2016/17 FARMER INPUT SUPPORT PROGRAM (FISP)
E-VOUCHER ROLL-OUT

LESSONS AND RECOMMENDATIONS
PRESENTED AT A
MOA STAFF MEETING

MARCH 2017
Initial Plan

- Receive and verify selected beneficiaries in 26 new district by end of June - 16,
- Produce and distribute new cards by end of August - 16,
- Register Agrodealers by August - 16,
- Commence Activations by mid – September - 16
- Launch the roll-out early October - 16, and
- Allow for a transacting window Sept- January - 17,
- Establish call center and trouble shooting app & deploy to districts
Beneficiaries selection and verification:

• Only 60% of Districts submitted beneficiaries lists to MOA-HQ by end of July-16

• Beneficiaries verifications filtered over 20,000 duplicates

• Replacements for duplicates only received starting end of August - 16,

• Despite banks selection done in July,

• Banks only contracted for cards production - late October – 16

• With last 2 Banks signing contracts beginning of Nov - 16
## Cards production & distribution

<table>
<thead>
<tr>
<th>PROVINCE</th>
<th>TOTAL TARGETED CARDS</th>
<th>CARDS PRODUCED/DISTRIBUTED TO DISTRICTS</th>
<th>VARIANCE</th>
<th>CARDS DISTRIBUTED TO FARMERS</th>
<th>UNDISTRIBUTED CARDS</th>
<th>CARDS SENT FOR ACTIVATION</th>
<th>CARDS LOADED/ACTIVATED</th>
<th>CARDS SENT &amp; PENDING ACTIVATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>CENTRAL</td>
<td>130,697</td>
<td>124,234</td>
<td>6,463</td>
<td>117,771</td>
<td>386</td>
<td>109,351</td>
<td>96,518</td>
<td>12,833</td>
</tr>
<tr>
<td>COPPERBELT</td>
<td>52,208</td>
<td>51,987</td>
<td>221</td>
<td>51,987</td>
<td>-</td>
<td>47,061</td>
<td>45,064</td>
<td>1,997</td>
</tr>
<tr>
<td>EASTERN</td>
<td>103,288</td>
<td>100,822</td>
<td>2,466</td>
<td>98,356</td>
<td>3,905</td>
<td>94,772</td>
<td>90,803</td>
<td>3,969</td>
</tr>
<tr>
<td>LUAPULA</td>
<td>20,845</td>
<td>19,855</td>
<td>990</td>
<td>19,412</td>
<td>443</td>
<td>17,638</td>
<td>9,383</td>
<td>8,255</td>
</tr>
<tr>
<td>LUSAKA</td>
<td>69,175</td>
<td>68,931</td>
<td>244</td>
<td>67,351</td>
<td>1,580</td>
<td>61,990</td>
<td>54,851</td>
<td>7,139</td>
</tr>
<tr>
<td>NORTHERN</td>
<td>37,742</td>
<td>35,527</td>
<td>2,215</td>
<td>35,153</td>
<td>374</td>
<td>34,645</td>
<td>30,613</td>
<td>4,032</td>
</tr>
<tr>
<td>MUCHINGA</td>
<td>32553</td>
<td>32437</td>
<td>116</td>
<td>32091</td>
<td>346</td>
<td>30256</td>
<td>24489</td>
<td>5767</td>
</tr>
<tr>
<td>N-WESTERN</td>
<td>21,888</td>
<td>21,542</td>
<td>346</td>
<td>21,384</td>
<td>158</td>
<td>19,207</td>
<td>16,697</td>
<td>2,510</td>
</tr>
<tr>
<td>SOUTHERN</td>
<td>124,281</td>
<td>123,963</td>
<td>318</td>
<td>123,954</td>
<td>9</td>
<td>98,981</td>
<td>91,923</td>
<td>7,058</td>
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<tr>
<td>WESTERN</td>
<td>10,798</td>
<td>10,450</td>
<td>348</td>
<td>10,450</td>
<td>-</td>
<td>9,825</td>
<td>8,214</td>
<td>1,611</td>
</tr>
<tr>
<td>TOTAL</td>
<td>603,475</td>
<td>589,748</td>
<td>13,727</td>
<td>577,909</td>
<td>7,201</td>
<td>523,726</td>
<td>468,555</td>
<td>55,171</td>
</tr>
</tbody>
</table>

**Less cards distributed during pilot:** 234,000

**Cards distributed in new districts:** 343,909
CARDS ACTIVATION BY DISTRICT BY MONTH

- Kasama
- Mungwi
- Chinsali
- Isoka
- Nakonde
- Mwinilunga
- Solwezi
- Kaoma
- Limulunga
- Mongu

- January 2017
- February 2017
- March 2017
- Pending
Transaction Trends 2015-16

Number Of Cards Activated By District Per Month As at 24th Feb

- Kaisho
- Choma
- Pemba
- Monze
- Chongwe
- Mumbwa
- Chibombo
- Kabwe
- Ndola

Number Of Cards

## Transactions

<table>
<thead>
<tr>
<th>DISTRICT</th>
<th>TRANSACTION MONTH</th>
<th>TOTAL VALUE OF TRANSACTIONS BY DISTRICT (JAN-3RD MAR)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Jan-17</td>
<td>Feb-17</td>
</tr>
<tr>
<td>CHIKANKATA</td>
<td>12,132,585</td>
<td>466,692</td>
</tr>
<tr>
<td>CHINSALI</td>
<td>5,571,210</td>
<td>855,013</td>
</tr>
<tr>
<td>CHISAMBA</td>
<td>14,394,107</td>
<td>4,563,066</td>
</tr>
<tr>
<td>KAPIRI</td>
<td>19,410,864</td>
<td>14,537,863</td>
</tr>
<tr>
<td>KASAMA</td>
<td>23,120,434</td>
<td>4,398,266</td>
</tr>
<tr>
<td>KATETE</td>
<td>29,690,175</td>
<td>6,228,781</td>
</tr>
<tr>
<td>LIMULUNGA</td>
<td>6,180</td>
<td>478,866</td>
</tr>
<tr>
<td>MANGA</td>
<td>4,665,266</td>
<td>1,689,173</td>
</tr>
<tr>
<td>MAZABUKA</td>
<td>9,384,715</td>
<td>1,818,444</td>
</tr>
<tr>
<td>MONZE</td>
<td>11,892,993</td>
<td>3,618,067</td>
</tr>
<tr>
<td>MONGU</td>
<td>168,545</td>
<td>388,491</td>
</tr>
<tr>
<td>SAMFYA</td>
<td>2,915,088</td>
<td>5,311,771</td>
</tr>
<tr>
<td>NAKONDE</td>
<td>6,566,576</td>
<td>5,232,237</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>139,918,738</strong></td>
<td><strong>49,586,730</strong></td>
</tr>
</tbody>
</table>
Challenges

- Late start of card production, which in turn
- Affected cards distribution in new districts – only commenced mid December -16
- This ultimately delayed:
  - Commencement of activations
  - Farmer transactions
- Delayed and erratic funding
  - Pending activations for longer periods
- Failure to deploy call center & trouble shooting app in districts
- Limited awareness and Agrodealers trainings
- Inputs supply shortages and price fluctuations
1. **Need to start E-voucher preparations early:**
   To achieve on timeliness and to allow for a longer transactions window for farmers.

2. **Need e-voucher funds up front:**
   no 2 ways about it

3. **More farmer awareness and trainings:**
   Trainings and information sharing must be done at farmer cooperatives and associations level and must not be left to MOA frontline extension officer only.

4. **Need for improved trouble shooting systems upgrade:**
   To allow farmers check for their card loading and activation status and card balances. Added to this should be a dedicated call center that will improve the turn around period for cards transaction related trouble shooting.
Lessons Learnt from the Pilot

5. More Agro dealers support needed:
   Need for improved Agro dealers support especially with regards to their adherence to the set code of conduct and business development.

6. Need for MOA ICT capacity:
   A number of MOA District Office will require some ICT upgrade and staff trainings.

7. A number of selected beneficiaries unable to meet required deposits:
   Measures must be put in place to ensure selected and verified beneficiaries are able to raise their required contributions.
Thank you!