



GOVERNMENT OF MALAWI

STATEMENT

BY

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MINISTER OF INFORMATION AND
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AT

**THE OFFICIAL LAUNCH OF THE NZIKA DIGITAL
ID WALLET**

16TH SEPTEMBER, 2026

BICC, LILONGWE

- **Honourable Minister of Homeland Security, Peter Mukhito;**
- **Honourable Ministers and Deputy Ministers;**
- **Secretary for Information and Communications Technology, Mr. Harold Msusa;**
- **Secretary for Homeland Security, Mrs. Linda Moyo;**
- **Principal Secretaries, Directors and all Senior Government Officials;**

- **UNDP Resident Coordinator, Ms. Rebecca Adda-Dontoh;**
- **Other development partners;**
- **Members of the private sector, academia and civil society, the media;**
- **Distinguished guests;**
- **Ladies and gentlemen;**

Good morning,

I am delighted to join you today for what I consider to be an important moment in Malawi's digital transformation journey.

Allow me therefore to begin by saying that today is not really about a digital wallet.

It is about something much bigger

It is about how we are beginning to change the way the State interacts with its citizens. It is about moving from a Government where citizens must navigate institutions, offices, forms and processes, towards a Government

where services are increasingly organized around the needs of the citizen. And it is about turning our digital transformation ambition from a policy aspiration into something that citizens can actually experience in their daily lives.

This is precisely the direction provided **by His Excellency the President of the Republic of Malawi**, who has consistently called for Government to embrace technology and digital transformation as instruments for improving public service delivery, driving economic growth and changing the way we do business as a country.

That direction is fully consistent with the aspirations of Malawi 2063

Malawi 2063 does not simply ask us to become more technologically advanced. It challenges us to transform Malawi into a wealthy, self-reliant and industrialized nation. To achieve that ambition, we must inculcate a mindset change culture to transform the way our institutions work, the way our economy operates and the way our citizens access opportunities.

A NEW WAY OF THINKING ABOUT GOVERNMENT

Distinguished Ladies and Gentlemen;

For many years, the question we asked was: ***How do we put Government services online?***

I believe we now need to ask a different question:

How do we redesign Government around the citizen in a digital age?

That distinction is important.

Putting a form online does not necessarily make a service digital. Creating a website does not necessarily make Government digital. And connecting an institution to the internet does not necessarily transform how that institution serves its people. True digital transformation requires us to rethink the systems behind service delivery.

FROM IDENTITY TO OPPORTUNITY

Malawi has already done something remarkable.

We have established a national identity system that has registered more than 13.5 million people, representing

approximately 99 percent of citizens aged 16 and above. This is an important piece of national digital infrastructure and we now have an opportunity to take that foundation further.

The question before us is no longer simply whether a Malawian has an identity. The question is:

- What can that identity enable?
- Can it help a citizen access a Government service without travelling to a Government office?
- Can it allow a young person to authenticate themselves when applying for an opportunity?

- Can it help a business access services more efficiently?
- Can it reduce duplication across Government?
- Can it make it easier for a citizen to access services from wherever they are?

These are the questions that define the next phase of our digital transformation.

The Nzika Digital ID Wallet is an important step in answering them.

THE BEGINNING OF A DIGITAL STATE

Distinguished Guests,

I would therefore encourage us not to look at Nzika as a standalone application but as part of the digital public infrastructure of the Malawi we are building.

Today, we are launching a capability that can become a trusted gateway between citizens and an expanding ecosystem of digital services for the years to come.

The milestone we are embracing today builds a Government where digital services are designed around people's lives rather than the organizational

structures of Ministries. And a Government where technology allows us to **do more with the resources available to us.**

A CALL FOR COLLABORATION

Distinguished Guests,

The transformation we seek cannot be delivered by one Ministry, one institution or one technology provider.

The Ministry of Homeland Security and the National Registration Bureau have therefore played a critical role in building the identity foundation upon which this initiative rests.

Let me also underscore the contribution by the Ministry of Information and Communications Technology in ensuring that such capabilities contribute to the wider digital transformation architecture of Government.

CONCLUSION

Ladies and Gentlemen,

When we look back at Malawi's digital transformation journey years from now, we will not remember individual applications.

We will remember whether we succeeded in changing the way Government works.

Whether we made services easier to access.

Whether we reduced the distance between the citizen and the State.

Whether we created new opportunities for our young people.

Whether we built an economy that is more productive, innovative and competitive.

And whether we used technology to advance the Malawi that we aspire to become under Malawi 2063.

The launch of the Nzika Digital ID Wallet has therefore set the fundamental platform for building an inclusive digital transformation in improving service delivery.

Let us therefore use this milestone to challenge ourselves on what comes next.

I thank you.