

DIGITAL ID SURVEY - Cheqd

We conducted a survey amongst a few leaders part of the RELAY Community Network in Africa to assess their needs and potential benefits of a digital ID.

This survey was conducted on 11 RELAY Community leaders located in 8 Countries: Uganda, Congo(DRC), Burundi, Tanzania, Nigeria, Mozambique, Zambia and Malawi. These local leaders are refugees and nationals living in diverse communities: Urban areas, refugee settlements, rural areas, etc.

The findings are captured in the table below:

#	Questions	Answers	Observation
1	<p>When you lose your physical id (ID, passport, etc...) what do you do? What are the challenges you go through when you lose it? (Disadvantages/challenges faced by the leader)</p>	<ol style="list-style-type: none"> 1) Kampala - Uganda, Ugandan national - <i>I first of all report to the nearby police station. This can affect me in a way that I can't make some bank transactions, receive or send money via Western union. Also, I cannot access some government services and can't register on some mobile applications or online accounts.</i> 2) Nyarugusu refugee settlement - Tanzania, Congolese refugee - <i>If I lose my Refugee card, I am no longer considered a refugee and it becomes impossible for me to get another one. It's literally losing my refugee status.</i> 3) Nakivale refugee Camp - Uganda, Congolese refugee - <i>As a refugee losing an ID here in the camp will prevent someone from getting the monthly food. Withdrawing money on mobile money outlets or accessing any bank services. And when going for verification you can't get a new ID without presenting the old one.</i> 4) Dzaleka refugee Camp - Malawi, Burundian refugee - <i>I have never lost an ID. But judging by the way people struggle in this settlement due to losing an ID card, I know that one cannot get support from humanitarian organizations that help refugees if they don't have an ID, it's very important to keep it safe. It's my most precious item.</i> 5) Dzaleka refugee Camp - Malawi, Congolese refugee - <i>In Malawi, the government is very strict with refugees, if one's ID gets lost it's a matter of being cut off from literally everything you need to survive here.</i> 6) Masisi - Congo(DRC), Congolese national - <i>Even</i> 	<p>Unanimously, the respondents agree that physical IDs pose a serious risk for everyone. Be it refugees or nationals, part of the host communities, one would be seriously inconvenienced or worse lose their refugee status by simply misplacing a wallet containing the ID card.</p> <p>It's clearly shown here how valuable an ID card is to local leaders in Africa as well as their respective communities. That losing alike are all interested in trying to use a digital ID instead of a physical one. This assessment remains unchanged despite the fact that the respondents are in different countries, urban areas and refugee settlements.</p>

	<p>When you lose your physical id (ID, passport, etc...) what do you do? What are the challenges you go through when you lose it? (Disadvantages/challenges faced by the leader)</p>	<p><i>though I'm a well known community leader, when I lost my national ID a few years ago, I was beaten by the police and treated like a criminal during their routine patrol. I had to wait for 4 years until another national registration to get a new ID.</i></p> <p>7) Nakivale refugee Camp, Congolese refugee - As a refugee losing an ID here in the camp will prevent someone from getting the monthly food. Withdrawing money on mobile money outlets or accessing any bank services..And when going for verification you can't get a new ID without presenting the old one.</p> <p>8) Zamfara State - Nigeria, Nigerian national - When I lost my ID, I wouldn't enter the examination room and missed the exam that day. It cost me a whole academic year.</p> <p>9) Maratani refugee Settlement - Mozambique, Burundian refugee - When I arrived in this refugee settlement, the first thing I was told clearly is that if you lose my refugee ID, I'll be kicked out of the camp and possibly deported back to my country where I've just escaped from. So I've never lost an ID because it can be troublesome for me.</p>	
<p>2</p>	<p>What if you can have a Digital ID (An ID card which is not physical to carry in your pocket but you can access it anytime anywhere through your mobile phone or computer) , Would you be interested in using a digital ID instead of a physical one? (YES or NO)</p>	<p>1) Yes: 100% 2) No: 0%</p>	<p>Refugees and members of the host communities alike are all interested in trying to use a digital ID instead of a physical one. This assessment remains unchanged despite the fact that the respondents are in different countries, urban areas and refugee settlements.</p>
<p>3</p>	<p>What could be the advantages of using a Digital ID for your community and</p>	<p>1) Kampala - Uganda, Ugandan national - Even if someone loses their properties like a wallet or suitcase, this will not affect much since he/she can access the ID. Even while moving late in the night the person will not have the fear of losing their identification documents since they will be digitalised.</p> <p>2) Nyarugusu refugee settlement - Tanzania,</p>	<p>The mitigation of the risk of losing an ID is clearly life-changing to the majority of the refugees since they're cut off from receiving their food ration in refugee settlement and risk falling victim to identity theft.</p>

<p>3</p>	<p>yourself?</p> <p>What could be the advantages of using a Digital ID for your community and yourself?</p> <p>What could be the advantages of using a Digital ID for your community and yourself?</p>	<p>Congolesse refugee - <i>It will be useful in a way that I won't have to carry my wallet wherever I go, especially at night. Thieves are attracted by big wallets and bags. Most importantly, the peace of mind that my family and myself are safe from losing the refugee status since everything is kept on the digital cloud.</i></p> <p>3) Nakivale refugee Camp - Uganda, Congolesse refugee - <i>Here, if criminals put their hands on your refugee ID, they could collect your food ration in the camp, consequently your family and yourself will starve. A digital ID will mitigate that. There is no risk of anyone stealing or getting your information without your approval.</i></p> <p>4) Dzaleka refugee Camp - Malawi, Burundian refugee - <i>I'm excited to hear that digital IDs even exist. Such an innovation would help to keep personal information safe from identity theft.</i></p> <p>5) Dzaleka refugee Camp - Malawi, Congolesse refugee - <i>Access any services in the camp, one is required to bring a copy of the ID. This costs money to print at the local cybercafe. The whole community will embrace it(the digital ID) since it will help the community feel safe, as well as people won't have to make paper copies of their IDs ever again.</i></p> <p>6) Kigali - Rwanda, Burundian national - <i>In Rwanda, an identification card is asked at all times and everywhere from security guard to access some places to purchase some items in the supermarket, so this will be a very good thing for us to have it digitalised.</i></p> <p>7) Zamfara State - Nigeria, Nigerian national - <i>I've experience in using digitized ID cards and it is much easier to confirm any purchase. For many online activities this can be very useful. One won't need to scan the ID before sending it to someone. People in my community will no longer have to worry about losing access to vital services. They will easily be sharing the document without any problem.</i></p> <p>8) Maratani refugee Settlement - Mozambique, Burundian refugee - <i>This will be a life-saving innovation for my community and myself. First of all, there'll be an increase in personal identity data security and protection, living with confidence when it comes to the fear of losing identification.</i></p>	<p>As for nationals, their safety and lives depend on their ability to identify themselves when questioned by local police, especially at night. Members of the host communities alike are all interested in trying to use a digital ID instead of a physical one. This interest remains unchanged despite the fact that the respondents are in different countries, urban areas and refugee settlements.</p> <p>Digital IDs will open the door to many opportunities beyond merely replacing the physical IDs used in Africa for the most part.</p>
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4	<p>What would you like to say in conclusion about the Digital ID?</p>	<ol style="list-style-type: none"> 1. <i>Open to this new experience.</i> 2. <i>Excited for the digital ID, I would like to try it even in my association for members</i> 3. <i>This is my first time hearing about digital IDs but I think it'll be something very good especially for refugees.</i> 4. <i>I wish many other organizations and NGOs would implement digital IDs.</i> 5. <i>I'm ready to try it when you launch it.</i> 6. <i>As long as it comes from RELAY, I can support it for my community to test it. We're open to new technologies.</i> 	
4	<p>What would you like to say in conclusion about the Digital ID?</p>	<ol style="list-style-type: none"> 7. <i>This can be a very good initiative because no one can steal your ID to use it for criminal activities.</i> 8. <i>As a female leader, I'm happy that it will benefit foreigners in Rwanda.</i> 9. <i>I'm open to new experiences. Let me know when you start testing it.</i> 10. <i>This is a good idea which I support, I've just learned something new.</i> 11. <i>I've come across digital IDs online, so I'm happy to try it.</i> 	