



# **DIGITAL IDENTITY AS A GAME-CHANGER FOR INCLUSIVE SERVICE DELIVERY IN SIERRA LEONE**

**ID4Africa AGM 2023 – Nairobi, Kenya**

*May 2023 – Freetown, Sierra Leone*



## SIERRA LEONE'S GOAL FOR CIVIL REGISTRATION & IDENTITY

**With a population of 7.5 mil (2021 mid term census data),**

**SIERRA LEONE'S GOAL is to have**

**“A well-functioning integrated and reliable CRVS and ID Management System that serves the needs of the Citizens and non-Citizen residents“ in Sierra Leone.”**



# IDENTITY FOR SERVICE DELIVERY IN SIERRA LEONE

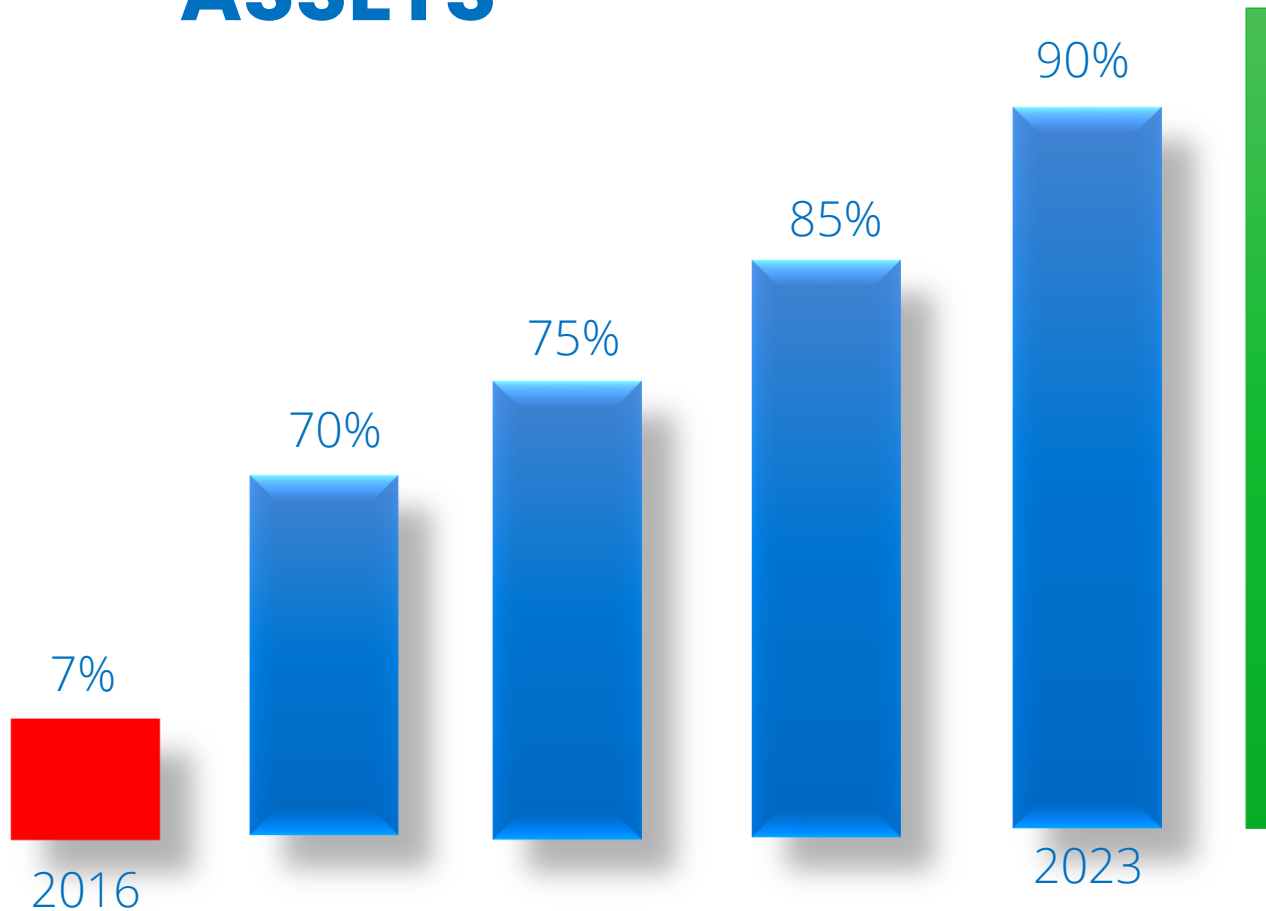
- Since 2017, NCRA positioned itself at the center of foundational Identity Services for all sectors
- Engaged Stakeholders as partners on the importance and use of Digital identity
- Collaborated with MDAs and private sector to understand sector needs
- Made Civil Registration **free** and **accessible** to both citizens & resident non-citizens
- Made **NIN** mandatory to accessing Public Sector services (ITAS, NASSIT, SLRSA etc)

*When usage surges, identity becomes more valuable, and enrolment increases.*

*Today, Identity is at the central of service delivery in Sierra Leone.*



# SIERRA LEONE'S IDENTITY ASSETS

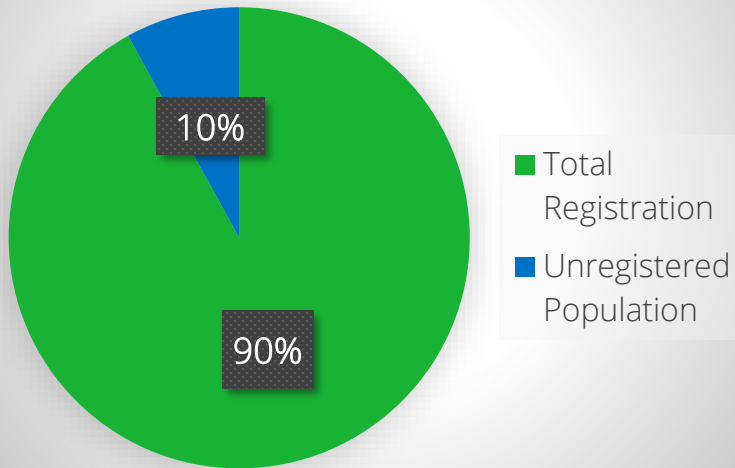


- ❖ Less than 7% had ID Card before 2016
- ❖ Mass Civil & Voter Registration led to 70% registration in 2016/2017
- ❖ Coverage up to 85% in 2020/2021
- ❖ Up to 90% registration in Q1 of 2023
- ❖ About 2.5 million children registered
- ❖ Multipurpose Biometrics ID Cards for Citizens and Non -Citizen residents
- ❖ Registration is decentralized with fixed and mobile registration facilities
- ❖ Biometrics Mobile Registration Kits
- ❖ Biometrics and Biographic data



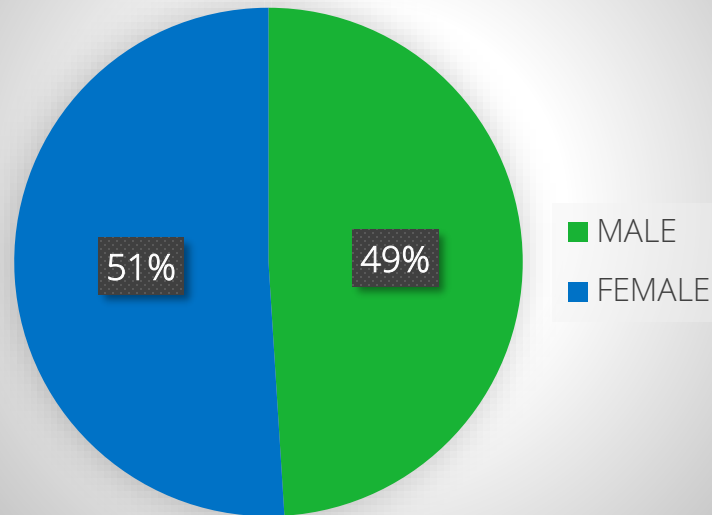
# REGISTRATION COVERAGE IN SIERRA LEONE (7.5 MILLION POPULATION)

## Civil Registration



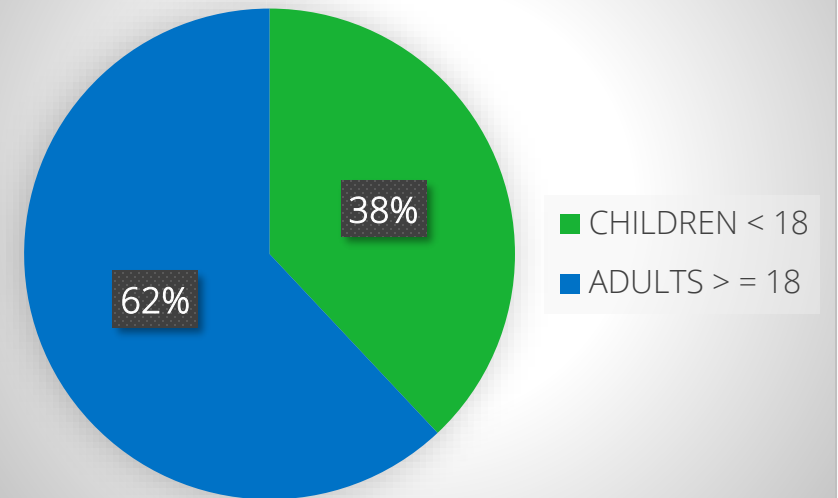
**Registered**

## By Male : Female



**49% Male, 51% Female**

## By Adults : Children <18



**62% Adults, 38% Children**



# INTEROPERABILITY IN SIERRA LEONE – HOW...?

Sierra Leone is using interoperability to advance the use of Digital Identity for service delivery

- ✔ Process interoperability (alignment of processes & procedures)
- ✔ Institutional interoperability (Institutional Reforms)
- ✔ Policy and Legal Interoperability (Legal Reforms)
- ✔ Public Awareness & Education
- ✔ Identity Interoperability (Identity Data Sharing)
- ✔ Identity verification and authentication (using biodata & biometrics)

Identity Interoperability and adoption streamlines processes and fosters digital transformation



# INTEGRATED CRVS & ID MANAGEMENT IN SIERRA LEONE

Sierra Leone implements Integrated Civil Registration Vital Statistics & ID Management System to serve as one-stop-shop for all Civil Registration & ID Management services.

- ✔ **Civil Registration**
- ✔ **Vital Events/Statistics** – Births, Deaths, Marriages, Divorce, Adoption, etc...
- ✔ **Population Register**
- ✔ **Identity Management**

## ***The Benefits***

- *Eliminates conflicts in mandates*
- *Guarantees credible data*
- *Serves as single source of truth*
- *Makes collaboration easier amongst stakeholders*



# PRINCIPLE OF DATA SHARING AND INTEROPERABILITY

## Single Registration - Multiple Uses



### “Registration Data”

Data is shared with and used by multiple stakeholders/Institutions for various services

Identity Records - shared with MDAs and other Institutions saves cost, time and assures reliability and consistency of data on the population of Sierra Leone.

The NCRA is mandated by law to account for the legal identity of all residents (citizens and foreign residents) in the country.

### “Consent”

Data Subject gives consent before verification/data sharing for privacy and data protection

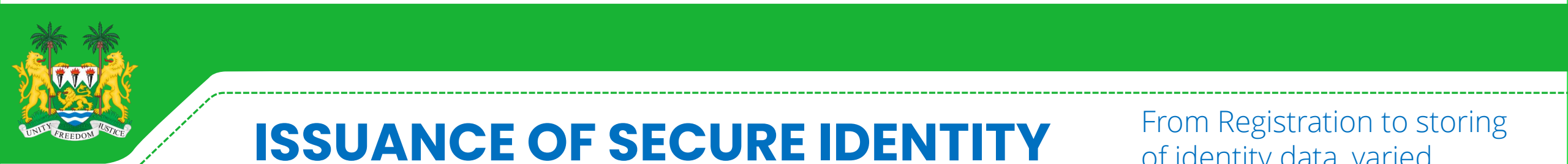
*Strict adherence to Data Protection & Privacy*





# THE NIN – NATIONAL IDENTIFICATION NUMBER

- ✓ For each record, a unique identifier is generated and assigned. This is known as the **National Identification Number (NIN)**
- ✓ **NIN** is a **household** name in Sierra Leone, and a critical tool for interoperability
- ✓ **NIN** is mandatory for every resident in Sierra Leone including children and foreign nationals
- ✓ **NIN** links residents to their identity information
- ✓ Over **90%** have NIN in Sierra Leone - from birth to death single assignment
- ✓ NIN helps residents to access both public and private sector services



# ISSUANCE OF SECURE IDENTITY DOCUMENTS/CREDENTIAL

From Registration to storing of identity data, varied security protocols are issued.



Biometric National Identity Card – For Sierra Leonean Nationals



ECOWAS ID Card (Biometric based and ECOWAS Compliant) – Issued on demand to ECOWAS Citizens



Non - National Biometric ID Card – Issued to other Nationals resident in Sierra Leone.



Secured Identity Certificates – Births, Deaths, Marriages, Divorce, Adoption etc...





# USE CASES

Sierra Leone has a growing Identity Ecosystem with various levels of commitments and increased collaboration

**FOR INDIVIDUALS**

- ❖ To prove their identity to access services
- ❖ (No NIN, No Service)

**FOR BUSINESSES**

- ❖ To fulfil KYC & regulatory compliance
- ❖ For effective service delivery

**FOR GOVERNMENT**

- ❖ To plan for developmental interventions
- ❖ For resources mobilization and distribution
- ❖ For effective and inclusive service delivery

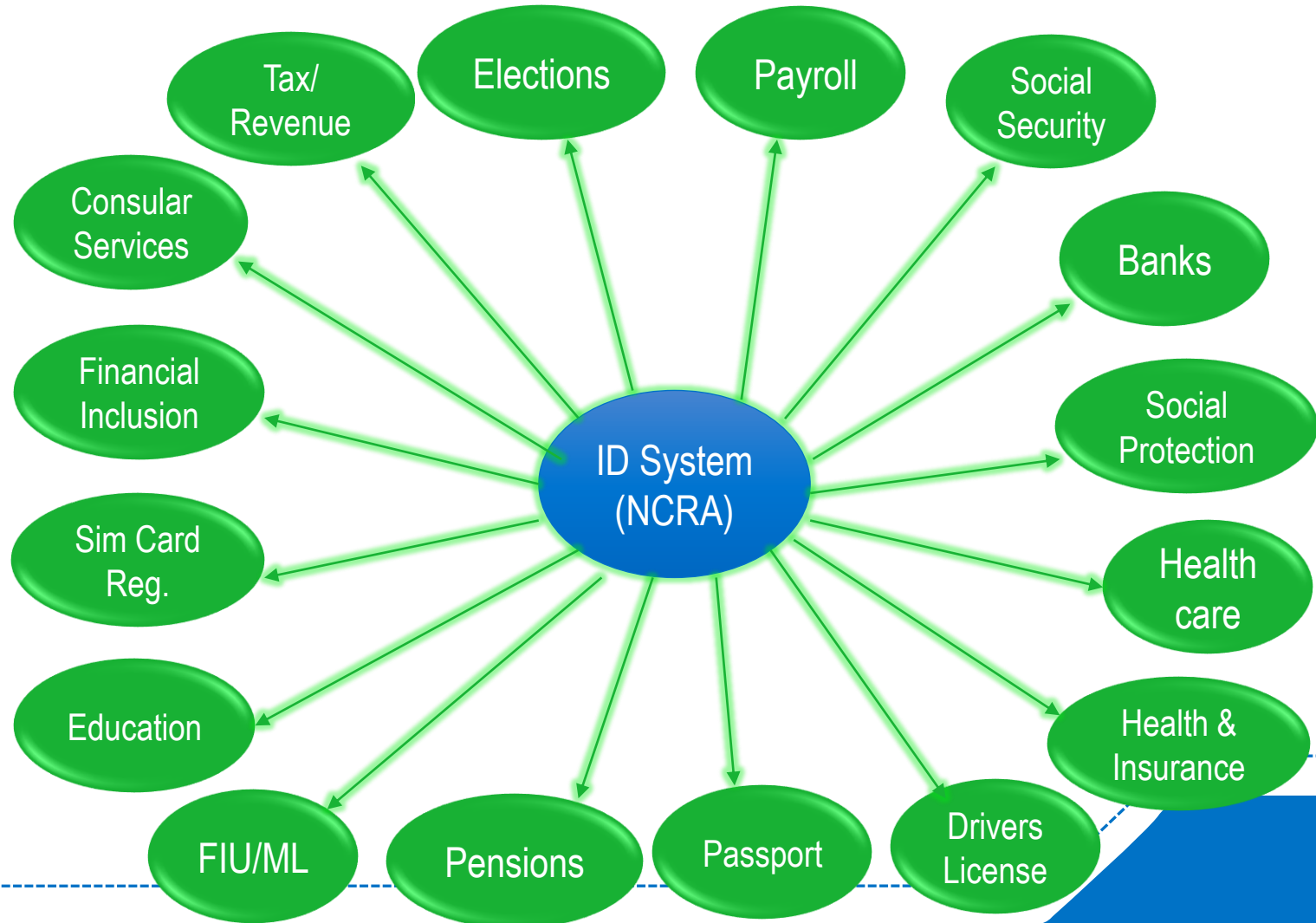
**FOR NGOs/Dev Partners**

- ❖ To support govt developmental interventions,
- ❖ identify beneficiaries for Increased impact and support



# IDENTITY VERIFICATION & AUTHENTICATION

- Services are linked to the NIN
- Centralized ID Verification System
- Verification by API or Portal
- It is read-only
- Corrections/Updates done at NCRA and reflected across
- It is transparent and easier to do
- Increases access to services for the populace





# IDENTITY FOR FINANCIAL INCLUSION IN SIERRA LEONE

## PRE- NIN

Inline with the Sierra Leone's Financial Inclusion Strategy, the Central Bank of Sierra Leone implemented the following;

- ❖ For the purpose of account opening, potential customers are required to **provide proof of identity** to meet the **Know Your Customer (KYC)** requirements
- ❖ **Multiple ID's** : Customers are required to provide any of the following ID documents : **Passport, Drivers License, Social Security or old National Identity Card.**
- ❖ **Tiered-KYC:** For potential customers in the villages and was developed to allow everyone to have access to financial services even without an ID Card

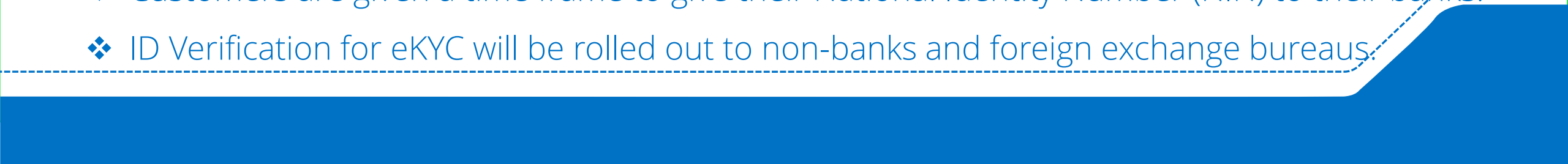
**There is no unique ID to identify customers | Makes KYC difficult | Credit Reporting impossible**



# **ID USES – FINANCIAL INCLUSION IN SIERRA LEONE, CENTRAL BANK**

## Identity Verification and eKYC

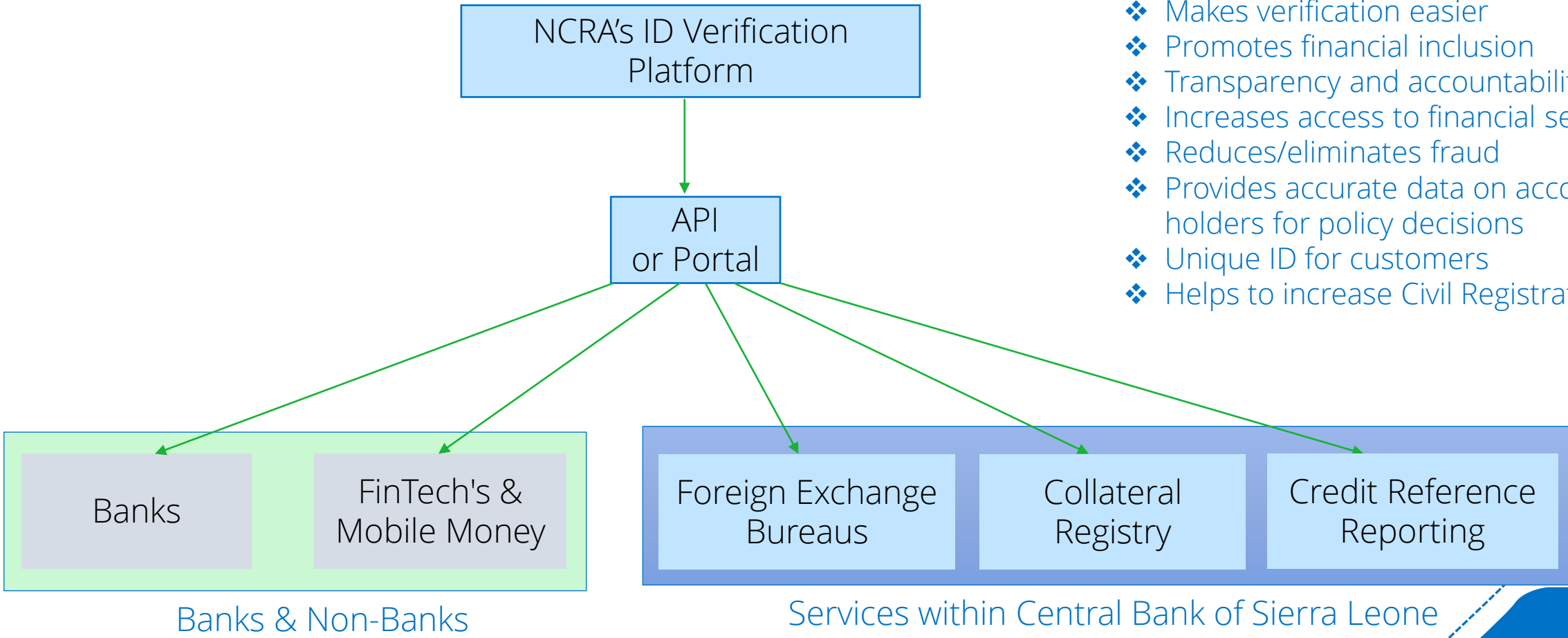
- ❖ The National Civil Registration Authority (NCRA) and the Financial institutions signed an MOU for Identity Verification and Authentication for eKYC
- ❖ The pilot phase began with commercial banks integrating their systems with the NCRA's ID Systems
- ❖ Banks are connected to the NCRA's central ID Verification System to validate the NIN (read Only)
- ❖ NCRA's ID Verification Platform is consent-driven with Biometrics or OTP for consents of customers before verification
- ❖ Customers are given a time frame to give their National Identity Number (NIN) to their banks.
- ❖ ID Verification for eKYC will be rolled out to non-banks and foreign exchange bureaus.





# IDENTITY VERIFICATION FOR E-KYC

- ❖ Provides logs & audit trail for monitoring
- ❖ Makes verification easier
- ❖ Promotes financial inclusion
- ❖ Transparency and accountability
- ❖ Increases access to financial services
- ❖ Reduces/eliminates fraud
- ❖ Provides accurate data on account holders for policy decisions
- ❖ Unique ID for customers
- ❖ Helps to increase Civil Registration





# REASONS FOR SIERRA LEONE'S SUCCESS

POLITICAL WILL > COLLABORATION > DONOR SUPPORTS

GOVERNMENT | EU | UNICEF | UNDP | IRISH AID







**THANK YOU/MERCI/ASANTE**

**....QUESTIONS....?**

