REVIEW 2016/2017 FARMER INPUT SUPPORT PROGRAMME FISP

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CONTENTS

• Introduction
• Successes
• Challenges
• Recommendations
INTRODUCTION

• This presentation will provide an overview of the lessons learnt during the 2016/2017 Farmer Input Support Program (FISP)-E voucher Project.
SUCCESSES

• ZANACO successfully issued 105,063 Prepaid Visa Cards.

• Submission of instructions to load cards were received early this season.

• Card creation and Fund Loading instructions Files were sent in the correct format significantly, reducing the turn around time (TAT) for processing.
CHALLENGES

• Lack of Pre-Validation data /clean-up tool which resulted in duplicated loading of files and errors in data submitted.

• Card allocation advised to the bank was more than the files submitted for card creation. This was due to delayed submission of beneficiary information from the districts to ZNFU hence delaying some card creation orders.
CHALLENGES

• Lack of structured Coordination of feedback to the beneficiaries at district level on funded cards which caused beneficiaries to query on unfunded cards.

• Multiple submission of beneficiary details on various fund loading files.
RECOMMENDATIONS

• ZNFU should have a data validation tool before submission to ZANACO to avoid duplications and errors.

• The E-Voucher Account should be specifically used for FISP related transactions such as funding for FISP cards and Card order. This is to avoid mismatches on funding when instructions are made to transfer funds out.
RECOMMENDATIONS

1. ZNFU /MOA should have a centralized system that captures all the beneficiaries' details. The solution should be able to:

• Create a card and fund loading file as per the ZANACO prepaid card system, which will avoid duplications and invalid data loading.

(MOA will have to cover for such a system and should include a mandatory field that will confirm that the Corporative have been loaded with funds).
RECOMMENDATIONS

• There should also have a centralized system for handling queries.

• We may also be provided with pre-defined adhoc report formats which may be scheduled and standardized and sent to the targeted recipient for review. This may be either weekly, daily, monthly etc.