CATHOLIC RELIEF SERVICES

PRESENTATION TO ICT4D 2016
PROMOTING SUSTAINABLE TESTED TECHNOLOGIES IN SILC

simon.Karoki@crs.org

ICT4D
CONFERENCE
NAIROBI KENYA 2016
Background –

1. SILC PSP Model was Started by Catholic Relief Services as an upgrade or value addition to Field Agent Model and especially to provide sustainability at 3 levels in all CRS SILC Implementation areas.

1. Group level
2. PSP level
3. Area level
STATUS AS AT 30TH MARCH 2016

- Members reached: 269,876
- Savings Groups: 13,252
- Total ACTIVE PSPs: 400
- Total FA: 92
- Total PSP Networks: 15
- Cumulative savings: USD 1,196,899.89
- Total Loans outstanding: USD 1,235,824.25
- Social fund (active clients): USD 57,950.96
SG EMERGING CHALLENGES

- Poor record keeping
- Loss of money at share out
- Poor quality programming and replication
- High demand by the unreached members
- Issues of consumer abuse/consumer protection

Mitigation

use of e-recording - Not easy to manipulate record in e-recording application, accurate, transparency, easy share out and consistency

- Promote linkages to formal financial services
- Use of hotline to report cases of abuse through hotline
- Be clear what you want from the start
ODK-Open Data Kits-Android mobile data device that allows collection and reporting of SG data to online server. CRS has innovated on this technology to collect data during baseline. The impact is great.

E-recording – E-recording is an application which is soon taking over ledger recording keeping. Catholic Relief Services is championing e-recording research with assistance of FSD Kenya.(financial Sector deepening)

E-kit- Its Saving Group electronic training kit meant to self training on SG methodology with very little human interaction- PSP model is using e-kit to augment SILC PSP model training

MLinkage- A process of promoting informal financial services to formal financial services through interaction with formal financial service sector through agent banking and mobile solutions e.g. Mpesa

Hotline- Its feedback mechanism that is used to get information from SG members real time. Its basically a telephone line distributed to SILC members to report any issues on consumer protection or any other information.
ENHANCING MONITORING

SILC ENHANCEMENT

PSP MARKETING

FA Motivation

Ekit - Training

Empowered members

Accuracy

Mlinkage for safety of cash

Active or Dead
MOTIVATION-FEE4SERVICE

- Training
- Transparency
- Safety of cash
- Accuracy

Networks

PSP (fee-for-service)

Apprentices

Supervision

FA (free)
Deepening financial inclusion

ICT4D Interventions

- Research on emerging technologies

Impact
- Technologies available for value addition as SG market expands and changes from time to time.

- Mobile Hotline

Impact
- Deepening financial inclusion in a dynamic environment
- Feedback from SG members
- Consumer protection enhanced
- Rapid and clear real time messaging

- Financial Education

Impact
- Shorter meeting time
- Accurate records
- Transparency
- Accountability
- Clean share out
- Stable constitution

- E-kit 
  supplementing SILC manual

Impact
- Can drastically mitigate risk of a lot of money in the cash box before share out
- With e-kit PSP can always remind themselves what next without carrying SILC manual

- E-recording

- MLinkage

Impact
- Feedback from SG members
- Consumer protection enhanced
- Rapid and clear real time messaging

Catholic Relief Services
MITIGATION NO. 1. E-RECORDING

- Buy an android smart phone version 2.2 and above
- Learn phone Basic settings
- Download E-recording Application from Google play
- Learn about key Functionalities
- Follow Instructions on how to do e-recording
- Portal reports
- AOBs.
HOW TO DOWNLOAD E-RECORDING

- Start with Android smart phone-Version 2.2 and Above
- Ensure Good internet connection
- Log in to http://fsdkenya.net/erecording-v2/index.php or Google play
- Download e-Recording application. Ensure first you have a working Google account e.g. Gmail account
- Adequate network bundles and good network
MITIGATION-2 HOTLINE

Customer calls

Data stored for analysis/Decision making and action

Call Received

Call listed and analysed

Customer contacted

Feedback given to satisfaction of the customer!
MLINKAGES 3-Group Reports

Share out today - The report shows the profit each active member would get if a share out was to be done at that particular time/or at share time money saved in the bank.

Balance sheet report - shows the value of the group - total assets, total equity and total social funds - Records can be available in e-recording portal and the Bank

Meeting summary - shows the details of a meeting such as cash brought forward, money in, money out – Records available at more than one place

Constitution summary - shows the details of the constitution – No manipulation at group level

Fines and fees - shows the fines and fees which have not been paid. Must be paid before share out.
KEY LESSONS LEARNT

- Doing e-recording is faster, convenient, accurate, and promotes accountability at all levels. While the ledger takes time and records are not always accurate.

- The overall cost of operating a group may go down because a PSP is needed few times and when required takes less time in a group. Cost is high because of many times PSP visitation.

- The risk management where committee members may collude to change figures is highly reduced. In E-recording, it is not easy to manipulate records.

- The cost per member will further go down due to the possibility of groups doing SILC on their own. As of now, the cost per member remains that.