

MALAWI ICT & DIGITALIZATION POLICY ROADMAP 2022 – 2026 (DRAFT)

THE PRESIDENTIAL DELIVERY UNIT DIGITALIZATION LABS

25TH APRIL – 10TH MAY 2022

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BACKGROUND & OBJECTIVES

A 2 week digitalization lab was conducted to develop the National ICT & Digitalization Policy

Background:

- The Presidential Delivery Unit organized the Digitalization Labs from 25th April – 10th May, 2022. Malawi has entered into a new long term development planning cycle given the conclusion of 'Vision 2020' and the adoption of Malawi 2063 (MW2063).
- A coherent, harmonized and overarching National ICT & Digitalization Policy was needed due to technology's transformative nature and cross-cutting characteristics, and provide clarity and guidance to various tech related policies and projects.

Objectives:

- The 5 year policy provides comprehensive guidance to transform Malawi into a wealthy and self-reliant nation through provision of integrated and inclusive ICT, digital systems and life enhancing services.

ICT & DIGITALIZATION POLICY FRAMEWORK

A comprehensive framework to guide Malawi's transformation agenda was developed

TO ACHIEVE

TECH TRANSFORMATION ACROSS ALL SECTORS OF THE ECONOMY

- Digital Trade & Financial Services
- Digital Education
- Digital Health
- Other Sectors. E.G: Postal Services

SUPPORTED BY

4 CROSS CUTTING THEMES

- Governance for ICT Development
- Multi Stakeholder Engagement
- Cybersecurity, Data Protection & Regulation
- Research, Innovation & Technology

4 SUPPORTING PILLARS

- Connectivity & ICT Infrastructure Development
- Human Capital Development
- Private Sector Development
- Universal ICT Accessibility

TO REALIZE

A wealthy and self-reliant nation through provision of integrated and inclusive ICT, digital systems and life enhancing services

CURRENT LANDSCAPE

A situational analysis was conducted across nine priority areas in Malawi's tech landscape

PRIORITY AREA	CHALLENGES	ACTIONS PREVIOUSLY UNDERTAKEN
1. Connectivity and ICT infrastructure development	<ul style="list-style-type: none"> ➤ Digital skills, access, affordability and ownership of internet and devices 	<ul style="list-style-type: none"> ➤ Infrastructure is established that provides internet to majority of the population
2. Universal Access to ICT & ICT Related Services	<ul style="list-style-type: none"> ➤ Sharp difference exists in gender and urban/rural divide in access to mobile-phones 	<ul style="list-style-type: none"> ➤ Programs to subsidize mobile-phones for target communities
3. Governance for ICT Development	<ul style="list-style-type: none"> ➤ A lack of governance framework and harmonization led to siloes in digital initiatives 	<ul style="list-style-type: none"> ➤ Various ministries have taken initiatives to develop governance frameworks
4. Cybersecurity, Data Protection & Regulation	<ul style="list-style-type: none"> ➤ Lack of comprehensiveness in data protection and inadequate frameworks impede digitalization 	<ul style="list-style-type: none"> ➤ The government has developed bills in the pipeline to setup bodies and laws for enhanced data protection and security
5. Private Sector & Entrepreneurship Development	<ul style="list-style-type: none"> ➤ A lack of clarity in policy and high taxes were found to impede private sector development 	<ul style="list-style-type: none"> ➤ Multiple Initiatives such as MAREN, Digital Malawi, and tollgate systems provide support to the private sector.
6. Human Capital Development	<ul style="list-style-type: none"> ➤ A severe shortage exists in digital skills in government workforce and the country 	<ul style="list-style-type: none"> ➤ Established various training programs and provided scholarships to students and government employees
7. Research, Innovation & Development	<ul style="list-style-type: none"> ➤ R&D in technology initiatives were found to be inhibited by financing and talent incubation 	<ul style="list-style-type: none"> ➤ Developed a National Research Agenda and other research initiatives with a focus on technology
8. Multi Stakeholder Collaboration	<ul style="list-style-type: none"> ➤ A lack of coordination in digital initiatives and stakeholders pose a high risk to digitalization 	<ul style="list-style-type: none"> ➤ No comprehensive action taken previously to address tech specific coordination issues
9. Digitalization	<ul style="list-style-type: none"> ➤ Many sectors of the economy including postal services are manual and not empowered by tech. 	<ul style="list-style-type: none"> ➤ Multiple digital government initiatives including national ID as well as sector specific initiatives for digitalization

IMPLEMENTATION PLAN

Strategies were developed in the ICT & Digitalization Policy to transform Malawi

PRIORITY AREA	STRATEGIES
1. Connectivity and ICT infrastructure development	<ul style="list-style-type: none"> ➤ To promote investment in ICT infrastructure to increase digital access and technological adoption ➤ To ensure that as far as it is practicable, reliable, and affordable, communications services are provided throughout Malawi ➤ To ensure existence of an ICT and digital technology environment fully accessible to persons with disabilities (PWDs)
2. Universal Access to ICT & ICT Related Services	<ul style="list-style-type: none"> ➤ To ensure universal, reliable, equitable and inclusive access to ICT and ICT related services is established
3. Governance for ICT Development	<ul style="list-style-type: none"> ➤ To improve digital governance and capacity for the Government and private sector to serve citizens
4. Cybersecurity, Data Protection & Regulation	<ul style="list-style-type: none"> ➤ To ensure the provision of conducive ICT and digital regulatory environment for all stakeholder participation
5. Private Sector & Entrepreneurship Development	<ul style="list-style-type: none"> ➤ To ensure a conducive ICT and digital environment for participation of the private sector and entrepreneurs in economic growth and industrialization
6. Human Capital Development	<ul style="list-style-type: none"> ➤ To ensure that Malawi's citizens are capacitated with relevant digital skills as part of global digital revolution and economy ➤ To ensure improved digital skills in the Government and Private Sector workforce and all citizens of Malawi.
7. Research, Innovation & Development	<ul style="list-style-type: none"> ➤ To address the inadequacy of innovations and research gaps in the ICT sector ➤ To ensure ensure that there is deliberate interventions to reduce inadequate skills in ICT research and development
8. Multi Stakeholder Collaboration	<ul style="list-style-type: none"> ➤ To ensure comprehensive coordination mechanisms among various stakeholders for improved service delivered
9. Digitalization	<ul style="list-style-type: none"> ➤ To ensure that digital broadcasting is adequately harnessed in the country to reach 90% geographical coverage of Malawi and 95% of population by 2026 ➤ To ensure ensure a coordinated and systematic approach of the wealth creation agenda under the MW2063

INSTITUTIONAL ARRANGEMENTS

Key stakeholders and their roles were identified to coordinate the policy implementation

**Ministry of Information
Communication,
Technology & Digitalization**

- Responsible for the National ICT & Digitalization Policy formulation, monitoring and evaluation;

**Department of E-
Government (MoID)**

- Should be restructured into Malawi Information Technology Agency (MITA) that will be a quasi-autonomous organization under MoID.
- The organization should be charged with responsibility of accelerating a robust ICT development and utilization in Malawi

**Cabinet Committee on
Media and Communications**

- Should be enhanced to include provision of ICT strategic direction and oversight for Malawi's ICT sector and ensure that ICT is integrated in national development

**National ICT Steering
Committee**

- Should be established to provide oversight and leadership on Sector ICT Strategy formulation and implementation.
 - Reports to the Cabinet Committee through MoID
 - Includes Principal Secretaries and Heads of public institutions and Chamber of Commerce

District ICT Committees

- Established to be responsible for determination of ICT utilization for rural development and service delivery and monitoring of ICT utilization among sectors and communities;

Community ICT Committees

- Established in communities with responsibility to determine utilization of ICT in demanding and accessing services from relevant authorities; and will contribute towards identification of the needs for ICT centers

**Malawi Communications
Regulatory Authority
(MACRA)**

- The capacity of MACRA shall be enhanced to effectively discharge current and additional mandate as a regulatory body on ICTs

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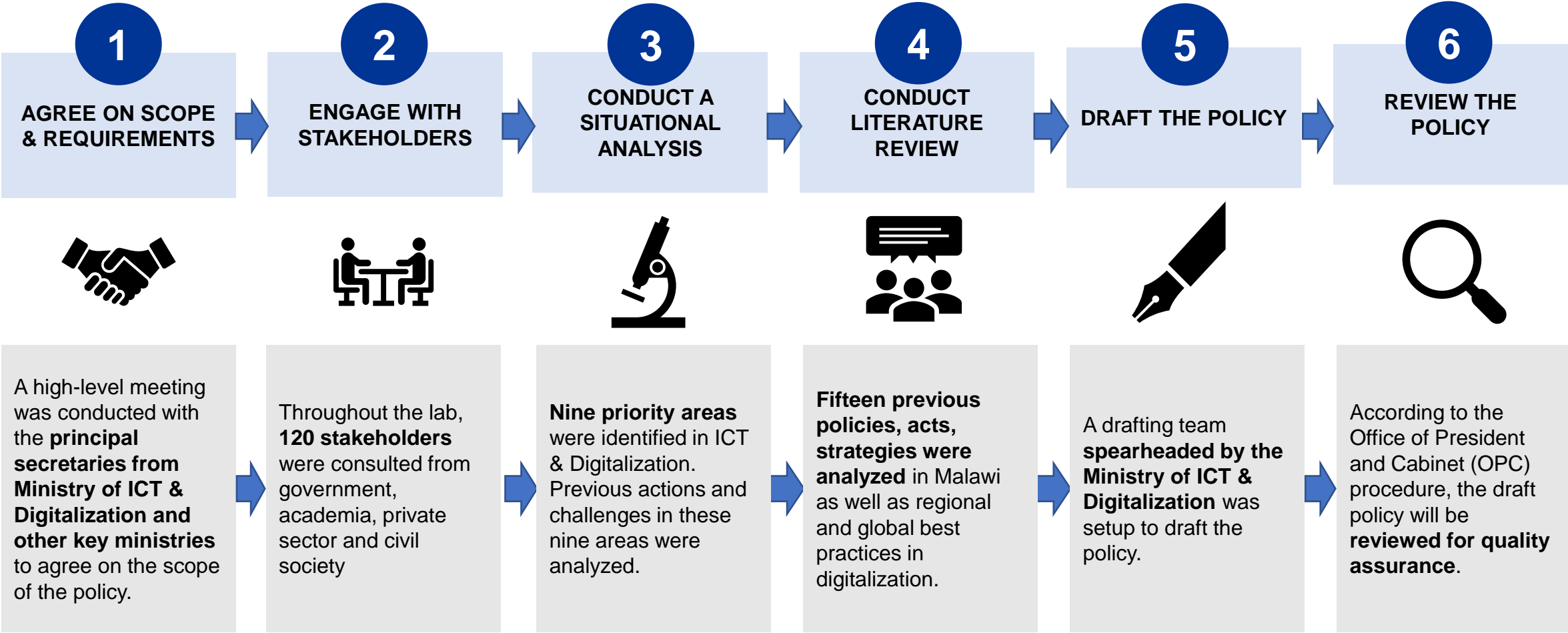
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PROJECT CONTEXT & OUR APPROACH

A rigorous and consultative process was adopted to develop a comprehensive national policy



POLICY DEVELOPMENT PROCESS & OUTCOME

Priority areas were identified & an implementation plan was established by the lab participants

Nine priority areas in ICT & Digitalization were identified

MAP OUT PREVIOUS ACTIONS TAKEN

- The previous actions and decisions taken by MDAs were listed.
- Relevant bills, acts, strategies and policies were mapped out.

IDENTIFY CHALLENGES

- Both process and sectoral challenges were identified for each of the actions taken.

PROPOSE SOLUTIONS

- Short- and long-term solutions, along with timelines were proposed by the lab participants.



An Implementation Framework was established

DEVELOP AN IMPLEMENTATION PLAN

- A policy statement objective and related strategies (per year) were developed in the nine priority areas.

ESTABLISH A MONITORING & EVALUATION FRAMEWORK

- A Monitoring and Evaluation Framework was established with key performance indicators.

MAP OUT STAKEHOLDERS

- In the solutions identified, the roles and responsibilities of various stakeholders were developed.

Resulted in the National ICT & Digitalization Policy (2022 to 2027)

- A comprehensive policy was established in line with the **Malawi 2063 vision**, to transform Malawi into a wealthy and self-reliant industrialized 'upper- middle-income country' by the year 2063.

- The implementation plan corresponds to the First **10-year Implementation Plan** that operationalizes MW2063

KEY STAKEHOLDERS ENGAGED

The PDU Labs engaged with 130 stakeholders in the tech ecosystem across Malawi

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PRIORITY AREAS IN ICT & DIGITALIZATION

Nine priority areas were identified by the lab participants that the policy will encompass

Digital Infrastructure

1. Connectivity and ICT infrastructure development

2. Universal Access to ICT & ICT Related Services

Economic Growth through Digitalization

5. Private Sector & Entrepreneurship Development

6. Human Capital Development

7. Research, Innovation & Development

Policy & Governance

3. Governance for ICT Development

4. Cybersecurity, Data Protection & Regulation

Coordination for a Transformative Agenda

8. Multi Stakeholder Collaboration

9. Digitalization

1. CONNECTIVITY & INFRASTRUCTURE DEV

Key challenges include access, affordability and ownership of internet and devices

CHALLENGES

- **Access to Electricity** - Only 11 percent of the population has access to electricity at home.
- **Access to Internet** - 18% of Malawians use the Internet compared to Zambia (14.3%) and Mozambique (10%), but still significantly lagged Tanzania (25%).
- **Ownership of Mobile Phone** - 90% of households are unable to afford to own a mobile phone, and 96.6% are unable to afford a computer, laptop, or tablet.
- **Expensive:** Coverage is low with 12,000 subscriptions representing 0.06% of population, compared to Africa average (0.5%) due to expensive infrastructure and high taxation.
- **Digital skills shortage** limit the ability of individuals, businesses, and public agencies to capitalize on the benefits of digital transformation
- Lack of Awareness of Digital Products
- Challenges in identifying users in the absence of linkages with the national ID
- Limited ICT standards
- A lack of data centers and policies around data centers to localize content

INITIATIVES PREVIOUSLY UNDERTAKEN

- 30.8% of the population lives within 10km of fiber nodes, with nearly all population living within 50km
- 68% of public institutions have direct Internet access on their premises
- 78% of Malawi's population has 3G coverage, and 88% of people within Malawi have access to either a 3G or 4G signal

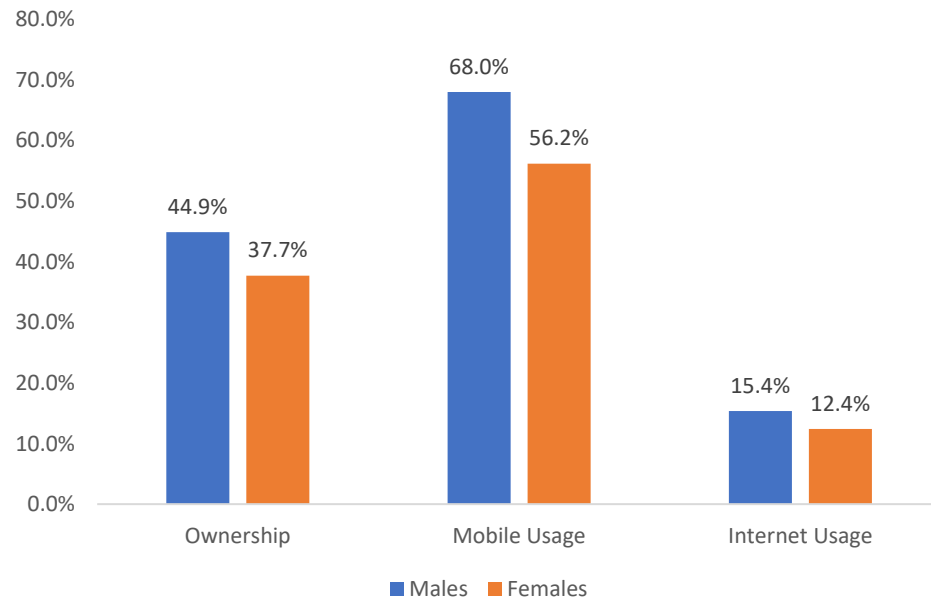
2. UNIVERSAL ACCESS TO ICT & SERVICES

Sharp difference exists in gender and urban/rural divide in access to mobile phones

- Mostly men own and use mobile-phones.
- 44.9% of men own mobile-phones compared to 37.7% women
- 68% of men use mobile-phones compared to 56.2% women
- Internet usage is poor across Malawi with 15.4% men and 12.4% women using internet.

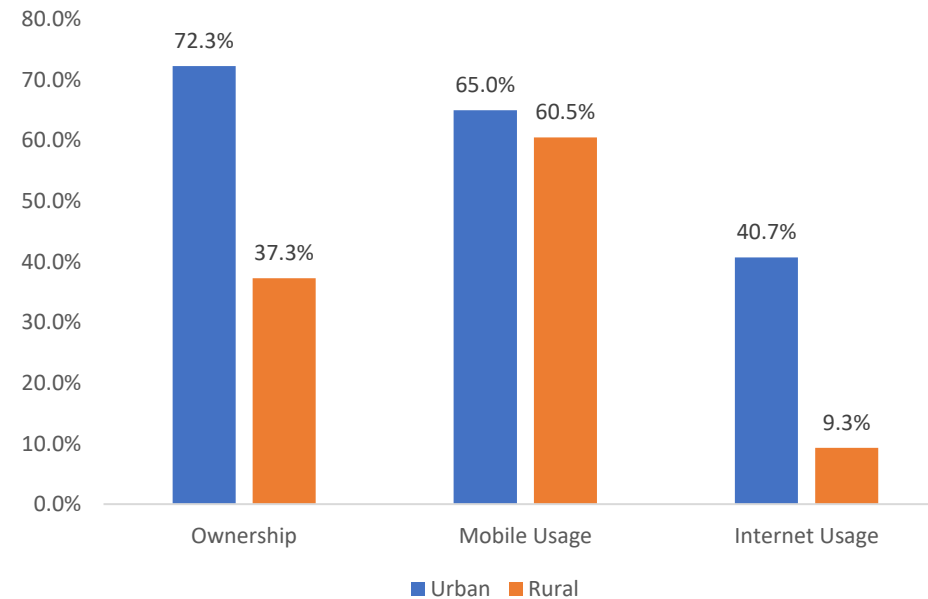
- Mobile-phone ownership is concentrated in urban areas. 72.3% Urban Malawians own a mobile-phone compared to only 37.3%.
- Very few Rural Malawians use internet. 9.3% of Rural Malawians use internet.

GENDER GAP



Source: (NSO 2019b)

URBAN/RURAL DIVIDE



Source: (NSO 2019b)

3. GOVERNANCE FOR ICT DEVELOPMENT

Several initiatives were undertaken but a lack of governance led to digital silos

CHALLENGES

- Lack of ICT policy harmonization with multiple policies and strategies such as Digital Economy strategy, Digital government strategy, ICT policy, and etc.
- Lack of harmonization and integration of ICT systems
- Due to international connectivity in rather than government owned or supported internet service provider, data is expensive
- Lack of an official platform and poor enforcement for official email communication.
- Lack of guidelines on cloud storage
- No government guidance on connectivity infrastructure.
- No policy on ownership of connectivity infrastructure including towers has led to poor infrastructural deals.
- Lack of guidelines, standards and expertise in data centre operations.

INITIATIVES PREVIOUSLY UNDERTAKEN

- Developed overarching policies and visions such as MW2063 and MIP-1
- MoH has setup digital platforms such as Electronic Medical Systems, DHIS2 and developed proposals for data centers
- EP&D setup PISP database, GWM and EMIS
- MISPA has combined various ISPs to have a single voice
- SNDP has setup a domain naming system for Malawi
- MRA has developed a governance framework
- Ministry of Agriculture has setup National Agriculture Information System
- Ministry of Education has setup various management systems such as HEMIS, TEMIS, TMIS, TPAS

4. CYBERSECURITY & DATA PROTECTION

Lack of comprehensiveness in data protection and inadequate frameworks impede digitalization

CHALLENGES

- Lack of a comprehensive standalone Cyber Crime Act
 - ❖ Cross border standardization of data
 - ❖ Mutual legal assistance in cyber-crimes with other countries
- Lack of proper regulation on e-waste management
- Inadequate standards for compliance on provisions of ICT equipment
- Inadequate provisions for green computing
- Inadequate frameworks for critical information infrastructure (CII) holders
- Inadequate identification, management, ownership and protection of the critical sites (telecom sites)
- Inadequate coordination on international cyber security issues
- Unclear policy on cloud storage of data
- Lack of an IT Authority
- Inadequate MDA specific ICT developments

INITIATIVES PREVIOUSLY UNDERTAKEN

- Communication Act 2016
- **E-electronic and Cyber Security Act**
 - ❖ E-commerce
 - ❖ E-government
 - ❖ Cyber security - (child protection, hacking, network interference)
- **Drafted the Data Protection Bill**
 - ❖ Personal data protection
 - ❖ Fair processing of personal data
 - ❖ Consent
- **Access to Information Act**
 - ❖ Right to access information
- **Drafted the MITA Bill**
 - ❖ To set standards for Government
 - ❖ ICT Policy implementation and championing.
 - ❖ Facilitate and coordinate the IT issues (systems)

5. PRIVATE SECTOR & ENTREPRENEURSHIP

Lack of clarity in policy and high taxes were found to impede private sector development

CHALLENGES

- The Malawi Revenue Authority (MRA) imposes a 10 percent excise duty on airtime usage.
- Malawi Communications Regulatory Authority imposes an additional incoming internal call termination levy of U.S. 8 cents per minute.
- High data landing costs and inflated domestic fibre pricing
- The domestic costs of data are driven by duplication of infrastructure, high operating costs, and high costs to lease infrastructure for smaller players, resulting in an inefficient market that impedes competition.
- Limited awareness of the ICT Policy – 21 percent of key stakeholders reported not to be aware of the national ICT Policy 2013
- Data siloes and lack of harmonization – This impacts the private sector from having sufficient information to take evidence-based decisions.
- Malawi is in the "low commitment" in global cyber commitment score.

INITIATIVES PREVIOUSLY UNDERTAKEN

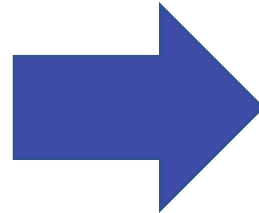
- Multiple Initiatives such as MAREN, Digital Malawi, SABA G-tech, tollgate systems provide support to the private sector.
- The forthcoming Digital Economy Strategy will provide a comprehensive guide for private sector development.
- Cybersecurity strategy and establishment of a Computer Emergency Response Team will further articulate Malawi's position on cybersecurity

6. HUMAN CAPITAL DEVELOPMENT

A severe shortage exists in digital skills in government workforce and the country

WHAT SKILLS ARE REQUIRED FOR A DIGITAL SOCIETY?

- Basic digital literacy in the use of devices and applications
- Skills in coding and software development for their production
- Emerging advanced skills like data analytics and artificial intelligence
- Flexible problem-solving and cognitive skills



LIMITING FACTORS IN MALAWI'S EDUCATION SYSTEM

- High attrition rates from pre-preliminary to tertiary
- Curriculum does not focus on digital skills
- Lack of access to digital learning
- Limited partnership with private sector at tertiary level
- Training does not address specialized and specific needs

LIMITING FACTORS IN MALAWI'S GOVT WORKFORCE

- Poor coordination between MDA's disrupt the allocation of workforce
- Lack of skill transfers and an over-dependence on external expertise

7. RESEARCH, INNOVATION & DEVELOPMENT

R&D in technology initiatives were found to be inhibited by financing and talent incubation

CHALLENGES

- Lack of financing Research & Development, Innovation & Technology development
- Lack of talent identification, incubation, nurturing & promotion
 - Agendas in research are donor driven
- Lack of maker-spaces for prototyping and validation
- Lack of a centralized ICT knowledge bank
- Lack of enforcement in Intellectual Property protection.

INITIATIVES PREVIOUSLY UNDERTAKEN

- Govt reviewed the 2002 National Science, Technology & Innovation Policy
- Developed a National Research Agenda with a focus on technology
- Introduced the concept of National Technology Innovation Ecosystem to support ICT innovation
- Setup funds such as Research and Development Fund, Technology Innovation Grants, and Science & Technology Fund
- In the process of establishing intellectual property management offices in research institutions including places of higher education
- The Registrar General is reviewing the IP legislation and enforcement.

8. MULTISTAKEHOLDER COLLABORATION

A lack of coordination in digital initiatives and stakeholders pose a high risk to digitalization



DEVELOPMENT PARTNERS WORK IN SILOS

- Lack of coordination between development partners and the Government lead to siloed initiatives
- Limited skills transfer between development partners and the Government prevent government from acquiring advanced digital skills



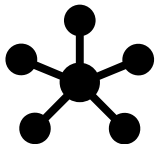
DIGITALIZATION INITIATIVES ARE DISPARATE

- Technology initiatives in various departments occur in siloes, and create challenges in harmonization, interoperability and coordination



POOR LINK WITH THE NATIONAL ID

- Lack of coordination between social grant and agriculture programs such as Unified Beneficiary Registry and Affordable Input Program without links to the national ID creates coordination challenges



R&D INTIATIVES ARE NOT COORDINATED

- Lack of collaboration between researchers, private investors, innovators, financier and the rest of the digital ecosystem prevents a coordinated effort in Research & Development.

STAKEHOLDER MAPPING

Stakeholders were mapped to understand their role in the digitalization agenda

Stakeholder	Responsibilities
Office of the President and Cabinet	The Office of the President and Cabinet (OPC) is responsible for providing advice and support to the President and Cabinet as well as providing oversight leadership in the Public Service.
Ministry of Information & Digitalization	It is responsible for setting government policy and strategy within the sector and plays an oversight role for MACRA. Address national priorities for economic growth and poverty reduction through the development and coordination of national policies related to Information & Communication Technology policies.
Malawi Communications Regulatory Authority	The Malawi Communications Regulatory Authority is the communications regulatory authority in Malawi.
E-Government Department	The e-Government department within MICT is responsible for setting government IT policy and providing IT services to all Ministries, Departments and Agencies (MDAs).
Malawi Internet Service Providers Association	Malawi Internet Service Providers' Association - MISPA is an independent body and voluntary association acting in the interests of Internet Service providers in Malawi and generally dealing with matters related to the provision of Internet access in the African region.

STAKEHOLDER MAPPING

Stakeholders were mapped to understand their role in the digitalization agenda

Stakeholder	Responsibilities
Economic and Planning Department	The Ministry of Finance, Economic Planning and Development (MoFEPD) is responsible for formulating economic and fiscal policy and managing financial and material resources of the Government of Malawi in order to realize balanced and sustainable economic growth for poverty reduction.
National Planning Commission	The Mandate is to coordinate the development of long- and medium-term plans and oversee their implementation by coordinating with various stakeholders.
Telecommunications Operators	Provide voice and data, and various value added (including financial) services
Malawi Confederation of Chambers of Commerce and Industry	It is a partnership of enterprises and associations representing all sectors of the economy of Malawi.
Academia	Provide education at various different levels to create new generations of skilled personnel (ICT education provided from primary to Post Graduate level)
National Commission for Science & Technology	The functions of the Commission is to advise the Government and other stakeholders on all science and technology matters in order to achieve a science and technology-led development
The Copyright Society of Malawi	The main function is to promote and protect creative works in which copyright and related rights exist and to ensure that the owners of such works are adequately remunerated.
Civil Society	Implement various different ICT capacity building and advocacy initiatives to strengthen Malawi human resources in the area of ICT

ALIGNMENT WITH POLICIES

Related government policies and strategies on ICT were analysed and reviewed







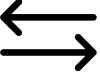


Legislation	Description
Constitution of Malawi	The Malawi constitution provides for the right to development to all persons and peoples to enjoy economic, social, cultural and political development regardless of their gender, age, economic status, tribe, religious, cultural and political affiliation. It also emphasizes the right to freely engage in economic activity, to work and to pursue a livelihood anywhere in Malawi
Local Government Act	The Act provides the need for local government authorities to provide social services and infrastructure and to carryout maintenance work and repairs of any infrastructure including roads, bus shelters, street lighting and vehicle parking places within the area under its jurisdiction.
The Electronic Transactions and Cyber Security Act of 2016	The Act forms part of broader efforts to strengthen Malawi's cyber-security ecosystem as highlighted by the forthcoming National Cybersecurity Strategy and the establishment of a CERT under MACRA
Communications Act 2016	<i>TBC</i>

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POLICY OBJECTIVES & OUTCOMES

Policy objectives & outcomes across the 9 priority areas were identified by the lab participants

	OBJECTIVES	OUTCOMES
	1. Develop a reliable, inclusive, adaptive, and robust digital Infrastructure throughout Malawi.	1. Robust, reliable, inclusive and adaptive digital infrastructure is established.
	2. Improved access and adoption of ICT and ICT related services	2. Improved access and adoption of ICT and ICT related services
	3. Strengthen policy environment for scaling up private sector investment and utilization in ICT and ICT entrepreneurship ventures	3. Improved conducive policy environment for private sector and entrepreneurs for economic growth and industrialization
	4. Strengthen public and private sector capacity to access and provide digital services.	4. Improved participation, decision-making and capacity for the government and private sector to serve citizens seamlessly
	5. Promote digital literacy and digital human capacity for the fourth industrial revolution	5. Improved digital literacy and digital human capacity for the fourth industrial revolution
	6. Promote digitalization in all sectors of the economy	6. All sectors of the economy digitalized.
	7. Strengthen the participation of different stakeholders in the process of digitalization	7. Enhanced institutional coordination and policy coherence mechanism.
	8. Develop a comprehensive and harmonized legal and regulatory framework in the ICT sector	8. A comprehensive and harmonized legal and regulatory framework developed.
	9. Enhance capacity for research and innovation in science and technology	9. Capacity for research and innovation in science and technology developed

ICT & DIGITALIZATION POLICY FRAMEWORK

A comprehensive framework to guide Malawi's transformation agenda was developed

TO ACHIEVE

TECH TRANSFORMATION ACROSS ALL SECTORS OF THE ECONOMY

- Digital Trade & Financial Services
- Digital Education
- Digital Health
- Other Sectors. E.G: Postal Services

SUPPORTED BY

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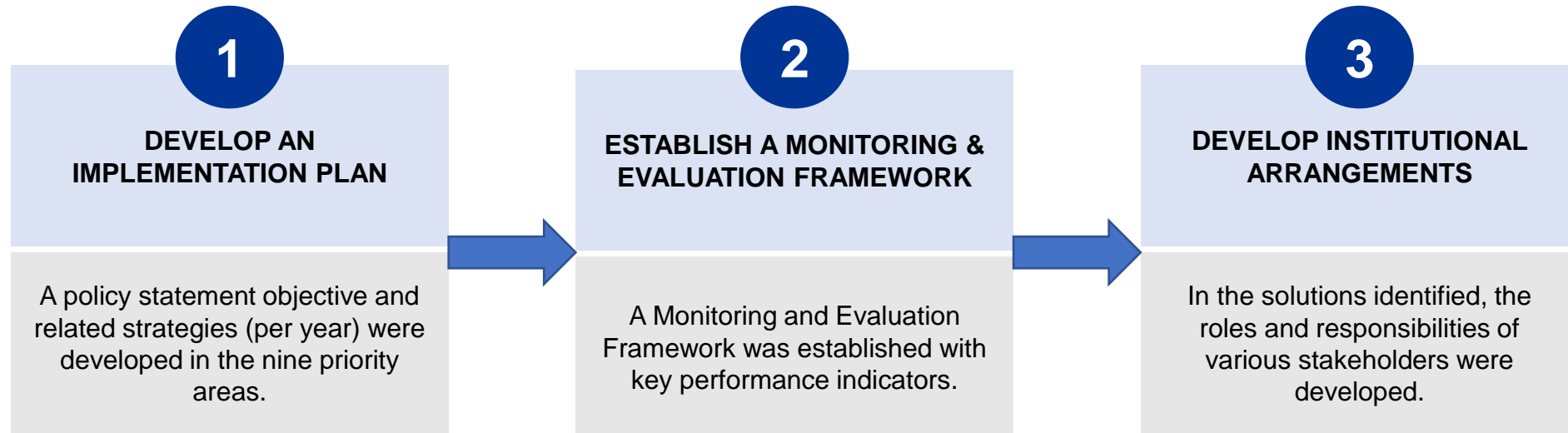
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IMPLEMENTATION PROCESS

An implementation framework was established to actualize the National ICT & Digitalization Policy



1. CONNECTIVITY & INFRASTRUCTURE

Strategies were developed to promote investment in tech infrastructure

- **Policy Statement 1** – The Policy will promote investment in ICT infrastructure to increase digital access and technological adoption

OBJECTIVE	STRATEGY	RESPONSIBILITY	TIME FRAME
To promote investment in ICT infrastructure to increase digital access and technological adoption	Subsidize OPEX and CAPEX of targeted last mile infrastructure through the Universal Service Fund (USF)	TBC	2022-2026
	Provide conducive legislative environment and regulatory incentives to promote investment in ICT infrastructure	TBC	2022-2026
	Review import duties on communications network equipment (e.g., towers and air interfaces)	TBC	2022-2026
	Ensure conducive environment for collaboration of public and private sector in exploring various means of financing ICT infrastructure	TBC	2022-2026
	Encourage the upgrading and expansion of existing ICT infrastructures	TBC	2022-2026
	Advocate the acceleration of the ongoing power sector reforms including adoption of green power technologies which are critical to the development of the ICT industry	TBC	2022-2026

1. CONNECTIVITY & INFRASTRUCTURE

Economic incentives were formulated to reduce the costs of ICT infrastructure and services

- **Policy Statement 2** – The Policy will ensure that as far as it is practicable, reliable, and affordable, communications services are provided throughout Malawi.

OBJECTIVE	STRATEGY	RESPONSIBILITY	TIME FRAME
To ensure that as far as it is practicable, reliable, and affordable, communications services are provided throughout Malawi	Review ICT licensing framework to promote competition and fair trading	TBC	2022-2026
	Mandate infrastructure sharing of ICT providers to reduce ICT and digital technology service costs	TBC	2022-2026
	Lower taxes on ICT terminal and connection devices	TBC	2022-2026
	Subsidize the costs of entry-level mobile devices for shared access	TBC	2022-2026
	Review taxation of broadband and other digital services	TBC	2022-2026
	Promote local production and assembly of ICT equipment	TBC	2022-2026
	Promote adherence to ICT standards to ensure quality of service	TBC	2022-2026

1. CONNECTIVITY & INFRASTRUCTURE

Pricing and economic policies were developed to better serve the last-mile

- **Policy Statement 3** – The Policy will ensure increased ICT and digital technology access and connectivity in underserved (unserved) areas.

OBJECTIVE	STRATEGY	RESPONSIBILITY	TIME FRAME
To ensure increased ICT and digital technology access and connectivity in underserved (unserved) areas.	Offer incentive spectrum pricing for access and transport networks for rural areas	<i>TBC</i>	2022-2026
	Strengthen and promote access and use of digital services in underserved areas	<i>TBC</i>	2022-2026
	Stimulate demand with data vouchers for end-users in newly covered areas through the USF	<i>TBC</i>	2022-2026

1. CONNECTIVITY & INFRASTRUCTURE

Steps were taken to ensure inclusive access to technologies, especially those with disabilities

- **Policy Statement 4** – The Policy will ensure existence of an ICT and digital technology environment fully accessible to persons with disabilities (PWDs)

OBJECTIVE	STRATEGY	RESPONSIBILITY	TIME FRAME
To ensure existence of an ICT and digital technology environment fully accessible to persons with disabilities (PWDs).	Review existing legislation to promote ICT and digital technology accessibility for PWDs	TBC	2022-2026
	Strengthen Research and Development for ICT and digital technology access for PWDs	TBC	2022-2026
	Ensure that websites of government departments and agencies comply with international web accessibility standards and are accessible for PWDs	TBC	2022-2026
	Provide incentives to providers of accessible technology solutions including software, hardware, and applications	TBC	2022-2026

2. UNIVERSAL ACCESS TO ICT SERVICES

Incentives were established to make technology infrastructure universal, reliable and equitable

- **Policy Statement 1** – The Policy will ensure universal, reliable, equitable and inclusive access to ICT and ICT related services is established

OBJECTIVE	STRATEGY	RESPONSIBILITY	TIME FRAME
To ensure universal, reliable, equitable and inclusive access to ICT and ICT related services is established	Review ICT licensing framework to promote competition and fair trading	TBC	2022-2026
	Mandate infrastructure sharing of ICT providers to reduce ICT/digital technology services costs	TBC	2022-2026
	Increasing internet usage to 80% of the population and broadband coverage to 95% of the population by 2026	TBC	2022-2026
	Revise regulation to support the cost-effective roll-out and operation of infrastructure	TBC	2022-2026
	Strengthen MACRA's capacity to determine the true costs of service and develop interventions aimed at delivering affordable pricing	TBC	2022-2026
	Stimulate demand with data vouchers for end-users in newly covered areas	TBC	2022-2026
	Ensure access to affordable devices to people living with disability, elderly and the disadvantaged to access internet	TBC	2022-2026
	Phase out excise on data and text package purchases	TBC	2022-2026
	Optimize the allocation of spectrum	TBC	2022-2026
	Subsidize costs of devices through cost effective device packages	TBC	2022-2026
	Evaluate the impact of subsidies for the uptake of Solar Home Systems (SHS) to determine preferred mechanisms for supporting uptake	TBC	2022-2026
Revise import standards for solar PV to ensure acceptable longevity	TBC	2022-2026	

3. GOVERNANCE IN ICT DEVELOPMENT

A robust framework was established to improve governance capacity in Malawi

- **Policy Statement 1** – The policy will endeavour to improve digital governance and capacity for the Government and private sector to serve citizens.

OBJECTIVE	STRATEGY	RESPONSIBILITY	TIME FRAME
To improve digital governance and capacity for the Government and private sector to serve citizens.	Ensure the commercial sustainability of the National Registration & Identification System (NRIS)	TBC	2022-2026
	Improve the performance of the Affordable Input Programme (AIP) and social grant system through integration with the Unified Beneficiary Registry (UBR) and adoption of the national ID	TBC	2022-2026
	Improve health service delivery by harmonizing health system individual identifiers with the national ID	TBC	2022-2026
	Support the emergence of innovative services built using the national ID by widening access to the national ID, API and implementing a national PKI	TBC	2022-2026
	Widen usage of the national ID in the design and delivery of government services by establishing an Enterprise Service Bus (ESB) and regulating its use	TBC	2022-2026
	Develop an open eProcurement and unified eService platform with MPC as a 'one-stop-shop' for Government services	TBC	2022-2026
	Scope manual G2C services in and prioritize digitization of critical services	TBC	2022-2026
	Improve Government efficiency and the digitization of back-office processes through the roll-out of an electronic document and records management system (EDRMS)	TBC	2022-2026
	Harmonize various ICT systems in MDAs for seamless integration	TBC	2022-2026
	Define the national and regional e-Government Inter-Operability Technical Framework (ITF) for governing information flow across Government and Regions as well as setting core standards for data and information integration and management	TBC	2022-2026

4. CYBERSECURITY & DATA PROTECTION

A comprehensive set of policies were developed to provide data protection

- **Policy Statement 1** – The policy will ensure provision of conducive ICT and digital regulatory environment for all stakeholder participation

OBJECTIVE	STRATEGY	RESPONSIBILITY	TIME FRAME
To ensure the provision of conducive ICT and digital regulatory environment for all stakeholder participation.	Develop a standalone comprehensive Cyber Crime Act	TBC	2022-2026
	Policy to provide for e-waste management framework to address handling and dumping of absolute ICT equipment	TBC	2022-2026
	Develop laws addressing green computing and recycling of ICT equipment	TBC	2022-2026
	Develop laws on critical information infrastructure (CII) holders e-government, Finance, Health, Immigration, Road traffic, energy, agriculture - sectoral CERTs;	TBC	2022-2026
	Develop law for critical sites identification, management, ownership and protection by Government;	TBC	2022-2026
	Develop policy to provide for ICT levy or a proportion of national budget towards ICT development	TBC	2022-2026

5. PRIVATE SECTOR & ENTREPRENEURSHIP

Proactive steps were established to foster investment and incubate tech entrepreneurs

- **Policy Statement 1** – The policy will ensure a conducive ICT and digital environment for participation of the private sector and entrepreneurs in economic growth and industrialization

OBJECTIVE	STRATEGY	RESPONSIBILITY	TIME FRAME
To ensure a conducive ICT and digital environment for participation of the private sector and entrepreneurs in economic growth and industrialization	Create a pro-e-Enterprise environment with special attention to the development of e-business	TBC	2022-2026
	Increase the ease and reduce the cost of doing business with the Government	TBC	2022-2026
	Reduce trade compliance costs and time to enable industrialization through increased competitiveness and e-commerce adoption	TBC	2022-2026
	Develop local content requirements for ICT development;	TBC	2022-2026
	Review sector-specific taxes on ICT equipment and accessories to accelerate economic growth	TBC	2022-2026
	Develop a communication strategy to engage with the private sector	TBC	2022-2026
	Create data sharing platforms for MDAs	TBC	2022-2026
	Engage the private sector in policy review processes	TBC	2022-2026

6. HUMAN CAPITAL DEVELOPMENT

A revision in curriculum and laws were recommended to improve digital skills of Malawi

- **Policy Statement 1** – The policy will ensure that Malawi’s citizens are capacitated with relevant digital skills as part of global digital revolution and economy

OBJECTIVE	STRATEGY	RESPONSIBILITY	TIME FRAME
To ensure that Malawi’s citizens are capacitated with relevant digital skills as part of global digital revolution and economy.	Intensify mass digital skills literacy programs	TBC	2022-2026
	Introduce digital entrepreneurship in academic institutions	TBC	2022-2026
	Develop laws addressing green computing and recycling of ICT equipment	TBC	2022-2026
	Review curriculum to incorporate digital skills at elementary education level	TBC	2022-2026
	Revise teacher training curriculum to include blended learning, device usage for education and LMS	TBC	2022-2026
	Provide open access to digital content and support for teachers and students in all of Malawi’s schools	TBC	2022-2026

6. HUMAN CAPITAL DEVELOPMENT

The policy committed to enhance government capability in technology for better delivery

- **Policy Statement 2** – The policy will ensure ensure improved digital skills in the Government and Private Sector workforce and all citizens of Malawi

OBJECTIVE	STRATEGY	RESPONSIBILITY	TIME FRAME
To ensure improved digital skills in the Government and Private Sector workforce and all citizens of Malawi.	Provide specialization training pathways for ICT personnel	TBC	2022-2026
	Develop a community digital champion programs to deepen digital literacy and skills across Malawi	TBC	2022-2026
	Introduce tailor-made trainings and follow up refresher courses in subjects such as computer science and data science in MDAs	TBC	2022-2026
	Review hiring structures to support specialization in technology such as cybersecurity, data management, and system development	TBC	2022-2026

7. RESEARCH, INNOVATION & DEVELOPMENT

Steps were taken to address the inadequacy of tech innovations and research

- **Policy Statement 1** – The policy will address the inadequacy of innovations and research gaps in ICT sector

OBJECTIVE	STRATEGY	RESPONSIBILITY	TIME FRAME
To address the inadequacy of innovations and research gaps in the ICT sector	Develop strategies to support research and innovation	<i>TBC</i>	2022-2026
	Establish a National Fund for Research Innovation and Technology	<i>TBC</i>	2022-2026

7. RESEARCH, INNOVATION & DEVELOPMENT

The implementation plan was deliberate to support researchers to improve tech skills and networks

- **Policy Statement 2** – The Policy will ensure that there is deliberate interventions to reduce inadequate skills in ICT research and development

OBJECTIVE	STRATEGY	RESPONSIBILITY	TIME FRAME
To ensure ensure that there is deliberate interventions to reduce inadequate skills in ICT research and development.	Promote the recognition and uptake of professional skills in addition to traditional academics	TBC	2022-2026
	Establish a national technology and innovation fund aimed at developing and supporting local initiatives into tangible solutions.	TBC	2022-2026
	Develop and support Centres of Excellence (CoEs) focused on Research and Development, Innovation and Entrepreneurship.	TBC	2022-2026
	Identify and assign responsibilities and roles to specific government institutions for data and privacy protection, intellectual property right enforcement, cybercrime enforcement, research and development, innovation and entrepreneurship in order to foster the coordinated growth of digital economy.	TBC	2022-2026

8. MULTISTAKEHOLDER COLLABORATION

A comprehensive coordination mechanism for improved service delivery was developed

- **Policy Statement 1** – The Policy will ensure comprehensive coordination mechanisms among various stakeholders for improved service delivery

OBJECTIVE	STRATEGY	RESPONSIBILITY	TIME FRAME
To ensure comprehensive coordination mechanisms among various stakeholders for improved service delivery.	Promote the use of common infrastructures and capitalizing on other sectoral infrastructures to ensure complementarity and cost management.	<i>TBC</i>	2022-2026
	Review and improve coordination mechanisms and regulation among multisectoral players	<i>TBC</i>	2022-2026
	Ensure close collaboration and coordination with basic utilities infrastructure networks such as electricity, water, telecommunications, and transport networks in the rollout of digital infrastructure	<i>TBC</i>	2022-2026
	Ensure harmonized donor coordination mechanisms in ICT & Digitalization in various sectors and alignment of their support to Human Capital and Economic Infrastructure Enablers' agreed priorities.	<i>TBC</i>	2022-2026

8. MULTISTAKEHOLDER COLLABORATION

Policies were developed to strengthen coordination to actualize the MW2063 vision

- **Policy Statement 2** – The Policy will strengthen the Human Capital Development and Economic Infrastructure Enabler Coordination Groups to ensure a coordinated and systematic approach of the wealth creation agenda under the MW2063.

OBJECTIVE	STRATEGY	RESPONSIBILITY	TIME FRAME
To ensure ensure a coordinated and systematic approach of the wealth creation agenda under the MW2063.	Ensure timely provision of adequate resources for regular enabler coordination activities	TBC	2022-2026
	Ensure there is Enabler-centric approach to coordinated planning and management; and promote focus on prioritized and strategic issues within the Enablers	TBC	2022-2026

9. DIGITALIZATION

Government functioning will be transformed through digitalization

- **Policy Statement 1** – The policy will roll out full digitization to the major telecommunication processes that are critical in fostering social economic development

OBJECTIVE	STRATEGY	RESPONSIBILITY	TIME FRAME
To roll out full digitization to the major telecommunication processes that are critical in fostering social economic development.	Strengthen digitization of critical functions such as procurements, registrations and record keeping are all digitized	TBC	2022-2026
	Ensure critical sectors of the economy are connected to robust internet connectivity for ease of communication	TBC	2022-2026
	Enhance implementation of projects and initiatives aimed at digitizing manual processes in key Government institutions	TBC	2022-2026
	Strengthen development and harmonization of ICT applications and systems to ease delivery of services	TBC	2022-2026
	Strengthen engagement with the private sector, academia and key stakeholders to consolidate resources and expertise towards execution of the Digital Government agenda	TBC	2022-2026
	Ensure that critical ICT Infrastructure is put in place to support digitization	TBC	2022-2026

9. DIGITALIZATION

Internet access across the country will be improved through improved infrastructure

- **Policy Statement 2** – The Policy will ensure that digital broadcasting is adequately harnessed in the country to reach 90% geographical coverage of Malawi and 95% of population by 2026

OBJECTIVE	STRATEGY	RESPONSIBILITY	TIME FRAME
To ensure that digital broadcasting is adequately harnessed in the country to reach 90% geographical coverage of Malawi and 95% of population by 2026	Strengthen local content production studios	TBC	2022-2026
	Enhance skills development in inclusive local content production	TBC	2022-2026
	Enhance National Digital signal coverage	TBC	2022-2026
	Strengthen regulations to safeguard against vandalism of digital equipment	TBC	2022-2026
	Develop the Digital Broadcasting frameworks	TBC	2022-2026

9. DIGITALIZATION

The manual postal sector will be automated through the national physical addressing system

➤ **Policy Statement 3** – The Policy will ensure e-trade processes for operations of postal sector

OBJECTIVE	STRATEGY	RESPONSIBILITY	TIME FRAME
To ensure e-trade processes for operations of postal sector.	Expedite implementation of the national physical addressing system	<i>TBC</i>	2022-2026
	Pilot a parcel locker service to support last mile delivery	<i>TBC</i>	2022-2026
	Expedite deployment of the electronic single window with a focus on processe automation and border agency integration.	<i>TBC</i>	2022-2026

MONITORING AND EVALUATION FRAMEWORK

A framework was developed to track the progress of the policy implementation

To be entered by the drafting team once review process is completed

INSTITUTIONAL ARRANGEMENTS

Key stakeholders and their roles were identified to coordinate the policy implementation

**Ministry of Information
Communication,
Technology & Digitalization**

- Responsible for the National ICT & Digitalization Policy formulation, monitoring and evaluation;

**Department of E-
Government (MoID)**

- Should be restructured into Malawi Information Technology Agency (MITA) that will be a quasi-autonomous organization under MoID.
- The organization should be charged with responsibility of accelerating a robust ICT development and utilization in Malawi

**Cabinet Committee on
Media and Communications**

- Should be enhanced to include provision of ICT strategic direction and oversight for Malawi's ICT sector and ensure that ICT is integrated in national development

**National ICT Steering
Committee**

- Should be established to provide oversight and leadership on Sector ICT Strategy formulation and implementation.
 - Reports to the Cabinet Committee through MoID
 - Includes Principal Secretaries and Heads of public institutions and Chamber of Commerce

District ICT Committees

- Established to be responsible for determination of ICT utilization for rural development and service delivery and monitoring of ICT utilization among sectors and communities;

Community ICT Committees

- Established in communities with responsibility to determine utilization of ICT in demanding and accessing services from relevant authorities; and will contribute towards identification of the needs for ICT centers

**Malawi Communications
Regulatory Authority
(MACRA)**

- The capacity of MACRA shall be enhanced to effectively discharge current and additional mandate as a regulatory body on ICTs

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TIME LINE

The policy will be published by July 2022

To be entered by the drafting team once review process is completed

ACKNOWLEDGEMENTS

We would like to thank the tireless work of stakeholders across the Malawi technology ecosystem

To be entered by the drafting team once review process is completed