ZAMBIA

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Zambia's participation in 50-in-5 reflects our dedication to leapfrogging our digital transformation journey and ensuring that all Zambians benefit from modernization. It underscores our commitment to transforming our digital landscape and providing modern, efficient, and accessible public services to all citizens. This aligns with Zambia's aspiration of becoming a prosperous middle-income nation as outlined in Vision 2030. A connected Zambia is a smart Zambia.

—

Percy Chinyama
National Coordinator,
SMART Zambia

CURRENT DPI FOCUS

DIGITAL IDENTITY

PILOTING AND IMPLEMENTING

With **eKYC**, the government is using data from a trusted federated database to offer online identity services. This service has various uses across multiple sectors. For example, in the agriculture sector it is being used to select eligible farmers participating in the government's Framers Input Support Programme. In the health sector, integrating eKYC with the Electronic Health Records (EHR) system, Smart Care Pro, means over 9 million patients will access health care service.

DIGITAL PAYMENTS

IMPLEMENTING AND MAINTAINING

Zambia is improving its social services delivery system through DPI by enabling efficient government-to-person (G2P) payments and minimizing leakage through accurate beneficiary identification. This ensures that beneficiaries receive their entitlements promptly, reducing delays and providing financial stability for vulnerable populations.

DATA EXCHANGE SYSTEMS

IMPLEMENTING

ZamConnect is being used to facilitate the exchange of data throughout various national data registers, allowing different governmental agencies to communicate and exchange data efficiently and securely while improving government service delivery.
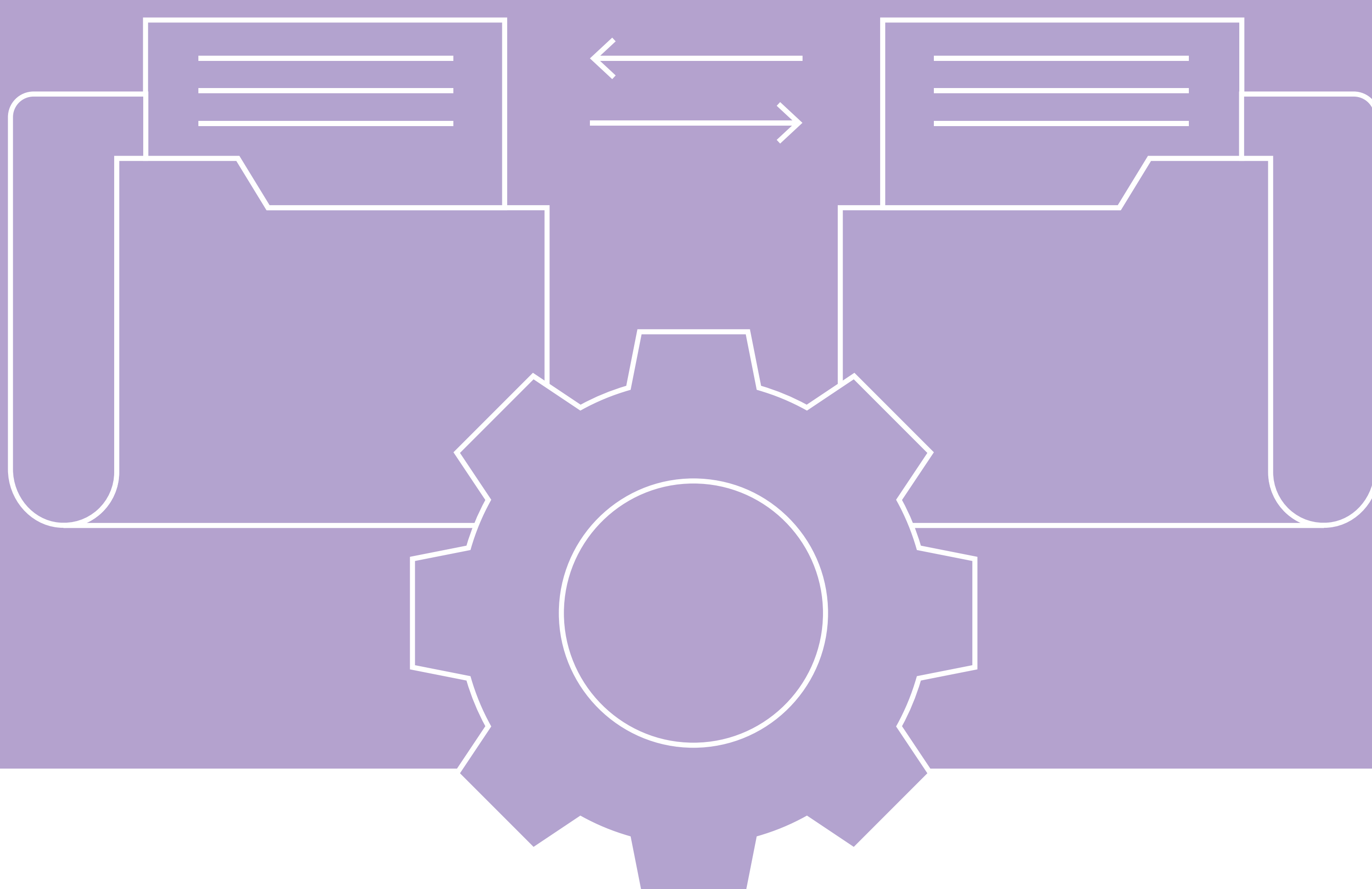
DIGITAL PUBLIC GOODS SPOTLIGHT

The Government of Zambia is already leveraging multiple DPGs, while exploring the potential use of others for DPI. For instance:

MOSIP
Utilized for e-Signet and eKYC to streamline electronic identity verification and digital signatures.

OPENG2P
Implemented for managing social benefits, ensuring efficient and accurate distribution.

MOJALOOP
Being explored for person-to-government (P2G) and government-to-person (G2P) payments to facilitate seamless financial transactions.