

CASH TECHNICAL WORKING GROUP MEETING
Wednesday, 24 February 2021 at 15:00 – 17:00, Virtual Meeting
Minutes of Meeting.

Attendance: WFP, UNCDF, World Vison, Save the Children, DRC, DCA, NRC, LWF, Stanbic Bank, AVSI, FSD Uganda *(list is not exhaustive)*.

Agenda:

1. Update on developing legislation on taxation of agent banking and KYC requirements for agents. - Ronald Rwakigumba -UNCDF
2. DCA Cash and Voucher assistance in West Nile.- Margaret Katuutu.
3. CVA for livelihood outcomes;
 - World Vision Cash and Voucher assistance in West Nile. - Noel Alabi- WV.
4. Early insights on financial diaries for refugees – FSD (Financial Sector Deeping – FSD Uganda) - David Darkwa – FSD Uganda.
5. Updates from CWG members – CWG Coordinator.
6. AOB – CWG Coordinator.

Agenda	Discussion	Action Points
<p>1. Update on developing legislation on taxation of agent banking and KYC requirements for agents.</p>	<p>Highlights</p> <p>Development actors are looking to use to use Mobile money to make transfers while building resilience through encouraging refugees to apply for mobile money businesses as mobile money agents. This will as well strengthen the density of mobile money agent presence within the settlements making it a flexible mode of assistance delivery.</p> <p>Financial institutions and MNO's are targeting refugees to signup as agents with 60% refugees running agency business within the settlements.</p> <p>KYC requirements for refugees to be agents.</p> <ul style="list-style-type: none"> • Refugee ID. • Agent Sim card purchased at Ugx 2000/=. • Business registered documents. 	<p>Advocacy engagements with UCC AND BOU to share concerns on the what will be suitable in terms of what documents should apply for refugees to become Agents.</p> <p>Common cash task force on behalf of CWG to consult with GSMA and MNO's on their perspective of how this</p>

	<p>Limitations of refugees signing up as MNO agents.</p> <ul style="list-style-type: none"> • There are complications within KYC business requirements and validation process, as such, GSMA, WFP UNHCR, CWG members and MNO's are engaging UCC to reduce on the stringent requirements to enable refugees participate as Mobile Money agents. • It is also noted that upon KYC submission there is a seamless NIRA integration that validates the national ID for nationals which is not the same for refugees. Engagements are ongoing with UCC to develop a similar solution for validating refugee attestation letters. This will help reduce the 3 day + turn around time and the rejection rate of over 40% . • There is also a 2 to 3-day lag with UNRSB on the business validation. <p>Regulations under the National Payments Act (NPA).</p> <p>The 1st draft of the new National Payments Act (NPA) was shared with key stakeholder in November 2020, the central bank is working to ensure that reviews of the NPA are received from key stakeholders, reviewed and final the draft is made available as this will help set the tone on what mobile money agency regulations will look like going forward.</p> <p>In the new regulations there are suggestions of tiered requirements based on the business transition capacity e.g. Merchants, Super Agents, retail agents and SME enterprises for different clients</p> <p>Its important to note that the flexibility of the process greatly Impacts on the scale up of cash by various cash actors.</p> <p>Reactions / Recommendations:</p> <p>It was recommended that WFP/ UNHCR to consult with GSMA and MNO's on their perspective of how this will impact on their roll out in refugee settlements and how best they can support the refugees to sign up as mm agents with less stringent requirements on behalf of CWG.</p>	<p>will impact on their evolution of cash transfers in refugee settlements and what support plans they have in place for refugees to sign up as mm agents with less stringent requirements.</p>
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	<p>UNCDF and WFP to continue with the bilateral engagements with BoU and UCC and update CWG accordingly</p>	
<p>2. CVA for livelihoods.</p> <p>Dun Church Aid (DCA) - Cash and Voucher assistance in West Nile.</p>	<p>Highlights</p> <p>DCA Implements programmes focusing on three thematic areas i.e. ; Building resilience, fighting extreme poverty and Saving lives. Cash Transfer programming, and Cash or Voucher Assistance falls under the thematic area of Saving Lives and DCA promotes both Un conditional Cash Transfers and Conditional Cash Transfers like MPCGs, Cash for Work e.tc.</p> <p>Currently DCA is implementing Cash Based Interventions in the areas of livelihood, Emergency Response, Energy and Environment.</p> <p>DCA Operational changes in response to Covid 19.</p> <ul style="list-style-type: none"> • DCA scaled up contactless/digital cash transfers through Mobile Money, Agency banking both in the refugee and host community with support from ECHO, UNHCR and DANIDA. • There was further scale up of Multi-Purpose Cash Grants (MPCGs) and minimized on commodity vouchers since they gave opportunities to beneficiaries to make their own choices. • Continued scale up of Cash for Works in both livelihood, energy and environment interventions since the labor was available within the target communities due to Govt of Uganda regulations of no movement from one place to another . • As a result, of the above there were great achievements realized e.g. support to PSN's and lactating mothers in Imvepi and Rhino while Activating Equity Bank Agency banking accounts at zero cost for 1009 households that had been opened previously by UNHCR 	<p>CWG to advocate for data harmonisation between OPM, UCC and Telecommunications companies to enable smoother refugee Sim Card Registration.</p>

<p>World Vision Cash and Voucher assistance in West Nile.</p>	<ul style="list-style-type: none"> • DCA further opened new accounts for 787 in Rhino and Imvepi Refugee Settlements , 240 farmer groups were supported to access tillage services through E- vouchers, organised seed fairs for farmers using paper vouchers etc. <p>Lessons learnt:</p> <ul style="list-style-type: none"> • DCA also faced some key challenges and learnt many lessons like using Agency Banking which promotes digitalisation of Cash transfers and financial inclusion. Cash outs are authenticated using biometric verification (fingerprints) as well as PIN codes hence strong controls etc. • There is a need to embrace the mixed modality/delivery mechanism for cash transfers as both Mobile Money and Agency Banking have unique advantages. • As partners Implementing CBI there is need to build sustainable systems that support cash transfers e.g. account opening – other partners can use the same bank accounts to facilitate payments. • Joint implementation of activities with partners implementing cash transfer interventions e.g. DCA and UNHCR in collaboration with Equity Bank have supported in the identification of Agents in the two settlements, Bidi Bidi, Imvepi and Rhino Camp for scale up of the agency banking model <p>World Vision is implementing resilience, livelihood and child protection projects with the goal of improving quality of life for refugees and host communities in West Nile. The Program design is utilizing cash transfers (conditional and unconditional) for livelihood and protection outcomes to support vulnerable beneficiaries to access food, establish businesses, meet household basic needs and reconstruct assets. Through these projects, a number of outcomes have been recognized for example; support to over</p>	
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	<p>120 groups & 100 individuals with start-up grants to operate profitable businesses.</p> <p>Made visible greening with a total of 20 acres and more than 1,000 indigenous tree species were regenerated within settlements and Developed community assets like roads, markets that easy trade and access etc.</p> <p>Gaps and Challenges:</p> <ul style="list-style-type: none"> • The projects witnessed some gaps and Challenges; e.g. Mobile money registration challenges – OPM database vs UCC database, Legal framework. Registration requirements for refugees – Refugee card, Attestation letter, Asylum certificate. • Mobile Network Operator infrastructure was limited in some locations hence not being a suitable solution. • Effects of COVID-19 on the business environment resulting to most businesses being temporality closed, which negatively affected income and livelihoods. <p>Recommendations:</p> <ul style="list-style-type: none"> • With the Delivery of cash, partners should consider maximum flexibility and choice of delivery means for cash recipients, while ensuring mitigation of risks and improved cost-efficiency. • Close supervision and monitoring of cash given especially the conditioned cash. Engagement of child protection committees who are routinely on ground would facilitate monitoring • Private sector engagement for sustainability enhances proper utilization of funds, promotes accountability and efficiency in buying the needed goods. It addresses misuse of funds and also ensures that quality products that had been vetted are purchased. • Cash disbursement in instalments which helps keep beneficiaries motivated to achieve more success, and allows projects to monitor progress and deepening financial inclusion at all levels 	
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<p>3. Early insights on financial diaries for refugees - FSD Uganda</p>	<p>Highlights: FSD Uganda launched a 2-year Financial inclusion initiative for refugee’s that aims to demonstrate the economic viability of the refugee segment to the private sector. This focuses on market systems change while demonstrating to the financial service providers the potential within the refugee settlements.</p> <p>Financial diaries were conducted as part of the broader refugee engagement Supporting 3 FSP’s that support activities within the refugee settlements in South West and West Nile. The focus is to gather learnings through interacting with refugees and documenting their financial capacities and later share with the FSP’s to demonstrate the demand of financial services in the refugee settlements.</p> <p>How the diaries were conducted : Enrolment of 16 households / respondents was done for each FSP with the aim of assessing the qualitative and quantitative aspects. Questionnaires, face to face and telephone interviews were used to gather information e.g. incomes and expenditures, aspirations and feedback from using existing FSP services.</p> <p>Insights from the 1st dairies.</p> <ul style="list-style-type: none"> • As a result of Covid19 refugees have lost casual jobs and regular jobs have been affected e.g. working in salon and private school teachers. • Cash assistance amount reduction by WFP has affected many households. • Cash is withdrawn immediately accounts are credited because many refugees have the perception that if they don’t withdraw the money it might signify the lack of need. Many use their cash assistance for business capital. <p>FSP’s need to note that there is a lot of entrepreneur activities within the refugee settlement as most loans are used for business expansion.</p>	<p>WFP to continue strengthening the communication and sensitization and drive financial inclusion within the refugee communities through opening bank accounts and extensive FLT trainings.</p>
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	<p>Recommendations</p> <ul style="list-style-type: none"> ● Merchant payments will require ecosystem development incentives, this will require joint collaboration by both private and public sector for implementation to take place. These include working on: <ul style="list-style-type: none"> ○ standardization of prices of commodities - for example, establishing consumer protection, ○ promoting financial literacy, ○ digitizing the supply chain, for the refugees to adapt to making electronic payments. ● There is demonstrated need for credit (loans) to the refugees - This would encourage most of them to save in their accounts since they will see the value of their savings in case, they might need credit for their business, home improvement, emergencies etc. <p>Reactions.</p> <ul style="list-style-type: none"> ● How were the findings from the study matched to the MEB findings? ● Are the findings able to disaggregate between women and men? ● With these findings, Opportunity Bank has developed refugee specific products - being prototyped in Nakivale. ● WFP will continue to strengthen communication and drive financial inclusion with the refugees through opening bank accounts and extensive FLT trainings. 	
<p>4. Updates from CWG members – CWG Coordinator.</p>	<p>Updates from partners on Q1 focus</p> <p><u>World Food Programme</u></p> <ul style="list-style-type: none"> ● Digitalization of cash in South West, opening bank accounts in Rwamwanja and Kyangwali. ● FLT Training rollout in all cash settlements. 	

	<ul style="list-style-type: none"> • Introduction of cash in Imvepi and Palorinya. • Establishment of settlement CWG's in Imvepi and Palorinya in March. <p><u>Uganda Cash Consortium</u></p> <ul style="list-style-type: none"> • Multipurpose cash for the most vulnerable in Kyaka, Kyangwali and Nakivale with the Grant ending in less than 8 months and evaluations shared with the Consortium partners. • Examining the possibilities to roll out of multipurpose cash in West Nile. <p><u>Norwegian Refugee Council:</u></p> <ul style="list-style-type: none"> • Urban programming, Cash and Voucher assistance to vulnerable beneficiaries – rent, food, burial costs. • Hilton foundation planning to support 1600 beneficiaries with full MEB for urban. • Concluded an assessment on community-based risks and fears to analyze which categories have been most affected by Covid 19 and recommended support using cash and voucher. • Market assessments to groups supported last year to assess the challenges and impact of cash given and further give support to areas where there are still gaps e.g. with materials and equipment. <p><u>AVSI</u></p> <ul style="list-style-type: none"> • Graduating to resilience implemented by AVSI in Rwamwanja refugee settlement and surrounding host community. A 30 months graduation approach program with the 1st cohort of 6600 households. • Piloting related initiatives that is the digitalization of VSLA's with support from private sector actors. • Also, with supported funding from world bank to increase women's digital literacy which will have a component of mobile money. 	<p>NRC to capture the two assessments 1) community-based risks and fears, 2) markets assessments in the tracking tool developed by the CWG Coordinator.</p>
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<p>5. AOB CWG Coordinator.</p>	<ul style="list-style-type: none"> • Settlement level CWG meetings have been reactivated and Cash partners are requested to encourage field colleagues to actively participate as this is a great deliberation forum. • Re-launch of CWG meetings in West Nile in the Week of 15th to 18th. • For tracking purposes and to avoid duplication of efforts, partners are encouraged to update the tool earlier shared. • CWG meeting of March will be a workshop on Research and Learning consultation facilitated by U-Learn and CWG. 	<p>Participation in settlement level CWG meetings by all cash actors.</p> <p>Update of tool for all assessments conducted.</p> <p>Plan to reactivate CWG meetings in Karamoja.</p>
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Next meeting scheduled for Wednesday 24th March 2021

3.00pm to 5.00 pm

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