

# KABALE DISTRICT E-CASH Experience



By.  
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# Background



Kabale District South Western Uganda District.

## The Numbers:

SN	ITEM	
1	Population	248,700 (2020)
2	Sub-Counties/ Divisions	15
3	Parishes	75
4	Villages	729
5	VHT Members (4 per Village)	2,916
6	Public & PNFP Health Facilities	47

# Payment Approach before E-cash



- During a Health Campaign:
  - The District Health Team would appoint Supervisors at the different administrative levels i.e Sub-County, Parish and Village Supervisors to manage the campaign
  - Payments would be channeled through the same structure as Physical cash. Each level redistributing cash to subsequent levels below
  - The beneficiary would then receive payment & sign on the payment form to be delivered to district by the supervisor for accountability



What fraction of the initial volume will the third child receive?



# Challenges/ Gaps



- Delayed payment of the beneficiary
- Delayed submission of accountability of funds from the different levels of supervisors to the District Health Team and on to MOH.
- Difficulties in ensuring transparency – Payment of the right amount to right beneficiary.
- High risk of fraud
- Insecure & High Cost of transaction - Required physical movement of beneficiary or supervisor

# Experience with E-Cash



## **ENABLERS**

- Training of District teams – CAO, CFO, DHO, ADHO- MCH and Accounts Assistants
- Timely granting access to the Digital platform
- On job support by MoFPD and UHSS teams to the District teams
- Team work, collaboration and mutual mentorship with in the District team.

# Benefits



- It promoted transparency – easy to verify that the right beneficiary was paid right amount
- Significant reduction of the risks associated with carrying physical cash.
- Eases compilation of accountabilities
- Eliminates the need for physical movements to effect payments / reduces transaction costs

# Challenges



- Not all VHT members have phones - Use of friend's or Neighbors phone;
- Initial capture of details into the data base is rather laborious
- Mindset: The lag between activity and actual receipt of payment is attributed to e cash as a delayed payment
- Complaints about bank charges by beneficiaries
- E-cash Transaction costs were not budgeted for
- Technological Challenges such as poor network
- Decentralized technical support
- The 10 day window for completion of transaction v/s internet, system and other factors beyond district control.



# Lessons Learnt



- Community/ Beneficially sensitization is essential in improving acceptability of change or innovation.
- A good communication strategy to all stakeholders is necessary
- Broader IT infrastructure and access of gadgets e.g phones by the intended beneficiaries is an important base line for the success of such ICT solutions.

# Recommendations:



- There is need for regional experts/ mentors as the innovation is taken to scale
- The 10 day window should be extended to at least 15 days.
- Swept back funds should auto return to IFMS or at least be less bureaucratic.
- E-Cash transaction charges should be budgeted for upfront.



*Thanks for  
Listening*