in India.
- At the time of enrolling a person in a particular government scheme, the unique identity is used for identification, authentication and for de-duplication.



Mr Felix Sato,
Director,
IFMIS, Malawi
interacts
during
technical Q&A
session

Authentication and de-duplication process helps in avoiding misuse of funds and reaching to the correct beneficiary.

- There are two types of data that gets captured for Aadhaar enrolment, i.e. Demographic (Name, Gender, DoB, Address, Mobile number and email id) & Biometric (10 Finger Prints, Both Iris and photograph).

- The enrolment centre must have facilities like electric connection, computer infrastructure (linked to the central server) and telecom connectivity. At the time of enrolment, a basic electric connection is mandatory, without which it is

difficult to enroll. In order to cater to inaccessible, remote areas, postmen are also authorized to enroll beneficiaries through hand held devices which can go to various geographies and is battery charged.

- Right to Privacy-Legal Aspects of Aadhaar: Aadhaar is backed by a legal provision, via Aadhaar Act, 2016 which is enacted by Indian Parliament. It has a lot of legal provisions in order to protect the identity of the person, as mandated under the right to privacy. A wide range of safeguards have been adopted by the government to guarantee 100 percent transfer of intended funds to the beneficiaries concerned. They also explained the linkage between DBT, Aadhaar Enabled Payment System (AePS) & NPCIs UPI platform for enhancing digital financial inclusion.

Beneficiary Identification and Benefit Transfer

- The mission has ensured that all the major DBT schemes are end to end digitized, all the application procedures and processing are computerized.
- India has a rich mobile ecosystem. Based on that, DBT mission has developed a mobile platform called Umang, where all the DBT schemes are available and potential beneficiaries can on-board themselves for different schemes at one place.
- Currently, out of the 315 central government schemes around 180 are already end-to-end digitized. Around 50 schemes have been exempted because the schemes were small or were about to phase out. Nearly 150 of these schemes are already on the Umang mobile app.

Enhancements in DBT

- Initially, through DBT, fund was transferred to bank accounts and the transactions ended with only transfer of amount.
- Now, most G2P payments in India are transferred directly into the bank account of beneficiaries through the DBT system. After that, beneficiaries can withdraw money from multiple cash-out points, such as banks, automated teller machines (ATMs), banking correspondents (BCs), or Common Service Centers (CSCs). Alternately or additionally, they can use digital platforms to transact.
- The goal is to have a brick and mortar bank branch available within the radius of 5 kilometers of every village, where beneficiary can go and withdraw the cash. It should not happen that the money just goes to the bank account; the cash out option should also be available at a very accessible location.
- As of now, Government is very conscious that it should not go into micro economic management of the family household. Once the money is disbursed, it is for the beneficiary to decide how to use the disbursed amount. A new process is at the experimentation stage, though, where redeemable vouchers are being planned. Currently, this system is at a nascent stage, but some states have done experimentation in this regard.

Future Vision - DBT 2.0 and DBT 3.0

- The mission is currently working on DBT 2.0. Traditionally, a person is supposed to give proof of eligibility to avail benefits of a particular scheme in terms of some physical documents. It is administratively a costly affair to ensure that the documentary proof submitted by a prospect beneficiary, is authenticated and found to be genuine.
- The current set of reforms mandates that when this proof is being issued by a government agency, it is issued electronically and beneficiary's Aadhaar is also embedded in that proof. Thus, whenever an individual comes to access those benefits, instead of producing a paper document, which is difficult



Mr Anshuman Kamila, Assistant Director, DBT Mission explaining the key aspects of DBT



Participants interacting during DBT workshop

to authenticate or found to be genuine, that person can electronically supply this documentary proof to the government and the government already knows that not only it is genuine but that particular proof indeed belongs to that individual. Thus, it enables a step forward towards good governance.

- DBT 3.0 is the next stage of reform, which is called the Social Registry. At present, a particular person finds out that he or she is eligible for a scheme, comes and applies for the scheme, gives the documentation and avails the scheme. But in the third stage, DBT mission will be automatically delivering those scheme benefits to the people wherein government will be going to the door step for delivering the benefits. Several state governments have already started their journey in this direction and it is work in progress for the national govt. This is a bottoms up approach in India.

Outcome

- The workshops and the interactive meetings held with different officials from various institutions functioning in the space of digital payments solutions were highly appreciated by the Malawi delegation. They decided to relay their learning to the appropriate decision makers in the Malawi government and brief them about the opportunities that are being offered by India.



Participants from Malawi, Malawi High Commission, British High Commission, RIS and GDC

- The interactions will enable them to chart out strategies for both retail payments (UPI) and public sector transactions (through DBT) for financial inclusion initiatives. This is likely to improve the government revenue collection and reduce cost of transaction.
- Following the idea of Vasudhaiva Kutumbakam, India has always believed in supporting its peer countries from the Global South. The visit by Malawi delegation will not only help them in charting out their digital payment strategy but also will be a stepping stone for African countries with similar profile.
- GDC can play the role of their key enabler in this endeavour. NIPL being technical partner of GDC can offer support and facilitating role to Malawi, provided a request is received from the RBM, Malawi High Commission, New Delhi & Ministry of External Affairs, India. GDC can do the initial analysis to find shortcomings in terms of infrastructure, manpower, and technical skills that are needed to develop the ecosystem.
- GDC can facilitate closer partnership between the two governments and Central Banks (RBM & RBI) of the two countries to formalize their vision into an implementable strategy through an MoU/MoA.

Key Participants

DAY 1 & 2: Workshop & Exposure Visit on Digital Payment Solutions for Malawi, 26-27 September 2022

Malawi

Mr Fraser H. Mdwazika, Director, National Payments System Department, Reserve Bank of Malawi

Ms Jean Jayne Munyenyeembe, Accountant General, Government of Malawi

Dr Mark Lungu - FInES Project Manager, RBM

Mr Patrick Machika - Senior Officer, e-Government, Government of Malawi

Ms Catherine Chilima - Deputy Director of Revenue Policy Division, Ministry of Finance and Economic Affairs, Government of Malawi

Mr Felix Sato - Director – IFMIS, Government of Malawi

Mr Masauko Kumwenda - Project Manager – IFMIS, Government of Malawi

GDC-RIS

Ms Rituparna Banerjee, GDC Manager, RIS

Mr Amit Arora, GDC Manager, RIS

NPCI International Payments Limited (NIPL)

Mr Anubhav Sharma, Head International Business - Partnership, Business Development & Marketing

Mr Nehal Shah, In-charge Business Development, Middle East & Africa

Mr Savin Shetty, Lead - Business Development, Sub Saharan Africa Region

Day 3: India-Malawi Interactive Meeting on Digital Payment Solutions, 28 September 2022

Malawi

H.E. Mr Leonard Mengezi, High Commissioner, Malawi High Commission, New Delhi

Mr Fraser H. Mdwazika, Director, National Payments System Department, Reserve Bank of Malawi

Ms Jean Jayne Munyenyeembe, Accountant General, Government of Malawi

Other members of the Malawi Delegation

GDC-RIS

Dr Mohan Kumar, Chairman, RIS

Professor Sachin Chaturvedi, Director General, RIS

Dr Priyadarshi Dash, Associate Professor, RIS

Mr Subhomoy Bhattacharjee, RIS
Ms Rituparna Banerjee, GDC Manager, RIS
Mr Amit Arora, GDC Manager, RIS

Ministry of External Affairs

Dr Arindam Bhattacharyya, Director (DPA-II), Ministry of External Affairs, Government of India

Mr Raj Kamal, Deputy Secretary (E&SA), Ministry of External Affairs, Government of India

British High Commission, New Delhi

Mr David White, Senior Political Advisor, British High Commission, New Delhi

Ms Evelyn Ashton-Griffiths, Head of Global Partnerships, British High Commission, New Delhi

Day 4: Workshop on Direct Benefit Transfer (DBT) System for Malawi, 29 September 2022

Malawi

Mr Fraser H. Mdwazika, Director, National Payments System Department, Reserve Bank of Malawi

Ms Jean Jayne Munyenembe, Accountant General, Government of Malawi

Other members of the Malawi Delegation

RIS-GDC

Dr P. K. Anand, Visiting Fellow, RIS

Mr Subhomoy Bhattacharjee, RIS

Ms Rituparna Banerjee, GDC Manager, RIS

Mr Amit Arora, GDC Manager, RIS

DBT Mission

Mr Saurabh Kumar Tiwari, Joint Secretary, DBT Mission, Government of India

Mr Anshuman Kamila, Assistant Director, DBT Mission, Government of India

Mr Vijay Kumar, Assistant Director, DBT Mission, Government of India

Ministry of External Affairs

Mr Narayan Singh, Under Secretary (E&SA), Ministry of External Affairs, Government of India



RIS

**Research and Information System
for Developing Countries**

विकासशील देशों की अनुसंधान एवं सूचना प्रणाली

About RIS

Research and Information System for Developing Countries (RIS) is a New Delhi-based autonomous policy research institute that specialises in issues related to international economic development, trade, investment and technology. RIS is envisioned as a forum for fostering effective policy dialogue and capacity-building among developing countries on global and regional economic issues.

The focus of the work programme of RIS is to promote South-South Cooperation and collaborate with developing countries in multilateral negotiations in various forums. RIS is engaged across inter-governmental processes of several regional economic cooperation initiatives. Through its intensive network of think tanks, RIS seeks to strengthen policy coherence on international economic issues and the development partnership canvas.

For more information about RIS and its work programme, please visit its website: www.ris.org.in

About GDC

Global Development Centre (GDC) established at RIS aims to take the Indian development experience to other countries. The Centre will contribute towards evolving an alternative development paradigm anchored on the virtues of inclusiveness and sustainability. It strives to promote indigenous alternative development programmes/flagship missions advocated by India for their possible replication among its partner countries in Asia, Africa and Latin America.

GDC envisages institutionalising knowledge on India's development transformations and external cooperation. The Centre shall support India's efforts in creation of global public goods and help in establishing global relevance of India's development efforts. It will also help India learn from the experiences and development initiatives of other countries.

The broad thematic focus/verticals for research and advocacy under GDC include: Health, STI & Digital Technologies, Agriculture and Development Practices & New Frameworks.

For more information about GDC and its work programme, please visit its website: www.gdcin.org



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