

ICAM 2026 ANNUAL LAKESHORE CONFERENCE

From fragmented systems to digital government

Strengthening inter-agency collaboration for Malawi 2063

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19 SEPTEMBER 2026 • MANGOCHI, MALAWI

Four moves from fragmentation to service

A practical path from citizen friction to shared delivery and leadership action.

01	SEE THE COST OF FRAGMENTATION	Business formation and vehicle compliance	03–05
02	DEFINE CONNECTED DIGITAL GOVERNMENT	Shared identity, data exchange and reusable services	06–08
03	START SMALL AND SCALE WHAT WORKS	A practical 12-month execution roadmap	09
04	MAKE THE LEADERSHIP COMMITMENTS	Ownership, safeguards and shared funding	10

Starting a small business means navigating separate systems



ILLUSTRATIVE JOURNEY • BLANTYRE ENTREPRENEUR



WHAT FRAGMENTATION LOOKS LIKE

Same data entered repeatedly • no automatic verification • Fragmentation persists even after digitisation

The entrepreneur becomes the messenger carrying data between institutions.

WHY THIS MATTERS

Fragmentation costs time, trust, money and control

4

costs spread across
institutions

01

TIME

Repeated forms, repeated verification, visits, repeated approvals and reconciliations

02

TRUST

Conflicting records and unclear status undermine confidence

03

COST

Duplicate platforms, controls and support structures

04

CONTROL

Gaps between systems weaken visibility, assurance and accountability. Who changed the records, initiated transaction?

MALAWI 2063 NEEDS: effective governance • better public services • more productive economy

Source: National Planning Commission, Malawi 2063: An Inclusively Wealthy and Self-reliant Nation (2020).

Vehicle checks expose the same fragmentation

The institutions change. The pattern—and the opportunity—remain the same.

TODAY • FOUR SEPARATE CHECKS

The driver carries information from one institution to the next.



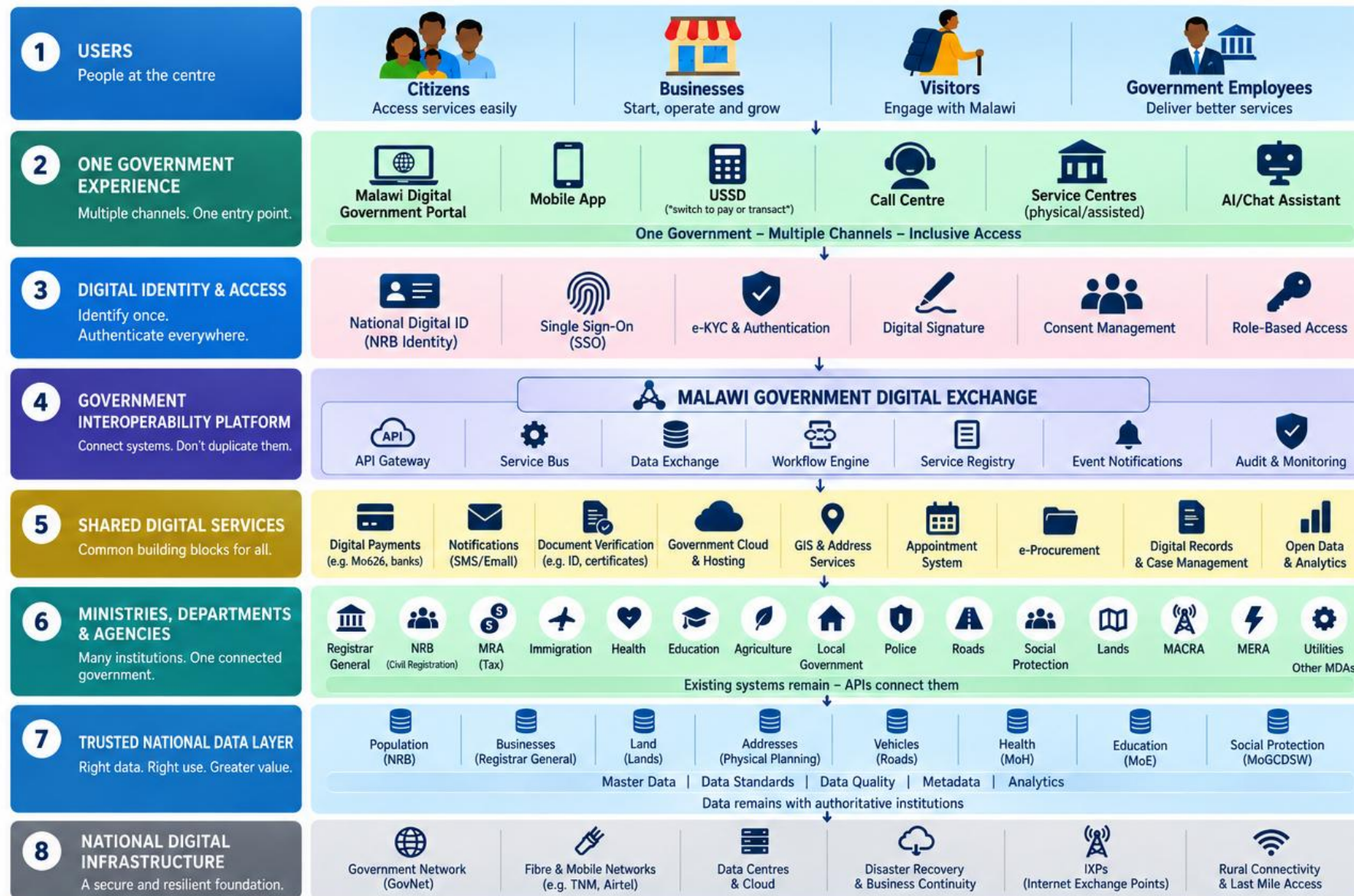
Repeated checks • separate records • citizen as messenger

CONNECTED • VERIFY ONCE

One identifier starts an authorised, shared check.



Illustrative cross-agency journey



CROSS-CUTTING TRUST & GOVERNANCE

- Cybersecurity & CERT
- Data Protection & Privacy
- Legal & Regulatory Framework
- Standards & Interoperability
- Audit & Oversight
- Digital Skills & Change Management
- AI Governance & Responsible Use
- Sustainability & Green ICT
- Partnerships (Public, Private, Development)

TRUSTED GOVERNANCE ENABLING A SAFER, MORE INCLUSIVE DIGITAL MALAWI

Bomalathu connects public services in one citizen journey

LIVE PORTAL • EXPANDING INTEGRATION

One access point for e-services provided by ministries, departments and agencies.

WHO ENTERS



CITIZENS



BUSINESSES



VISITORS



WHAT THEY DO



FIND SERVICE



VERIFY



APPLY / PAY



TRACK

SHARED DIGITAL BUILDING BLOCKS

Enable trusted access and reuse across services

IDENTITY

BomaAuth + citizen
verification

EXCHANGE

Bomalathu ESB

PAYMENTS

BomaPay

TRUST

Consent + audit

UPDATES

Notifications + tracking

MINISTRIES, DEPARTMENTS & AGENCIES

Fewer repeated submissions • faster service • clearer status

Sources: Government of Malawi — Bomalathu and BomaStack platforms (accessed September 2026).

Technology | Collaboration | Safer Communities

KAMUZU HIGHWAY – BLANTYRE

AI cameras monitoring vehicles and people 24/7 for a safer city.

AI CAMERA

- ✓ Reads number plates
- ✓ Recognises faces
- ✓ Monitors traffic flow
- ✓ Detects speeding
- ✓ Captures incidents (crime, accidents)
- ✓ Works day and night

SPEEDING
(120 km/h)

STOLEN VEHICLE ALERT

BW 1234

WANTED INDIVIDUAL

REAL-TIME AI ANALYSIS

Video streams analysed for vehicles, people and suspicious activity.



Number Plate
Recognition (ANPR)



Facial Recognition



Speed Detection



Crowd & Behaviour
Analysis



Incident Detection
(crime, accidents, unusual activity)

SECURE NETWORK

Encrypted data transmission to central control systems.



Secure Government
Network / Fibre / 4G/5G

POLICE CONTROL CENTRE NATIONAL HEADQUARTERS

Real-time alerts, live video and incident management.



ALERTS

- ⚠ Stolen vehicle detected
- ⚠ Wanted individual detected
- ⚠ Over speeding
- ⚠ Traffic incidents
- ⚠ Suspicious activity

MALAWI POLICE

AUTOMATIC NOTIFICATIONS TO AUTHORITIES



Malawi Police
(Crime & Security)



Road Traffic Directorate
(Traffic offences,
speeding, vehicle compliance)



Blantyre City Council
(City operations,
urban management)



Other Agencies
(as required)

OTHER KEY LOCATIONS

AI cameras also deployed in major public areas.



Major Markets
(e.g. Limbe, Zingwangwa)



City Entry/Exit Points



Key Public Spaces

KEY OUTCOMES



Reduced
crime



Safer
communities



Improved
road safety



Data-driven
decisions



Faster
response times



Smart, efficient
city operations



**SMART CITIES
STRONGER COMMUNITIES
PROSPEROUS MALAWI**

EXECUTION

12 - month Roadmap

Start with one high-impact journey—not a large all-government programme.

01 0–30 DAYS	02 31–90 DAYS	03 3–12 MONTHS
CHOOSE & OWN Select one high impact journey Name one outcome owner Agree three measures of success	SET THE RULES Stakeholder engagements Map the complete service Agree data, trust and APIs AGREE these before procurement	PILOT, SCORE & SCALE Launch narrowly, pilot Measure, learn, improve Scale what works

SUCCESS MEASURES: Time saved • Cost reduced • Uptake • Availability • Satisfaction

Five commitments move Malawi from silos to service

05

- 01 **Design around journeys/ How do we simplify citizen's experiences**
- 02 Verify at source; share by permission/ instead repeatedly asking citizens
- 03 Reuse common capabilities. Identity, data exchange, payments and notifications
- 04 Build privacy and cybersecurity in from the beginning
- 05 Fund shared platforms before standalone

NEXT 30 DAYS Select one journey • Name one outcome owner • Agree three measures

Success is not more systems. It is fewer, simpler journeys.

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Thank you

**Success is not more systems.
It is fewer, simpler journeys.**

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Questions & discussion