



MACRA

Promoting Universal ICT Access

MACRA MAGAZINE

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**TELECOMS ENGINEER
DISMISSES COVID-19,
5G LINK**

**MOBILE
COMPANIES
SCRAPE OFF
TRANSACTION FEES**

**PARLIAMENTARY
COMMITTEES HAILS MACRA**

Congratulations

To His Excellency

The President of The Republic of Malawi

Dr. Lazarus McCarthy Chakwera

and Vice President of The Republic of Malawi

Dr. Saulos Klaus Chilima



PROMOTING UNIVERSAL ICT ACCESS

Editor's note



Welcome to yet another edition of MACRA Magazine, the first for this year.

This edition has come at a critical time in the history of the world. The coronavirus pandemic has laid siege on the world affecting millions of lives.

Unprecedented, it is an outbreak that has affected almost every aspect of human life. Economies are devastated, health capacities have been pushed to the edge, education has borne a severe brunt and human social cohesion has been strained.

That is, coronavirus is the biggest story of the moment.

In that regard, this edition of MACRA Magazine has dedicated a considerable coverage on the disease and ICT issues.

For instance, we have highlighted measures implemented in the education sector to keep teachers teaching and learners learning amid Covid-19. We also run through how telecommunication companies have responded.

Also, among the major issues in the ICT world today is the Safer Internet Day. In this edition, we devoted significant space on this subject - what it means and what Malawi is doing about it through the key players in the industry.

In brief, like the previous editions, this one too is a whole package of

issues of interest on ICT in Malawi and the world.

May I take this opportunity to thank all that have helped us in generating content for this magazine through providing us with interviews and responding to our questionnaires.

I also thank management and staff of MACRA for your unwavering support to this magazine.

To all our readers, here we go again with your favourite magazine on ICT issues in Malawi.

Enjoy reading.

CLARA NGWIRA
EDITOR

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DIRECTOR GENERAL'S MESSAGE



Let me begin by expressing my delight to join the team here at MACRA. It is an exciting team, full of young people whose faces beam with energy.

In the few days I have been at MACRA as its Director General, I have realised I am in the company of a great people so keen to help our country make progress in ICT developments.

ICT is developing at a breakneck speed. Every day, we wake up to new innovations responding to emerging issues or anticipating certain developments in our world.

Interestingly, almost every aspect of life is now dependent on ICT. Or, put alternatively, ICT has almost always got something to do with everything about our lives.

Education, agriculture, health, economy, security, human rights, politics - all these and more are

being shaped by, and are dependent on, ICT in significant ways.

I am pleased that I am joining an organization that is taking a leading role in championing ICT developments in our country. MACRA is implementing a catalogue of ICT projects and strengthening partnerships with stakeholders in both local and international spheres.

This is critical not just because we have to be at pace with the rest of the world in ICT developments but also because we need these developments ourselves.

I am therefore encouraged by the dedication I have found among the team here and the partnerships MACRA has forged to serve our country's ICT needs.

In particular, I would like to thank my predecessor, Mr. Godfrey Itaye, for his leadership and the milestones he set during his time as Director General of the Authority. I come in to stand on solid ground because of what MACRA has already achieved in the past. With the support of the team here and of the Board and the Government, I am confident that we are perfectly set to make MACRA achieve more in making Universal ICT Access a reality in Malawi.

May I take this opportunity on behalf of the staff to congratulate His Excellency, Dr Lazarus McCarthy Chakwera and His Honour, Dr Saulos Klaus Chilima, respectively, of the Republic of Malawi. MACRA is excited to fully support the new Government in the development of our beautiful country.

HENRY SHAMU

DIRECTOR GENERAL

IN PARTICULAR, I WOULD LIKE TO THANK MY PREDECESSOR, MR. GODFREY ITAYE, FOR HIS LEADERSHIP AND THE MILESTONES HE SET DURING HIS TIME AS DIRECTOR GENERAL OF THE AUTHORITY. I COME IN TO STAND ON SOLID GROUND BECAUSE OF WHAT MACRA HAS ALREADY ACHIEVED IN THE PAST. WITH THE SUPPORT OF THE TEAM HERE AND OF THE BOARD AND THE GOVERNMENT, I AM CONFIDENT THAT WE ARE PERFECTLY SET TO MAKE MACRA ACHIEVE MORE IN MAKING UNIVERSAL ICT ACCESS A REALITY IN MALAWI.

#SAFER INTERNET





THE PANELIST DURING THE DISCUSSION ON ONLINE CHILD SAFETY

SAFER INTERNET DAY HIGHLIGHTS

CHILDREN VULNERABILITY

By Lemekezani Chisambiro

Over the years the ICT industry has seen a surge in technological innovations and usage of the internet.

Like any other country, Malawi has not been spared from the surge. Now more than ever more people have access to technology and the internet.

The increase in usage of the internet has made it easier to communicate and have access to information, but the ease in access to information has also made it

easy for attacks and abuses.

These attacks can target anyone but children and young adults are more prone to becoming victims of cybercrime.

It is against this background that for the third year running, MACRA joined the rest of the world in commemorating Safer Internet Day (SID).

The world commemorates the day to raise awareness on the importance of online safety and cybersecurity especially among young adults and kids.

SID is an annual commemoration which falls on the second Tuesday of February.

This year SID was commemorated under the theme "Together for a Better Internet". The theme for this year focused on a shared responsibility from key stakeholders --from government to parents, teachers and guardians as well as service providers in ensuring child online safety.

MACRA partnered with various key stakeholders in commemorating the day. They include the ICT

Association of Malawi, m-Hub, TNM, Airtel, Youth Net and Counselling (YONECO), St. Andrews Primary School and the Malawi British Council.

The activities included online digital content from primary school students from Phoenix, St. Andrews, Hill Vie and Sir Harry Johnson, a panel discussion involving MACRA, TNM, Airtel, YONECO and ICTAM on how ICT players to ensure online safety and a parent and teacher workshop on child online behaviour and safety.

The parent-teacher workshop tackled issues on cyber bullying, online child trafficking, growing up digital and the E-transaction and Cyber Security Act 2016.

Speaking at the parent-teacher workshop MACRA's Technical Advisor on Digital Migration Dr. Benson Tembo who was also the Guest of Honour stressed the need for a multi-stakeholder collaboration when it comes to child online safety.

"With the advancement of technology like streaming services, the production, distribution and proliferation of online child sexual abuse material is at an all-time

high. In order for us to ensure a well-informed nation in the fight against online child exploitation and abuse we each have to do our part," he said.

Tembo further called upon all stakeholders, especially players in the ICT industry, to take an active role in addressing issues of low internet literacy levels as part of their corporate messages.

"This digital divide between us and the increasingly internet connected world must be a focus for both government and the private sector," he said.

In his presentation, psychologist Dr. Chiwoza Bandawe highlighted the psychological, emotional as well sociological impact cyber bullying can have on a child.

In extreme cases, he said, cyber bullying has led to suicide.

Child rights activist Maxwell Matewere demonstrated how technology has made it easy for children and young adults to be trafficked and exploited through such tactics as catfishing or grooming. In these cases, children believe they are befriending and talking to a peer online while they are talking to a predator.



MR MAXWELL MATEWERE MAKING A PRESENTATION DURING THE WORKSHOP



DR. BENSON TEMBO MAKING A PRESENTATION

MACRA's Ivy Chipezeani said it was important to have an all-inclusive stakeholder activity to ensure an



THOKO CHIMBE, DIRECTOR OF LEGAL OF MACRA BEING INTERVIEWED BY THE MEDIA DURING THE EVENT

effective and efficient fight towards child online safety.

Service providers from both TNM and Airtel urged parents to monitor their children's online activity, stressing the importance of banning some harmful sites as well downloading applications that are child friendly.

"If you as a parent need any information or help when it comes to restricting some harmful sites for your children or monitoring their online activity please don't hesitate to call our customer care centers or visit our shops for assistance," said TNM official Tiyamike Tizifa.

TOGETHER FOR BETTER INTERNET



BRAM FUDZULANI ICT ASSOCIATION PRESIDENT

IN FEBRUARY, MACRA IN CONJUNCTION WITH THE ICT ASSOCIATION OF MALAWI (ICTAM) AND TELECOMMUNICATIONS COMPANIES IN MALAWI CAME TOGETHER TO CELEBRATE SAFER INTERNET DAY. THIS IS AN ANNUAL CELEBRATION WHICH IS COMMEMORATED GLOBALLY ON THE SECOND TUESDAY OF FEBRUARY WITH A PURPOSE TO PROMOTE SAFE AND POSITIVE USE OF DIGITAL TECHNOLOGY FOR CHILDREN AND YOUNG PEOPLE. IN MALAWI, THE DAY WAS COMMEMORATED UNDER THE THEME "TOGETHER FOR A BETTER INTERNET". MACRA MAGAZINE ENGAGED ICTAM PRESIDENT BRAM FUDZULANI ON WHAT SAFER INTERNET DAY IS ALL ABOUT. EXCERPTS:

Safer Internet Day should be a relatively new phenomenon among Malawians. Can you break it down what it is all about? How long has Malawi observed the day?

Safer Internet Day (SID) is indeed a new phenomenon in Malawi but the idea started as an initiative of the EU Safe Borders project in

2004. Since then, Safer Internet Day has grown beyond its traditional geographic zone and is now celebrated in approximately 160 countries worldwide. In Malawi, we first celebrated Safer Internet Day in 2018, promoting awareness on cyberbullying, Cyber predators, Posting Private Information, Phishing, Posts that Come Back to Haunt a Child Later in Life.

How big is the problem of unsafe internet use in Malawi? Why should we worry about unsafe use of internet?

In Malawi the problem is relatively not that big because numbers of people that are connected to the internet are low. However, even with those small numbers there are challenges that young people are

facing, from cyber bullying, online child pornography and digital skills gap.

Safe internet is certainly important to users of internet. What would you say is its importance to bigger issues of development such as economy?

Malawi as a developing nation faces a number of challenges, one being of ICT illiteracy and this has resulted in many Malawians falling victim to online hacking, abuse on personal information, online bullying etc. Safer Internet Day raises awareness on how we can make sure our kids can stay safe while connected.

Why is ICTAM concerned with safe internet issues?

As a professional body, we realize our role in ensuring that we play our part in raising awareness through strategic partnership because we understand that through multi-stakeholder approach we can all play our part in the quest to civic educate Malawians on Internet safety while influencing policy change.

We know there is a day that is commemorated. Can you tell us what ICTAM does in between the day to ensure safe internet all the time?

Safer Internet Day is commemorated every year in the month of February. Here in Malawi ICT Association together with partners like YONECO, MACRA, Airtel, TNM,

mHub, Facebook and others usually have a number of activities lined up towards the day. We bring schools together on a hackathon where they would develop online tool that will promote safety. Aside from such hackathons, we also do awareness campaigns by engaging parents and teachers so that they understand and appreciate the role they can play in ensuring the learners are not victims of online harassment and cyberbullying.

An issue like this one is also governed by relevant laws. We have them in Malawi, laws such as E-Transaction Law and others. How would you rate our application of these laws to ensure internet safety?

The Internet plays an important role in people's daily life and in all aspects of human society; that is why it is very important that we engage Malawians in understanding the existing laws that safeguard their right online.

What more does ICTAM want to see done on this matter in Malawi?

We would like to see more stakeholders involved in this matter because we believe everyone has a role to play in ensuring a safer internet in Malawi. We are grateful to the partners we have been working with since 2018 and we hope to continue with the work as more partners join us.

MALAWI AS A DEVELOPING NATION FACES A NUMBER OF CHALLENGES, ONE BEING OF ICT ILLITERACY AND THIS HAS RESULTED IN MANY MALAWIANS FALLING VICTIM TO ONLINE HACKING, ABUSE ON PERSONAL INFORMATION, ONLINE BULLYING ETC. SAFER INTERNET DAY RAISES AWARENESS ON HOW WE CAN MAKE SURE OUR KIDS CAN STAY SAFE WHILE CONNECTED



TNM SHARES TIPS ON SAFER INTERNET USAGE

By TIYAMIKE TIZIFA

What TNM is doing in order to ensure online safety for users especially the youth and children

- We promote use of Kiddle as opposed to use of Google for children. Our digital literacy program will be championing use of Kiddle as the appropriate search engine.
- We allow blacklisting of certain sites at parent's request on certain devices
- We encourage safe browsing by zero-rating certain educational sites

Challenges TNM faces in the digital communication world

- Digital illiteracy of users
- Challenges with service quality in certain geographical locations
- Inadequacy of affordable devices for certain customer segments
- Slow and low adoption rate of innovative service that we introduce to address issues like cyber protection for our customers.

What parents and other stakeholders should do

- Protect kids from harmful content through regulation of handset use in schools
- Close supervision of internet use for pupils
- Increase their awareness of

the dangers of the internet, and therefore train children responsibly.

- Have home Wi-Fi packages that filter the malicious content and only access educational websites for children.

Balancing the need for parents to limit children's access to internet and the need for the children to have all the freedom to browse the internet for educational purposes

- Institution of handset times in homes
- Have Home internet (Wi-Fi) packages from service providers that only access Websites with educational content.

LET'S UNITE TO MAKE INTERNET SAFER, URGES AIRTEL MALAWI

By Clara Ngwira

Airtel Malawi Limited has called for a joint effort in making internet safer for children in Malawi.

Airtel made the call in response to the commemoration for Safer Internet Day in February this year.

Safer Internet Day seeks to create a safer and better internet where everyone is empowered to use technology responsibly, respectively, critically and creatively.

It also aims to raise awareness on emerging online issues -- from cyberbullying to social media usage and abuses.

Each year, Safer Internet Day chooses a topic reflecting the current online concerns. The theme for 2020, "Together for a Better Internet", was a call for joint action against emerging online concerns.

Airtel Malawi's Digital Experience Manager, Michael Mang'anda, said the responsibility of making the cyber space a safer one is a shared one.

"No stakeholder can execute it independently. Efforts from all stakeholders need to work in synergy as those from one stakeholder will complement those of another," he said.

He said Airtel Malawi is ready to partner with other stakeholders in communication campaigns.

"We have a reach to a customer base of over 4 million while our partners would be experts on the subject matter. Together we can educate the customer base," he said, adding that a collective effort will deliver results that will benefit all internet users in Malawi.

AIRTEL MALAWI PLAYS ITS ROLE

The telecommunications company is already contributing its share to that effort through a number of measures aimed at ensuring that internet is safe for users especially youth and children.

Among the measures include registering sim cards only for those who are aged 16 years and above and selling routers that have parental control features.

Mang'anda said these routers have the capacity to allow parents and guardians to configure which websites must be permitted.

"All other websites will therefore be blocked. As such, parents and guardians can review websites that their children wish to access prior to permitting these on their router," Mang'anda said.

He added that these routers also have the capacity to automatically permit internet usage in a particular period of the day and on selected days of the week.

"With this feature, parents and

guardians can configure the routers so their children do not access the internet at hours when they should be attending to other duties," he said.

ROLE OF PARENTS AND GUARDIANS

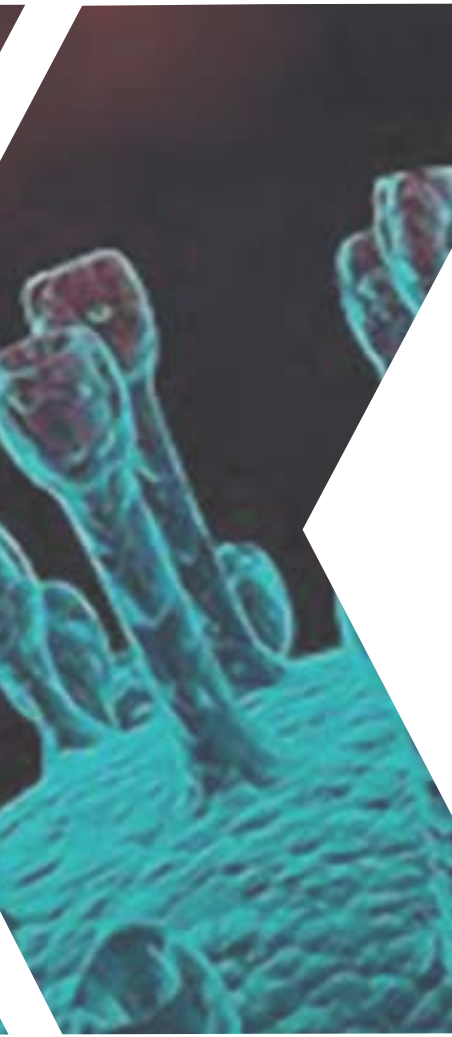
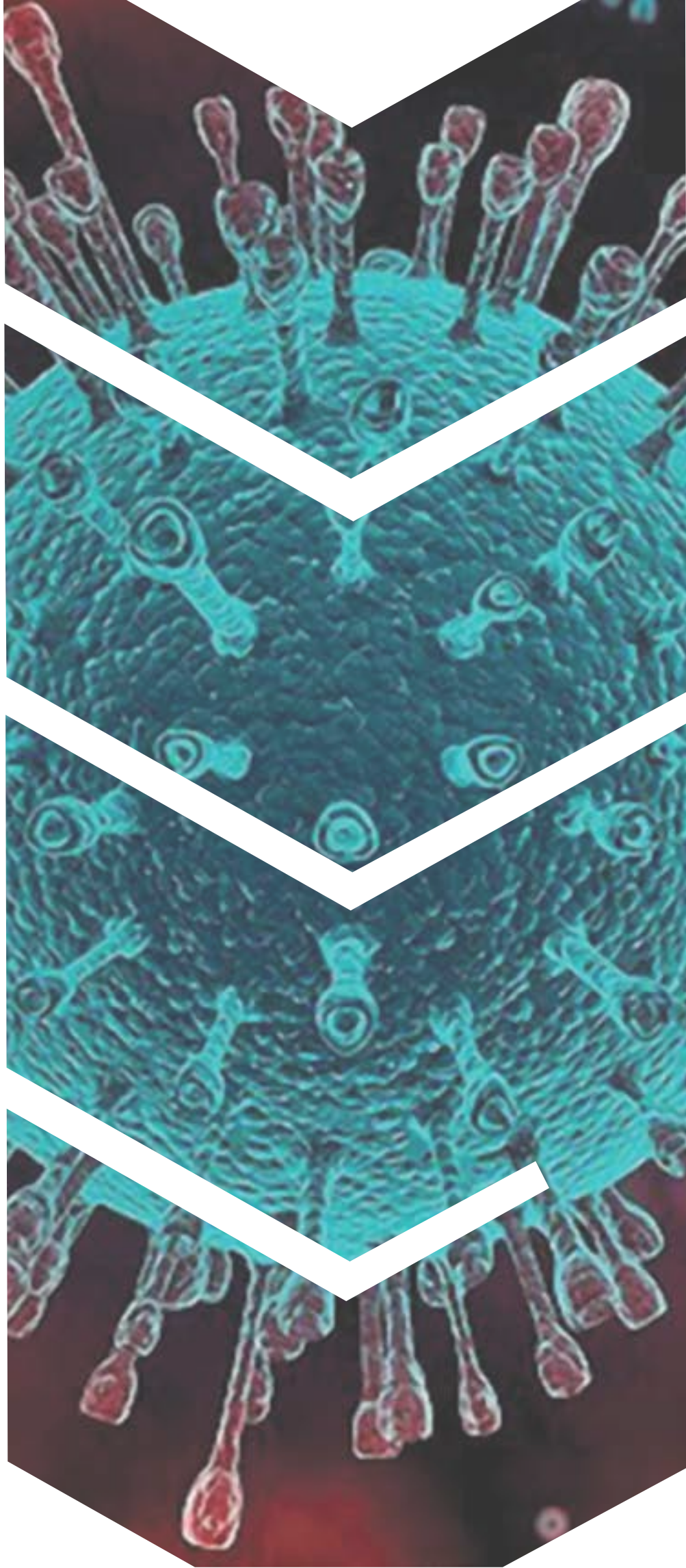
Mang'anda said one of challenges they face in ensuring safer internet to children is that some parents and guardians give their young children internet enabled mobile phones and tablets but do not take time to supervise or monitor the use of these devices.

"We wish to remind all parents and guardians that they are responsible for the enforcement of controls on how the devices they give to children are used," he said.

These controls, according to Mang'anda can include spot checks on the devices, use of parental control facilities that come preinstalled on some devices and installing 3rd party parental control apps if necessary

Other measures include following parental control guidelines for the use of various apps such as WhatsApp and Facebook which require one to be at least 18 years old and limiting the time frame in which children can use the devices so the children have time for other important tasks.

COVID-19 RESPONSE



TELECOMS ENGINEER DISMISSES COVID-19, 5G LINK

BY GREGORY GONDWE

The Coronavirus pandemic which has taken the world by storm has left people spreading different causal theories.

This include where coronavirus is blamed on the recent rollout of 5G innovation, a fifth-generation wireless communication technology supporting cellular data networks.

There have been widespread global demonstrations where in some instances protestors have vandalised 5G infrastructure.

Although there has not been any such violent demonstration in Malawi, social media platforms have been awash with theories linking the two.

But Malawi's Oxford trained telecommunication engineer Dr Mathews Mtumbuka has debunked the myths.

He explained that unlike the current 4G technology, 5G deploys what is known as Massive MIMO.

"MIMO stands for Multiple Input Multiple Output systems, basically many antennas at transmitting side and many antennas at receiving side i.e. both on the 'tower' and on the 'handset'," explained Mtumbuka who is the CEO for the Eastern and Southern Africa



DR MATHEWS MTUMBUKA, CEO EASTERN AND SOUTHERN AFRICA RESEARCH AND EDUCATION NETWORK (UBUNTU NET ALLIANCE)

Research and Education Network (UbuntuNet Alliance).

He argued that his doctoral thesis was on MIMO systems for boosting 4G data rates by crossing to 100 Mbps at the time between 2002 and 2005, when top speeds were less than 1 Mbps.

The study was on MIMO systems, whose principles are being used in 4G and 5G too.

"I did more than 400 practical experiments with microwave signals transmission," he told this reporter in a WhatsApp response.

He said 5G has massive capacity, supporting up to a million devices per square kilometre, while 4G

supports only up to 100,000 devices per square kilometre and therefore promises huge capacity and extremely fast speeds for uploads and downloads.

"Their only effects can be the heating effects not ionizing and not Covid-19," he said.

The International Commission on Non-Ionising Radiation Protection (ICNIRP), a body of independent scientific experts, has also maintained that there is no link between 5G and the coronavirus.

ICNIRP considers how exposure to electromagnetic fields used by cell phones and other devices affects people's health.

GOVT LAUNCHES TELEMEDICINE INITIATIVE AMID COVID-19

BY GREGORY GONDWE

Government has initiated an online health platform to fill the shortage of doctors, a problem compounded by the Covid-19 pandemic.

Nearly two-thirds of Malawi's doctors work in urban settlements which has lower population. This prompted Virtual Doctors, a UK-based charity that helps rural health workers in Africa, to connect with doctors and medical specialists in the UK.

The result is a telemedicine partnership with TNM plc. The initiative will help in reaching out to the most populous rural areas.

In the agreement, the Virtual Doctors will provide the application platform, training toolkit and access to the volunteer doctors, while TNM will provide network access, source communication devices required by local health workers and provide support for the project.

The platform is a bespoke smartphone application which links the identified rural health workers with the UK-based doctors and medical specialists.

TNM Brand and Communications Manager, Limbani Nsapato said the training toolkit basically includes



TNM CEO MICHEL BUITELAAR

smartphone or tablet gadget as well as the knowledge imparted on the users on how to use the application for the vital exchanges that occur between the two groups of health workers.

"The Virtual Doctors project connects isolated health centres in rural Malawi with volunteer doctors based predominantly in the United Kingdom using a bespoke Smartphone application," explained Virtual Doctors Executive Director, Huw Jones.

He added that whenever the rural health workers require the services of the overseas doctors, they enter the application and instantly link with the specialist they are looking for, who in turn responds by providing his or her diagnosis and other requirements.

Jones explained that where a rural health worker has encountered cases requiring directions from a specialist, they enter a patient's symptoms, and if need be, along with relevant pictures into the application, which is sent electronically to a volunteer doctor who helps by making correct diagnosis and offer advice on appropriate treatment options.

TNM Plc CEO Michiel Buitelaar said their partnership with Virtual Doctors goes a long way in alleviating pressure on specialist health practitioners, while at the same time empowering health workers in remote areas by connecting them to specialist doctors.

He said in collaboration with Government through the Ministry of Health, they are providing Covid-19 precaution SMS awareness messaging to over 3.6 million subscribers besides receiving end of call notifications with advisory messages on the pandemic.

TNM indicated that they will provide tablets or smartphones as devices for the rural health workers.

During the pilot phase in July last year, TNM provided mobile internet to five doctors and contributed \$4,500 to facilitate logistics for the pilot project.

MOBILE COMPANIES SCRAPE OFF TRANSACTION FEES INTERNET TRANSACTION RATE REDUCES BY 40%

BY GREGORY GONDWE

Malawi's two mobile phone service operators, Airtel Malawi plc and Telekom Networks Malawi (TNM) plc, have scraped off charges and user fees on personal transfers for a period of three months.

This is in response to the call by the Government for stakeholders to play a part in easing economic pressure resulting from Covid-19 pandemic.

This also followed a decision jointly made by the Reserve Bank of Malawi and the Bankers Association of Malawi (BAM) to among other things, reduce by 40 percent fees and charges related to internet banking, mobile money payments and any other related services in order to encourage usage of



DR. DALISO KABAMBE FORMER GOVERNOR FOR RESERVE BANK OF MALAWI

electronic payment transactions.

The two mobile companies, however, effected the 100% removal of charges and fees for intra-mobile money transactions – Mpamba to Mpamba for TNM and Airtel Money to Airtel Money for Airtel Malawi.



MR. KWANELE NGWENYA, PRESIDENT FOR BANKERS ASSOCIATION OF MALAWI

In April, President Peter Mutharika directed that banks and mobile money service providers should reduce fees on all electronic money transactions to promote the use of electronic money services in the face of Covid-19.

THIS ALSO FOLLOWED A DECISION JOINTLY MADE BY THE RESERVE BANK OF MALAWI AND THE BANKERS ASSOCIATION OF MALAWI (BAM) TO AMONG OTHER THINGS, REDUCE BY 40 PERCENT FEES AND CHARGES RELATED TO INTERNET BANKING, MOBILE MONEY PAYMENTS AND ANY OTHER RELATED SERVICES



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COVID-19: ANXIOUS BROADCASTERS VERSUS OPTIMISTIC TELECOS

BY GREGORY GONDWE

The coronavirus pandemic is a tale of two stories for the broadcasting and telecommunication industry in Malawi.

While the telecommunications industry sounds optimistic in this period of uncertainty, broadcasters fear for the future.

Broadcasters fear for the worst as they reel from a drastic reduction of advertisements and paid-for programmes by companies and non-governmental organisations.

Even advertisers that owe the broadcasters are paying in drips, placing the broadcasters in precarious position.

Advertisements are the lifeblood of independent broadcasters in Malawi.

In an interview, Capital Radio, for instance, said it is facing a serious challenge on how to raise sufficient revenue to meet recurrent



ALAUDIN OSMAN, FOUNDER AND CEO FOR CAPITAL FM

costs such as for rent, salaries and repairs and replacement of broken or aged equipment.

"In short, we're forced to seek new ways for the survival of our station," says Capital Radio's founder and chief executive officer, Alaudin Osman.

Osman pointed out, however,

that should the situation remain as it is for a year, there is real danger of the collapse of several broadcasters in the country, including Capital Radio itself.

"We face a grim future," laments Osman, a veteran of over 40 years in the print and electronic media in Malawi, Botswana, Zimbabwe and

the United Kingdom.

Independent broadcasters may think that state-owned Malawi Broadcasting Corporation (MBC) is steering clear of challenges posed by the scourge since it is funded by taxpayers and often receives generous donations of equipment from foreign diplomatic missions such as the Japanese and Chinese.

But MBC too has been affected because it also significantly relies on advertising revenue, according to its Director General, Aubrey Sumbuleta.

"We are struggling to provide the workforce with the necessary support as most of our advertisers have put on hold their advertisements. In some cases they have withdrawn their business completely due to the pandemic," he said.

He added that this has affected many areas of their broadcasting business including news programmes where they have had to reduce duration.

TELECOS TAKE IT ON THE CHIN

While the broadcasters fear for their survival if the status quo remains, telecommunication companies seem to have prepared themselves for any worst eventuality.

Airtel Malawi Corporate Communications and CSR Manager, Norah Chavula-Chirwa said they already have a Business Continuity Plan (BCP) which they are currently implementing.

The plan is aimed at ensuring

minimal interruption to their operations and the customer's overall experience on the network and their various services.

"We will continue to monitor and assess the situation and will review and adapt our BCP accordingly," she said.

She said Airtel Malawi understands that the network needs of their customers will evolve during this difficult time as most will be working from home.

The company has therefore boosted its network capacity and power back up facilities to ensure that there is minimal network interruption during this time.

TNM's Brand and Communications Manager, Limbani Nsapato, also said that TNM will continue to monitor developments around the pandemic and review its response tactics with guidance from health authorities.

Nsapato said their services are essential for consumers, businesses and the government and the company is eager to play a big role in assisting other sectors to deal with the Covid-19 situation.

He observed that with more people working from home and students accessing lessons online, demand for internet services has increased.

"And we have responded accordingly by increasing our data (4G) capacities in major towns and cities to ensure that customers enjoy seamless connectivity," he disclosed.



NORAH CHAVULA, AIRTEL PR MANAGER



LIMBANI NSAPATO, TNM BRAND AND COMMUNICATION MANAGER



AUBREY SUMBULETA, DIRECTOR GENERAL MBC

"WE ARE STRUGGLING TO PROVIDE THE WORKFORCE WITH THE NECESSARY SUPPORT AS MOST OF OUR ADVERTISERS HAVE PUT ON HOLD THEIR ADVERTISEMENTS. IN SOME CASES THEY HAVE WITHDRAWN THEIR BUSINESS COMPLETELY DUE TO THE PANDEMIC,"



COVID -19 RESPONSE: TELECOS BAIL OUT EDUCATION WITH E-LEARNING

By Nathan Majawa

Telecoms and ICT operators TNM Plc and Airtel Malawi Plc have come to the rescue of the education sector by offering distance learning through discounted internet bundles.

The offer follows a partnership with the Ministry of Education. It is part of the telecommunication sector's response to the Covid-19 pandemic.

All schools and learning institutions

for primary, secondary and high school, technical and formal colleges and universities closed in March in response to the coronavirus outbreak.

The school closures affected 5.4

million learners, according to Minister of Education Science and Technology, Dr William Susuwele Banda.

TNM Plc was the first to respond to the crisis, followed by Airtel Malawi.

Susuwele Banda commended the companies for their response.

"My ministry has received great support from the telecommunications sector, especially from Airtel Malawi and TNM Plc. They have graciously and selflessly offered to provide free access to online education content," he said.

He said Covid-19 has disrupted the school calendar, negatively impacting on teaching and learning.

TNM Chief Executive Michel Buitelaar said mobile network technology is crucial in providing social distance, a measure which has proven effective in containing the spread of Covid-19 and other contagious diseases.

"At TNM, we are taking seriously all measures designed to manage the pandemic and are proud to offer our free internet support for learners at home. This is in line with our corporate social responsibility," Buitelaar said.

In addition to free Internet to support access to the Ministry of Education's designated websites, TNM Plc will install video conferencing equipment, provide 1,000 Sim cards and 10 million free SMSs.

"As a telecommunications company, TNM has a role in applying and deploying the mobile technology to support national causes and providing access to distance education for millions of the country's children has become essential now more than ever in wake of Covid-19," said the TNM chief.

On the other hand, Airtel Malawi Plc Managing Director Charles Kamoto said the company which in February this year listed on Malawi Exchange (MSE) is a key partner of government on issues of development, hence the decision to support the nation during Covid-19 pandemic.

In March 2020, former President Prof. Arthur Peter Mutharika declared a State of Disaster and announced a raft of measures to prevent the spread of coronavirus. One of the measures was closure of all schools and universities.

ALL SCHOOLS AND LEARNING INSTITUTIONS FOR PRIMARY, SECONDARY AND HIGH SCHOOL, TECHNICAL AND FORMAL COLLEGES AND UNIVERSITIES CLOSED IN MARCH IN RESPONSE TO THE CORONAVIRUS OUTBREAK.



SOME MEMBERS OF THE COMMITTEE POSE WITH THEIR FACILITATOR AFTER THE TRAINING

SAFETY COMMITTEE COMES IN HANDY IN WAKE OF COVID -19

BY WEZZIE NKHOMA-SOMBA

MACRA greatly values the health and safety of its staff members and stakeholders.

And among its institutional committees is the Health and

Safety Committee whose responsibility includes preventing injuries and hazards in all work environments.

At the beginning of this year the committee attended

Occupational Health and Safety training at Esami in Arusha, Tanzania.

Among other skills learnt were how to handle emergencies and pandemics like coronavirus

to avoid the spread of such diseases.

The training also covered how to handle accidents and injuries.

Chairperson of the Committee, Burnet Namacha, said the training was important not only to the participants but also to MACRA as an institution.

"In the wake of coronavirus pandemic, we are using the

knowledge acquired at the training to be proactive by making sure that all members of staff are protected and follow precautionary measures that have been put in place," Namacha said.

Currently it is mandatory that all members of staff and stakeholders visiting MACRA premises wash their hands with soap at the entrance of the

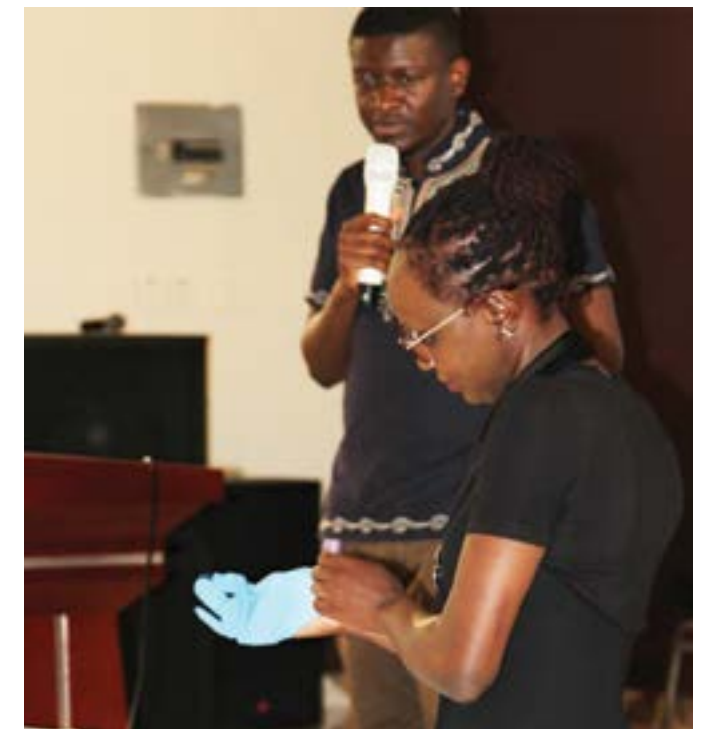
building.

The committee is working hand in hand with management to make sure that all precautionary measures have been put in place and that the working environment is safe.

Recently the committee organized a training on Covid 19 for all members of staff. Below are the Highlights



DR. ZULU DEMONSTRATING HOW TO WASH HANDS



HAND WASHING AND SANITIZING IS MANDATORY FOR MEMBERS OF STAFF AND VISITORS



news





DG, HENRY SHAMU MAKING HIS REMARKS

MACRA WELCOMES NEW DIRECTOR GENERAL

By Lemekezani Chisambiro

MACRA has welcomed a new Director General Henry Shamu.

He was introduced to the MACRA family at a general staff meeting organized by management.

In his remarks, Shamu expressed his delight at the prospect of working with various technocrats within the Authority.

"IF YOU HAVE ANY GRIEVANCES OR CONCERNS, MY DOOR IS ALWAYS OPEN AND TOGETHER WE CAN FIND A SOLUTION. LET US REFRAIN FROM RUNNING TO THE MEDIA WITH OUR INTERNAL ISSUES; INSTEAD, LET'S WORK TOGETHER TO BUILD A BETTER MACRA"

"I have noted that we have a lot of experts within our various fields, I am confident that we shall work together for the growth of the organization," he said.

Shamu also urged all MACRA employees to desist from any gossip and discrimination of any form to avoid causing divisions in the MACRA family.

"If you have any grievances or concerns, my door is always open and together we can find a solution. Let us refrain from running to the media with our internal issues; instead, let's work together to build a better MACRA" he added.



HEAD OF HUMAN RESOURCES AND ADMINISTRATION, HENRY MACHESO BRIEFING THE NEW DIRECTOR GENERAL



OBSERVING COVID-19 PREVENTIVE MEASURES, AN OFFICIAL ASSISTING WITH HAND SANITIZATION ON THE DAY



PART OF THE AUDIENCE AT THE WELCOME CEREMONY



MACRA'S NEW HEADS OF DIRECTORATES



RUTH NITTAH MGWEDE MDALA, Director of Economics

An energetic, result-oriented and self-motivated professional, Ruth believes in team playing. She hopes to bring her creativity to the directorate to help the Authority achieve its goals and objectives.

She studied Agricultural and Development Economics. Before joining MACRA, she worked with the Institute of Chartered Accountants in Malawi (ICAM).



TIMOTHY SUKALI, Postal Directorate

Previously Manager for Postal Services, Timothy believes in team work.

He says as Head of the Directorate, his role will be to harness the strengths that his team members have for the effective and efficient delivery of the responsibilities of the directorate.

"From me, people should expect team work, close collaboration with all stakeholders, both internal and external, as well as focus on achieving our core responsibilities for the greater good of the Authority and the country at large," he says.



THOKO CHIMBE, Director of Legal Affairs

Having joined MACRA in November 2004 as a Legal Manager, Thoko was promoted to Deputy Director for Consumer Affairs in 2011.

As the Director of Legal Affairs, Thoko will be responsible for provision of legal guidance and services to support MACRA's vision of promoting universal ICT access and promote compliance with the relevant governing laws.

PARLIAMENTARY COMMITTEES HAIL MACRA ON PROJECTS



CHAIRPERSON FOR THE MEDIA COMMITTEE HONOURABLE ABOO MCNICE NALIWA ADDRESSING THE MEETING

BY WEZZIE NKHOMA-SOMBA

MACRA says it derives a lot of inspiration from the visit by various committees of the national assembly.

MACRA made the remarks

during visits by the Parliamentary Committee on Commissions, Statutory Corporations and State Enterprises and the Media and Communications Committee.

Among other things, MACRA

updated the committees on progress on some of the projects that MACRA is currently implementing. These include the Universal Service Fund (USF).

“When we have such meetings, we

know we are interfacing with policy makers, hence we get inspired,” said Technical Advisor on Digital Migration, Dr. Benson Tembo.

Dr. Tembo said USF is one project which will make a difference in the country once implemented fully.

Chairperson for the Commissions Committee, Honourable Jason Kaneka said the committee decided to visit MACRA for its members to get appraised on MACRA’s operations.

Chairperson for the Media and Communications Committee Honourable Aboo Naliwa expressed satisfaction on USF which is aimed at promoting the rolling out of ICT services in the rural and underserved areas.

“On behalf of my fellow Honourable members, I would like to say that we are grateful to MACRA for the eye opener as far as USF is concerned. It is indeed very important because Malawi is part of the globe and we cannot be left out on what is happening around it. We are looking forward to a time when each and every Malawian will have access to ICT services in the country,” Hon Naliwa said.

The USF is expected to help with communications network deployment and service provision in rural and underserved areas, especially in the economically unattractive areas, where licensees may not invest due to lack of economic viability.



BROADCASTING MONITORING OFFICER MASAUKO MKWETEZA JR EXPLAINING HOW MONITORING IS DONE



DEPUTY DIRECTOR OF SPECTRUM MANAGEMENT MR. PATRICK MUSIYAPO BRIEFING MEMBERS OF COMMISSIONS, STATUTORY CORPORATION AND STATE ENTERPRISES COMMITTEE ON HOW THE FMM SYSTEM OPERATES



DEPUTY DIRECTOR TECHNICAL STANDARDS MR. EDWARD KAUKA BRIEFING MEMBERS ON HOW CIRMS OPERATES



NATIONAL ADDRESSING SYSTEM MANAGER LIMBANI SEKANI

NATIONAL ADDRESSING PROJECT TO UNLOCK PASSAGE OF GOODS AND SERVICES

By Nathana Majawa

The National Addressing Project which MACRA has rolled out is expected to unlock economic benefits by providing ease of passage to a host of commercial goods and social services.

The Authority embarked on the project as mandated by the

Malawi Government.

When completed, the project will allow citizens to get connected to the formal economy and gain access to a host of commercial and social products and services, MACRA says.

Among other things, the system will provide a comprehensive

database of property locations, numbering and mapping.

National Addressing Project is an initiative by the Government of Malawi, through MACRA, to provide addresses to all Malawians, says National Addressing System Manager Limbani Sekani.

The pilot phase for the project

dates back to 2016 and started with Blantyre covering both city and rural areas.

In the first phase of national roll out, the target areas are Zomba, Lilongwe, Mzuzu and the rest of Blantyre.

“Since the implementation of the project in the areas of Blantyre and Lilongwe residents are now being identified by house numbers and road names. That’s the most important component of this project.

“On top of that, the initiative has eased the process of giving directions to people. In areas such as Area 47 and Area12 (in Lilongwe)

where the project has already been partially implemented, we have been having positive feedback regarding the ease of giving directions in times of emergencies,” Sekani said.

Sekani pointed out vandalism as one of major challenges the authority is facing during the implementation of the project.

“I would like to make a humble call to all Malawians against vandalism of project materials. The project is for our own good. It is therefore imperative to ensure that we safeguard road signage and house number plates in our locations,” he said.

The National Addressing System is a multi-stakeholder driven project with six components namely, National Postcode System, National Addressing Standards, National Address Database, Physical Infrastructure, Geographic Information System (GIS) Support for the Addressing Database and Public Awareness.

The six project components have been placed under the responsibility of multi-stakeholder sub committees, which report to the technical committee.

The technical committee is under the supervision of MACRA.

MACRA SETS UP UNIVERSAL SERVICE FUND COMMITTEE

BY WEZZIE NIKHOMA-SOMBA

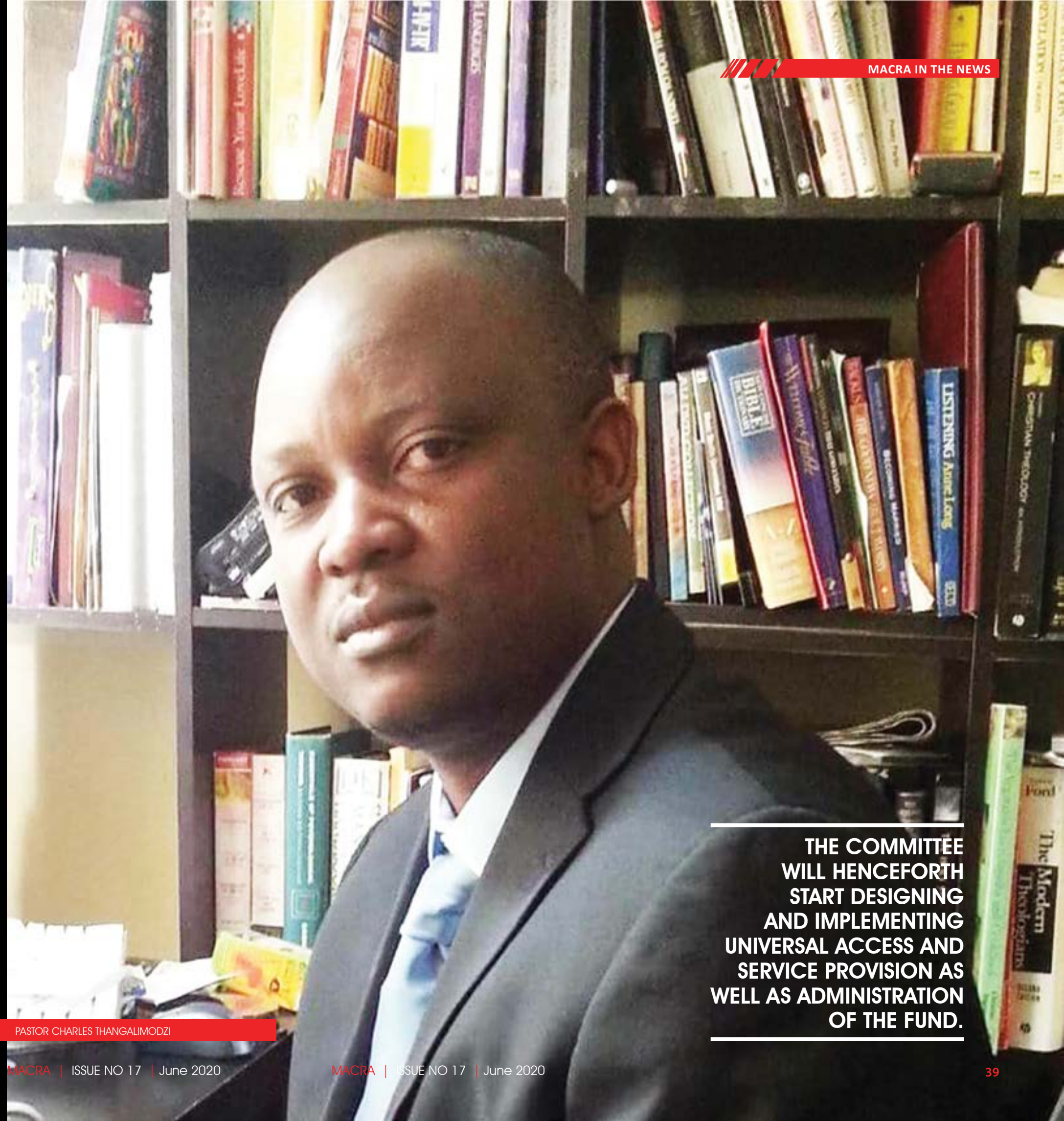
Malawi Communications Regulatory Authority (MACRA) has set up the Universal Service Fund committee as per requirement in the Communications Act.

According to a recent statement, MACRA has appointed Pastor Charles Thangalimodzi from the broadcasting sector, Mercy Kacheche from the Postal sector, Mphatso Manda from the telecommunications sector and Fostino Yankho Maele representing consumer protection organisations to form the committee.

In an interview, Thangalimodzi said the committee will henceforth start designing and implementing universal access and service provision as well as administration of the fund.

"This fund will help assess and where necessary provide support to various players in the sector to ensure necessary infrastructure is put in place so that Malawians' rights to information are not infringed upon," said Thangalimodzi.

The Communications Act provides that the committee should comprise one member nominated by each of the communications services sectors (Broadcasting, Postal and Telecommunications), a member nominated by the consumer protection organisations, MACRA Director General and a representative from the government as identified by the minister responsible.



PASTOR CHARLES THANGALIMODZI

THE COMMITTEE WILL HENCEFORTH START DESIGNING AND IMPLEMENTING UNIVERSAL ACCESS AND SERVICE PROVISION AS WELL AS ADMINISTRATION OF THE FUND.



COMMUNICATIONS MANAGER CLARA NGWIRA PLANTING A TREE ON BEHALF OF MACRA

MACRA PLANTS 6,000 TREES IN MWANZA, NSANJE

BY WEZZIE NKHOMA-SOMBA

Malawi Communications Regulatory Authority, (MACRA) took part in the 2019/2020 National Forestry Season by planting 6,000 trees in Mwanza and Nsanje.

Former President Peter Mutharika launched the Forestry Season in Mulanje in December, with a call for Malawians to support the

government in environmental conservation by planting more trees and managing forests.

In line with this call, MACRA planted a total of 3,000 neem trees at Nyanjiwa Primary School in Nsanje and 3,000 mibawa trees along Mpandazi River in Mwanza.

MACRA's spokesperson Clara

Ngwira described the tree planting season as important to the nation.

"We cannot do without the environment, hence the need to reforest and protect the remaining forests," she said.

The Malawi National Forestry Season runs from December to April.



NSANJE DISTRICT FORESTRY OFFICER NOEL MOYO PLANTING A TREE



SENIOR CHIEF MALEMIA (R) PLANTING A TREE IN NSANJE



COMMUNITY HELPING TO PLANT THE TREES IN NSANJE



MACRA'S ZEPHANIAH KANYAMULA ALSO PLANTED A TREE IN NSANJE



NGWIRA PLANTING A TREE IN MWANZA



COMMUNITY HELPING TO PLANT THE TREES IN MWANZA



HONOURABLE CHITSULO MEMBER OF PARLIAMENT FOR MWANZA WEST



TRADITIONAL DANCES DURING THE TREE PLANTING EXERCISE IN MWANZA

MACRA TAKES WORLD

RADIO DAY TO NSANJE



PARTICIPANTS FOLLOW EVENTS ON THE DAY

BY LEMEKEZANI CHISAMBIRO

Radio remains the number one source of information in Malawi with over 80 radio stations currently on air, half of which are community-based

These community radio stations foster diversity and growth to the specific communities they are serving through targeted content production.

They focus on content that is relevant to that community and in a language common to the area.

Radio is popular as a tool for communication because of its

power to transcend geographical, economic, cultural and religious boundaries.

This is why the United Nations set aside the World Radio to celebrate the power and impact of radio in the world.

To celebrate the day in Malawi this year, MACRA in partnership with UNESCO took the events to Nsanje in February.

The theme this year was "Radio and Diversity" and in line with the theme, the commemoration took place at Nyathepa Community

Radio Station. This was to highlight the important role community radio stations play when it comes to fostering diversity in radio.

Nyathepa Community Radio Station is cherished by its audience within the district and they proudly call it The Voice of Nsanje.

Like most community radio stations, Nyathepa broadcasts in the local language of Sena from news bulletins to entertainment.

Over the years Nyathepa Community Radio Station has amassed a loyal following with

over 10 listeners club and a diverse membership from all ages and sex, from an all women group to a young drama group as well as a farmer's listeners club.

Everyday these groups tune in to the station to get the latest information, entertainment as well share on the latest developments within the area.

Among the activities during the commemoration was a tour of Nyathepa Radio Station which was led by the Guest of Honour, the then Director General for MACRA, Mr. Godfrey Itaye.

Itaye had an interface meeting with the management of the station before proceeding to Nsanje prison ground for the official celebration of the day.

Speaking at the function, Itaye pledged MACRA'S continued

support towards the growth of the broadcasting industry in the country through such activities as capacity building workshops.

"As a regulator we shall continue to support the broadcasting sector in the country through capacity building workshops with the aim of equipping broadcasters with skills and knowledge in resource mobilization, financial management, content development, development of editorial policies and project proposal writing and ICT equipment access according to needs of various broadcasting stations," Itaye said.

He also appreciated the role community radio stations such as Nyathepa play when it comes to promoting diversity and social economic development.

"Over the years Nyathepa FM has played a key role when it comes to issues of disaster management and mitigation. We would like to commend them for a job well done and urge all radio stations to adhere to the terms and conditions of their licence and the broadcasting ethical conduct," Itaye said.

In his remarks, acting Deputy Secretary for UNESCO David Mulera commended community radio stations for developing content in local languages, stating that language is one of the keys to embracing diversity in radio.

Despite facing financial and ICT challenges, Nyathepa Community Radio Station is in the process of mounting a tower in a bid improve the quality of service the station is providing to Nsanje district.



ITAYE BEING INTERVIEWED AT NYATHEPA COMMUNITY RADIO STATION

MACRA PROVIDES ICT ACCESS TO INSTITUTIONS

MACRA SUPPORTED VARIOUS INSTITUTIONS WITH FUNDS WHICH WERE LATER ON USED TO BUY ITEMS ACCORDING TO THEIR RESPECTIVE REQUESTS.

Malawi Adventist University

The Malawi Adventist University received K15 million with which they managed to buy computers and servers.

With schools closed due to CoronaVirus, this development has facilitated e-learning for students are able to access academic materials while at home.

MACRA former Board Chairman, Rev. Alex Maulana presented the donation on behalf of the Authority.



ABOVE: THE FORMER BOARD CHAIR IS SHOWN SOME OF THE EQUIPMENT SOURCED



RIGHT: THE FORMER BOARD CHAIR MAKING A SYMBOLIC DONATION TO A UNIVERSITY OFFICIAL

Bangwe Weaving Factory

Malawi Council for the Handicap (MACOHA) received K10 million to buy computers and furniture.

Former MACRA board member, Mphatso Gadama handed over the donation to MACOHA at its Bangwe weaving factory.

Receiving the donation, MACOHA's executive director, Georgina Navicha said the computers will help to finalise the service automation process at the factory.



FORMER BOARD MEMBER TOURS THE FACTORY



STAFF AT WORK IN THE FACTORY



FORMER BOARD MEMBER MPHATSO GADAMA HANDS OVER THE DONATION TO MACOHA EXECUTIVE DIRECTOR

Blantyre District Council

Another beneficiary was the Blantyre District council who received M4 million.

With it, the office is able to afford internet connectivity and they also bought laptops for senior officers.

MACRA FORMER DG PRESENTING A SYMBOLIC DONATION TO BLANTYRE DC, BENNET NKASALA



DECEMBER DONATIONS

IN DECEMBER, THE THEN MACRA BOARD LED A GROUP OF STAFF MEMBERS TO CHEER THE SICK IN SOME HOSPITALS IN THE COUNTRY. BELOW ARE THE ACTIVITIES IN PICTURES:

Queen Elizabeth Central Hospital Donations



HEALTH OFFICIALS RECEIVING SYMBOLIC GIFTS FROM MACRA FORMER BOARD MEMBER MR. MWALA AND DIRECTOR OF FINANCE BEN CHITSONGA AT QECH



THANK YOU MACRA, A NURSE PUSHES A TROLLEY FULL OF THE GIFTS

Rumphu Donations



FORMER BOARD CHAIR REV MAULANA (IN A SUIT) PRESENTING SOME DONATIONS TO PATIENTS AT RUMPHU DISTRICT HOSPITAL



MACRA MEMBERS OF STAFF HELPING SORTING OUT THE GIFTS



FORMER BOARD MEMBER AND MACRA STAFF DURING THE DONATION EXERCISE

Mangochi Hospital Donations



MACRA TEAM DURING A MEETING WITH MANGOCHI DISTRICT OFFICIALS

Nkhota-kota District Hospital Donations

DIRECTOR OF TELECOMMUNICATIONS MR. HENRY SILIKA DURING THE DONATION EXERCISE AT NKHOTAKOTA DISTRICT HOSPITAL



PART OF THE GIFTS THAT WERE DONATED AT NKHOTA KOTA DISTRICT HOSPITAL



FORMER BOARD MEMBERS PRESENTING GIFTS TO A PATIENT AS NKHOTA KOTA DHO EXPRESSES HER GRATITUDE



BY WEZZIE NKHOMA-SOMBA

MACRA STAFF URGED TO FIGHT CORRUPTION

MACRA members of staff have been asked to report fraud and corruption if the authority is to win the fight against the malpractice.

>> page 50

MACRA STAFF URGED TO FIGHT CORRUPTION

<<page 49

Chairperson for MACRA's Institutional Integrity Committee (IIC) Joseph Ngalawa made the call during a sensitization workshop on Whistle Blower Guide and Code of Ethical Conduct and Procurement Procedures and Processes.

IIC organized the workshop.

"Let us report fraud and corruption to the authorities as they are serious vices that should not be given a blind eye. These malpractices divert resources which would have otherwise been channeled towards provision of social services for the citizenry and other forms of development," said Ngalawa.

He called upon the employees to remain committed towards the promotion of the good image of MACRA regarding fighting fraud and corruption.

Ngalawa further expressed gratitude towards management's commitment towards supporting the activities of the IIC to ensure that the drive against corruption and fraud is enhanced within the organization.

Director General for Public Procurement and Disposal of Assets Authority (PPDA) Elias Hausi said public procurement is the most critical link between government allocated resources and the eventual benefit to the citizens of the country.

"People who do public procurement, therefore, have a moral obligation to ensure that every Malawian citizen gets good value for money," Hausi said.

He said Government established PPDA to ensure enforcement of transparency and accountability in public procurement.

MACRA established the IIC in 2011 and developed the procurement policy which was officially launched in 2013.

LET US REPORT FRAUD AND CORRUPTION TO THE AUTHORITIES AS THEY ARE SERIOUS VICES THAT SHOULD NOT BE GIVEN A BLIND EYE. THESE MALPRACTICES DIVERT RESOURCES WHICH WOULD HAVE OTHERWISE BEEN CHANNLED TOWARDS PROVISION OF SOCIAL SERVICES FOR THE CITIZENRY AND OTHER FORMS OF DEVELOPMENT



PETH NJETE (ABOVE) AND ZADZIKO MANKHAMBO (BELOW) MADE PRESENTATIONS ON CODE OF ETHICAL CONDUCT



DIRECTOR OF INTERNAL AUDIT MR FEARLESS MALULU SPEAKING ON BEHALF OF THE THEN DIRECTOR GENERAL



DIRECTOR OF BROADCASTING MR FEGUS LIPENGA REPRESENTED THE THEN DIRECTOR GENERAL



DIRECTOR GENERAL FOR PPDA ELIAS HAUSI



NGALAWA ADDRESSING PARTICIPANTS AT THE OPENING CEREMONY



PARTICIPANTS DURING THE TRAINING

GENERAL STORIES





NKHOTAKOTA COMMUNITY RADIO IN AFFORESTATION DRIVE

BY SAMUEL DUNCAN

Early this year, Nkhotakota Community Radio Station (NCRS) planted over 3,000 trees at Chipwatu and Chillimani primary schools in the areas of Traditional Authorities Mphonde and Malengachanzi respectively.

The community radio took the initiative to inculcate environmental conversation spirit among primary school pupils.

Programs manager for the radio, Edward Kuwacha, said climate change issues which have caused panic in the country have among others emanated from human

practices.

He said this can be addressed if primary school pupils are taught the importance of conserving the environment at a tender age.

"Actually, climate change is a cross-cutting issue which has affected the entire country, and as a broadcasting house we have embarked on this initiative especially in primary schools so that the pupils should appreciate the importance of planting trees and conserving the environment at a tender age," Kuwacha said.

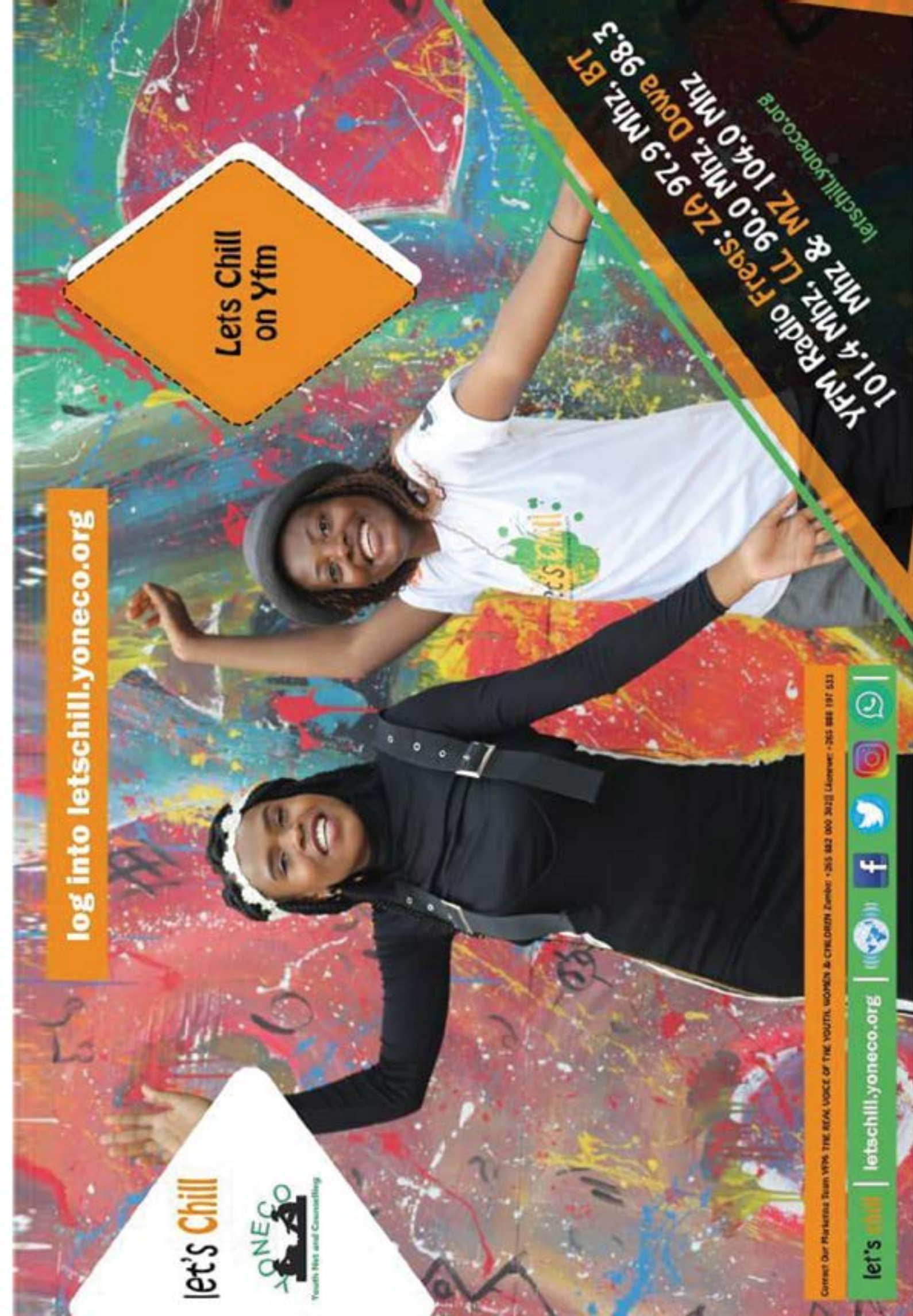
He added: "Previously we used to

have school woodlots in almost every primary school in this country but currently this is not the case."

One of the pupils at Chipwatu Primary School, Ali Happy, applauded the broadcasting house for planting trees at the school.

The school's head teacher Maggrete Kamphambe promised that they would take a good care of the trees.

"When the trees grow, they will improve the school's environment," she said.





**#CYBER
SECURITY**



FUTURE OF CYBER SECURITY IN MALAWI



This dependency affects all elements of government, industry and society such that we have a national cyber-enabled enterprise with digital-enabled networks system services and business endeavors critical to Malawi's national interest.

Interconnectivity and interdependence within this enterprise mean that the impact of an unmitigated threat can overflow and be far reaching.

Looking to the future there are potential new classes of threats, pervasive and non-discriminatory in nature to which there are currently no known catch all countermeasures.

Elements within a future national enterprise which are not

MALAWI HAS ALL OF SUDDEN BECOME INCREASINGLY DEPENDENT ON AN INCREASINGLY VULNERABLE CYBER DOMAIN, RESULTING IN POTENTIAL NATIONAL RISK.

good cyber security will therefore present vulnerabilities with potential national ramifications.

This calls for alternative and innovative approaches to national cyber security underpinned by strategic investment in science and technology.

Institutions like Malawi University of Science and Technology and others that have taken the issues of cyber security to heart need to be heavily funded if at all we are to move in the right direction with cyber security issues.

As a country we have made significant progress in as far as automation is concerned. Though at a snail's pace, we are moving forward considering where we were 10 years ago.

Information and communication technology (ICT) is enabling transformation and evolution of the way government, industries and general public organize, communicate, exchange knowledge and skills, use process and store information, and conduct their business and everyday lives.

The opportunities and pace of technology uptake and the drivers for business improvement and changing consumer expectations have given rise to new models of service delivery within government and industries.

There are three sectors that I have chosen for analysis namely health sector (focusing on health services), Government (focusing on services and policies) and finance (focusing on financial services and service delivery).

A trend analysis conducted in

the 3 sectors of interest showed an increase in use of ICT but also increasing dependency on ICT for greater productivity, reduced costs and better livelihood.

The financial sector tops the list of sectors that are highly dependent on ICT for greater productivity, seconded by health sector, especially the private health sector.

Though being the champion of automation, the government sector seems to be behind in so many areas due to a number of contributory factors like lack of expertise, funding, political drive to make sure that sectors are funded according to champion automation.

It is also worth noting the progress and efforts being done by Malawi Communication Regulatory Authority (MACRA). We have come from nowhere to somewhere but still there is a lot to be done.

The national forensic lab that Malawi Police Service will have is one of the landmarks that the Malawi Government has achieved so far.

Malawi Revenue Authority is another success story in as far as automation is concerned and their efforts cannot go unnoticed.

It is not difficult to imagine a future national enterprise that is critically dependent on ICT with the way events are unfolding. The future looks bright but there are things we need to consider and take them with us as we are automating our process. Cyber security is a must no matter how small an organization is. Issues of cyber security are not issues to play with and as a

THOUGH BEING THE CHAMPION OF AUTOMATION, THE GOVERNMENT SECTOR SEEMS TO BE BEHIND IN SO MANY AREAS DUE TO A NUMBER OF CONTRIBUTORY FACTORS LIKE LACK OF EXPERTISE, FUNDING, POLITICAL DRIVE TO MAKE SURE THAT SECTORS ARE FUNDED ACCORDING TO CHAMPION AUTOMATION.

country we need to take them very seriously.

Before you know about the cyber security challenge, you should know about cyber or web security. What is cyber security?

Protecting and keeping all the cyber system malware-free is best known as the cyber security. It includes the applications and software you use and the data you store. In the modern digital world, we all are surrounded by the cyber system and cyber threats as well.

The more new technologies we get, the more ways to hamper cyber protection. According to recent research, nowadays there's a massive increment in cyber security challenge. Cybercriminals are able to find new ways to escape every cyber protection. Day by day the IT security challenges are becoming more puzzling.

There is a vast number of cyber security challenges around us. Describing them all at once is hard. In this first instalment, we are going to share a generic list of four Cyber Security Challenge with you.

Hope it helps you to know about the cyber security challenge.

MACHINE LEARNING CYBER ATTACK

We know that machine learning is one of the best technologies for data processing. It comes with the great ability to process a huge amount of data, detect malfunctions and adjust algorithms.

We use it because of its amazingly

increasing accuracy and faster nature. It seems to be very crucial for the data. That's why hackers target the machine learning to make it one of the cyber threats. They use its faster behaviour against its cyber protection ability. Through machine learning, hackers can attack and hack all the information before you can even discover the attack. So, basically, they are taking its advantage by using it against itself.

RANSOMWARE

Another Cyber Security Challenge that's increasing greatly day by day is Ransomware. The growth rate of Ransomware is unbelievably high. It's truly a curse to data and web security and the respective professionals.

Ransomware can easily take the highest place among the IT security challenges. It's going to be an endless cyber challenge. This type of challenge will not only hack your data but also help hackers blackmail you based on the information as it will be able to encrypt all the data. It can cost you a very large amount of money. Nothing can be worse than that. Criminals can have both your information and the money. You won't be able to do anything against it.

ATTACKS THROUGH IoT

Internet of things is a blessing to us, but it's an extraordinary blessing to criminals nowadays. Most of us use different types of smart devices. Thanks to IoT, we can now connect all our devices to each other. It reduces a lot of complexity.

Now you can handle and control all of your devices from anywhere using just your phone. With the

modern innovation, you are continuously plugged in. That's getting you away from the cyber protection. Criminals can hack one of your devices and then it can have access to your entire information; both personal and professional. They can use the internet of things for the DDoS attack. It will make them take down the whole system based on the internet.

BLOCKCHAIN HACKING AND CRYPTOJACKING

Attacks on the blockchain system are increasing, and so it becomes a headache to the cyber protection. Criminals are hacking the entire blockchain system, and that's how they are getting access to every single information included to the network.

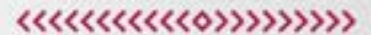
They get individual's information and the company data as well. Thus, spoofing or identity theft is increasing on a higher scale. They are also mining cryptocurrencies for their wallet through crypto jacking.

There are legitimate websites where criminals can mine cryptocurrencies for the criminal wallet. The criminals make them do such mining. It's going to be one of the top cyber threats very soon.

In the next edition of this column, we will look at more Cyber Security Challenges that confront us today.



THE MOMENT OF TRUTH AS COME



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#MACRA SOCIALS



Weddings

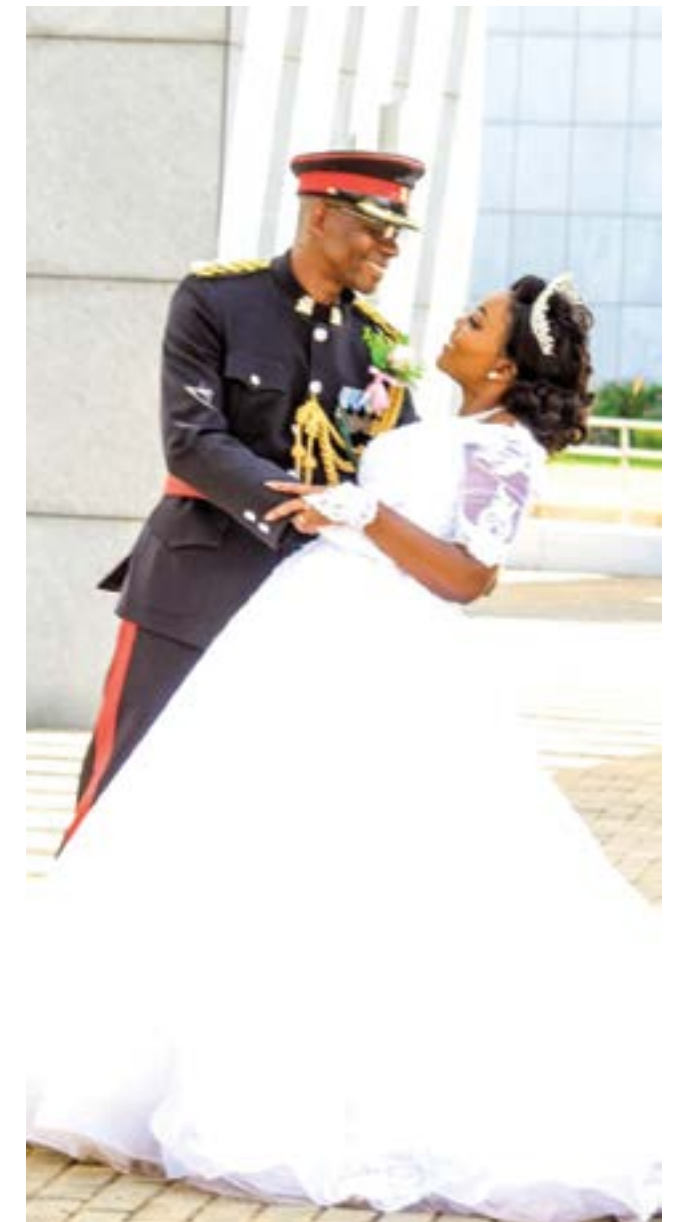
Weddings

In the month of May, two of MACRA members of staff got married.

Matilda Bande Broadcasting Manager got married to Charles Kanjeri on 29th while Peth Msiska, Internal Audit officer got married to Giff Njete 23rd at colorful weddings in Blantyre and Lilongwe respectively. Wishing the newly weds all the best.

- Giff & Peth -

- Charles & Matilda -



NEWS

FROM AROUND THE WORLD



FACEBOOK REMOVES TRUMP AD OVER 'NAZI HATE SYMBOL'

Facebook removed adverts for US President Donald Trump's re-election campaign that featured a symbol used in Nazi Germany.

The company said the offending ad contained an inverted red triangle similar to that used by the Nazis to label opponents such as communists.

Mr Trump's campaign team said they were aimed at the far-left activist group antifa, which it said uses the symbol.

Facebook said the ads violated its policy against organised hate.

"We don't allow symbols that represent hateful organisations or hateful ideologies unless they are put up with context or condemnation," the social network's head of security policy, Nathaniel Gleicher, said

He added: "That's what we saw in this case with this ad, and anywhere that that symbol is used we would take the same actions."

The ads, which were posted on the site on pages belonging to President Trump and Vice-President Mike Pence, were online for about 24 hours and had received hundreds of thousands of views before they were taken down.

-- BBC



MR TRUMP'S CAMPAIGN TEAM SAID THEY WERE AIMED AT THE FAR-LEFT ACTIVIST GROUP ANTIFA, WHICH IT SAID USES THE SYMBOL



NEW AFRICA MEDICAL SUPPLIES ONLINE MARKET TO FIGHT COVID-19

In partnership with African Export-Import Bank (Afreximbank), the United Nations Economic Commission for Africa (ECA) and other leading African and international corporations, institutions and foundations (AMSP) is being adopted as a single online marketplace to enable the supply of COVID-19-related critical medical equipment in Africa.

AMSP unlocks immediate access to an African and global base of vetted manufacturers and procurement strategic partners.

African Union Member States

can now purchase certified medical equipment such as diagnostic kits, PPE and clinical management devices with improved cost effectiveness and transparency.

The platform serves as a unique interface enabling volume aggregation, quota management, payment facilitation as well as logistics and transportation to ensure equitable and efficient access to critical supplies for African governments.

The Afreximbank will facilitate payments while logistics partners including African national carriers,

global freight forwarders will expedite delivery.

"The Africa Medical Supply Platform is just one innovation that African countries have developed themselves, to help mitigate the devastating impact of this pandemic that threatens both the health of our people and our national economies.

We are already getting requests from other parts of the world to franchise the AMSP concept," said Special envoy Strive Masiyiwa.

-- BIZTECHAFRICA

NEW MOU IN AFRICA TO FOCUS ON SPECTRUM MANAGEMENT STRATEGIES



The African Telecommunications Union (ATU) has signed a Memorandum of Understanding (MoU) with Ericsson to help fast track roll out of technology across Africa.

The harmonised and globally aligned frameworks envisaged in the partnership between ATU and Ericsson will assist African countries in spectrum management activities that will facilitate cost efficient roll out of ICT.

Developing countries today face the prospect of robust economic

Africa has emerged as one of the strongest adopters of innovation, with a rapid rise in usage of technology and smartphones.

development given that mobile communications users now greatly outnumber those using fixed line telecommunication services.

With radio spectrum a limited

resource, the number of services and users that can be accommodated in any given part of the spectrum, remains limited, even in the digital world.

Africa has emerged as one of the strongest adopters of innovation, with a rapid rise in usage of technology and smartphones. According to a November 2019 Ericsson Mobility Report, by 2025, Sub-Saharan Africa mobile broadband subscriptions will increase to about 70% of mobile subscriptions, with increased 4G coverage and uptake being the main engine. -- **BIZTECHAFRICA**



TOP FRENCH COURT UPHOLDS \$56 MILLION GOOGLE PRIVACY BREACH FINE

France's top administrative court upheld a 50 million-euro fine (\$56 million) imposed last year on Alphabet's Google for breaching European Union online privacy rules.

Although representing a tiny fraction of Google's financial resources, the penalty sent ripples through Silicon Valley and is still the biggest fine imposed for such a breach.

A spokeswoman for Google said in a written statement on Friday Google would review possible changes.

"People expect to understand and control how their data is used, and we've invested in industry-leading tools that help them do both," the statement said.

"This case was not about whether consent is needed for personalised advertising, but

about how exactly it should be obtained. In light of this decision, we will now review what changes we need to make."

The French regulator CNIL in January last year found the world's biggest search engine lacked transparency and clarity in the way it informs users about its handling of personal data and failed to properly obtain their consent for personalised ads. -

Reuters

"People expect to understand and control how their data is used, and we've invested in industry-leading tools that help them do both,"



VODACOM, MTN KEEN ON ETHIOPIA LICENCE

The largest wireless carriers operating in Africa are starting to form partnerships ahead of making offers for new licenses to be awarded by Ethiopia, which is opening its telecom industry to international companies.

Vodafone Group Plc is part of one consortium planning to bid for a

license.

The UK carrier has teamed up with its South African unit Vodacom Group Ltd and Nairobi-based affiliate Safaricom Ltd, according to the Kenyan company's chief financial officer, Sateesh Kamath.

The companies have engaged with CDC Group, the UK development-finance institution,

to assess interest in joining their bid, people with knowledge of the matter said.

The Vodafone-backed consortium has previously reached out to Cerberus Capital Management about teaming up, according to the people, who asked not to be identified because the information is private. -- BUSINESSTECH

KENYAN COMPANIES LISTED AMONG 2020 TECHNOLOGY PIONEERS

The World Economic Forum announced its 2020 Technology Pioneers, future headline-makers addressing global issues with cutting-edge technology.

Lori Systems and Twiga foods, both from Kenya, made the list. Lori Systems is a Tech-driven logistics services company seamlessly coordinating haulage across frontier markets, while Twiga foods is a marketplace focused on lowering food costs in African cities.

The 2020 cohort selection also marks the 20th anniversary of the Technology Pioneers community. Many past recipients have gone on to become household names including, Airbnb, Google, Kickstarter, Mozilla, Palantir Technologies, Spotify, TransferWise, Twitter and Wikimedia

"This year's class of Technology Pioneers are improving society and advancing their industries around

OF THE
100 FIRMS
SELECTED,
OVER ONE-
QUARTER ARE
FEMALE-LED,
MORE THAN
DOUBLE THE
INDUSTRY
AVERAGE.

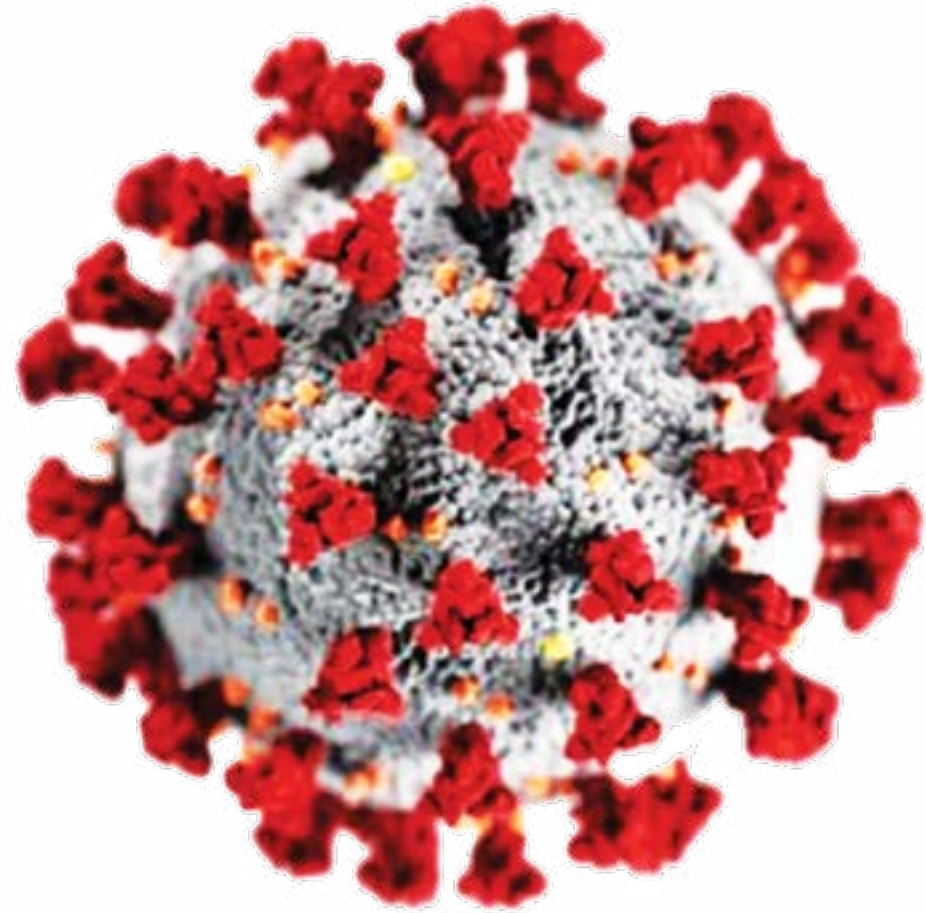
the world," said Susan Nesbitt, Head of the Global Innovators Community, World Economic Forum.

"These are the companies that think differently and stand out as potential game-changers. We're looking forward to the role they'll play in shaping the future of their industries."

From artificial intelligence (AI) to carbon capture, the selected companies are using innovations to protect the climate, improve healthcare and much more, helping us to reset society and build towards a better future.

Of the 100 firms selected, over one-quarter are female-led, more than double the industry average. These firms also come from diverse regions that stretch beyond traditional tech hubs, with companies using innovative technology in novel ways all around the world.-- **BIZTECHAFRICA**

COVID-19 UPDATE



All members of staff are being reminded to take the following precautionary measures to control the spread of Coronavirus.

- Wear protective face masks
- Wash hands with soap and in the absence of soap use sanitizer.
- Avoid touching doors but ask for assistance from the security personnel.
- Keep a distance of not less than one meter from a person near you.
- Avoid handshakes and any other contact with members of staff.

Your cooperation is greatly appreciated.

Stay safe, COVID-19 is real.

Management

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