



REPORT OF THE 3RD EDITION OF ANNUAL STAKEHOLDERS' CONSULTATION WORKSHOP, THEME: ENHANCING STAKEHOLDERS' INVOLVEMENT IN INCLUSIVE ENROLMENT AND BENEFICIARY ENGAGEMENT

Background/Introduction

The Nigeria Digital Identification for Development Project through the Ecosystem Coordination Strategic Unit has sustained its support for the National Identity Management Commission, NIMC in convening annual stakeholder consultation workshops to engage stakeholders from across the country, drawn from different civil society organizations, non-governmental organizations, ministries, departments and agencies of government, disability associations and women forums to get their buy-in, elicit feedback and share progress and successes recorded in the implementation of the Nigeria Digital ID4D Project. This is part of efforts at ensuring strategic stakeholder management and sustaining social accountability in the drive to meet the Project Development Objective of the Nigeria Digital ID4D Project which is *'increasing the number of persons with a National Identification Number, NIN, issued by a robust and inclusive foundational identity system that guarantees their access to services'*.

Building on the successes recorded with previous editions of the annual stakeholder consultation workshops held on the 24th - 25th of November 2022 at Reiz Continental Hotel, Abuja with a theme; 'strengthening feedback and inclusion in the national ID ecosystem', and the second edition held on the 18th of January 2024 at the Rockview (Royale), Abuja with a theme: "Fostering inclusion and feedback mechanisms in the Nigeria Digital ID4D Project" and reports of both events published in national dailies of Daily Trust, The Nation and the Sun Newspapers, the NIMC held the third edition of the workshop with stakeholders on Tuesday the 26th of November 2024 at the Abuja Continental Hotel.

Rationale

The Nigeria Digital ID4D Project was initiated to improve the national identification management system in Nigeria, making it more accessible, secure and inclusive. The goal is to expand and simplify identification processes through inclusive digital ID systems. The Nigeria digital ID4D project seeks to help National Identity Management Commission to develop robust and interoperable digital identification systems, emphasizing universal coverage, accessibility for persons with disabilities, and data privacy. Through collaborations with governments and stakeholders, the Project supports NIMC in their drive to empower individuals by providing them with formal identities, which are critical for accessing government services, exercising their rights, and participating fully in society. The stakeholder consultation workshop is one of the various strategies deployed by the NIMC with support from Nigeria Digital ID4D Project to leverage on existing structures and best practices thereby strengthening accountability structures, promoting effective communication, grievance redress and effective monitoring and evaluation in ensuring everyone particularly in the rural, hard-



to-reach areas and amongst vulnerable and marginalized groups of women, the incarcerated, aged, children, internally displaced persons, refugees, migrants and persons with disability is issued a digitally verifiable National Identification Number (NIN) that enables their access to services necessary for their wellbeing and no one is left behind.

Participants

The third edition of the workshop, with the theme: enhancing stakeholders' involvement in inclusive enrolment and beneficiary engagement, appreciated the stakeholders for their continued support and feedback towards improving the processes, policies and strategies in improving the Nigerian digital identity Management System. The workshop afforded NIMC and the Nigeria Digital ID4D Project an avenue to constructively dialogue with stakeholders and showed the stakeholders that their recommendations made at the previous two workshops have been implemented while some are under implementation. Participants numbering about 117, were drawn from Vulnerable and Target Special Groups across the thirty-six states of Nigeria, International Agencies, Ministries, Departments and Agencies (MDAs) of the Federal Government of Nigeria (FGN), Civil Society Organizations (CSOs), Non-governmental Organizations (NGOs), women forums, associations of persons with disability, and Partners of the NDID4D Project (Technical experts, private sector representatives and representatives of media).

Highlights of the workshop

1. Welcome address – Mr. Solomon Musa Odole, Project Coordinator, ECSU
2. Goodwill message – Mrs. Tito Ejenavi, Project Coordinator, PIU
3. Introductory remark – Engr. Lanre Yusuf, Director IT/IDD NIMC, rep of DG/CEO NIMC, Engr Abisoye Coker-Odusote,
4. **Presentations:**
 - a) Strengthening the ID Ecosystem - Chinenye Chizea, Technical Lead NDID4D Project
 - b) Inclusive Enrolment for Vulnerable & Marginalized Populations - Seunayo Adebayo, Social Safeguards Specialist, NDID4D Project
 - c) Legal Reforms in The Identity Ecosystem - Successes and Challenges – Adetunrayo Alao Moridiyat, Legal Desk Officer, NDID4D Project
 - d) Social Accountability and Grievance Mechanism for the Ecosystem Enrolment – Aminu Abdulrahman, Social Accountability Officer, NDID4D Project
5. Panel Session on enhancing partnerships to promote inclusive enrolment through beneficiary engagement and feedback anchored by Atana Okon, Grievance Redress Manager, NDID4D Project

Success Stories

Since its effectiveness in December 2021, the project has made remarkable progress across its four components.

1. Strengthening Legal and Institutional Frameworks



Under this component, significant milestones have been achieved:

- The passage of the Data Protection Act and the establishment of the Data Protection Commission now guarantee a secure environment for digital data handling.
- The NIMC Act and related legislation have been amended to align with contemporary standards, providing a solid legal framework for a robust ID system.

2. Transformative Enhancements to ID Infrastructure

Our identity management system has undergone a comprehensive overhaul, setting new standards for security, efficiency, and reliability. Key advancements include:

- **Agent Authentication and Security:** The introduction of two-factor authentication and on-device deduplication ensures data integrity and minimizes risks of unauthorized access.
- **Inclusive Accessibility:** Offline biometric data capture now enables enrolment in remote areas, breaking barriers for underserved populations.
- **Training and Certification:** Over 1,423 enrolment agents and 56 Front-End Enrolment Partners have been trained and equipped with 1,132 Android devices, boosting enrolment capacity nationwide.
- **Scalable Infrastructure:** Backend enhancements, such as the ABIS expansion to accommodate 250 million records and a reliable cryptographic billing system, safeguard the integrity and scalability of our systems.
- **Improved data security:** Key initiatives such as the **Key Life Cycle Management System (KLMS)** are set to strengthen NIMC's defence against data breaches and identity fraud.
- **Payment of outstanding monies:** Settling the backlog of outstanding payments to FEPs has improved trust and cooperation between NIMC and its partners.

3. Facilitating Access to Services

The NIN is increasingly serving as a critical enabler for accessing services. From linking SIM cards to issuing international passports, driver's licenses, and examination registrations, the NIN is ensuring efficient service delivery while enhancing social protection programs.

4. Driving Inclusion and Empowerment

Our dedication to inclusivity has been a cornerstone of our efforts. Initiatives such as the disability inclusion policy and gender-focused strategies have ensured that no one is left behind. Targeted measures for women, children, and persons with disabilities demonstrate our resolve to address inequality and foster equity.

5. Communication and awareness creation: The Nigeria DID4D Project have for supported the NIMC in convening several media parleys and engagements with publishers of online newspapers in Lagos and Abuja. This has effectively helped build sustainable relationship with the media, enhancing credible information dissemination, curbing misinformation, fake news and rumour mongering and helping to get the media ecosystem in keying into helping the Project and NIMC in achieving the goal of increasing the number of



persons with a National ID number issued by a robust and inclusive foundational Identity system that guarantees their access to services. Also, the NDID4D Project have commissioned a nationwide strategic awareness creation and communications campaign on ecosystem enrolment. This is to inform Nigerians and legal residents about the ecosystem enrolment programme, benefits of the NIN, documents required for enrolment and where to go to for enrolment.

Strengthening the ID Ecosystem

Chinenye Chizea, Technical Lead for the ID4D project, delivered a presentation on the strategies for improvements within the ID ecosystem. She discussed advancements in system efficiency and process optimization, with a specific focus on data protection and making enrollment more accessible. Mrs. Chizea's presentation highlighted the importance of leveraging technology to bridge gaps in service delivery and reaching marginalized populations. She highlighted how NIMC is implementing robust cybersecurity protocols and reliable network connectivity to enable efficient data transmission. Maintaining data quality assurance is also critical to building trust within the ecosystem. Ms. Chizea stated that having noted continued skepticism from the public regarding data usage, NIMC is working towards maintaining high data quality standards, implementing data validation procedures, and establishing clear data-sharing protocols to facilitate secure and authorized data exchange. The ecosystem is being designed with collaboration at its core, supported by regular evaluations, technology upgrades, and innovative systems to ensure continuous improvement. Plans are underway to integrate the digital National Identification Number (NIN) with key government services, such as healthcare and education, to reduce data duplication and streamline management processes. Emerging technologies like AI will also be adopted soon to improve efficiency, accessibility, and ease of identity tracking.

Inclusive Enrolment for Vulnerable & Marginalized Populations

Seunayo Adebayo, Social Safeguards Specialist for ID4D, provided an overview of the strategies to ensure inclusive enrollment for vulnerable and marginalized populations. The presentation began by providing context for the current NIMC enrollment figures. As of November 2024, the figures stand at 115 million people. Despite this impressive number, over 50% of the poorest and most vulnerable groups still lack a documented identity. Unfortunately, the areas where these groups live are becoming even more inaccessible due to insecurity and other barriers, as outlined in the presentation. Therefore, the ID4D project development objective is to facilitate access to identification systems for all groups. His presentation focused on specific initiatives to make enrollment accessible to major target groups such as those in rural areas, women, and people with disabilities, emphasizing the importance of removing barriers to identification services and ensuring that no one is left behind. Some of these initiatives include:



- Partnerships with MDAs, CSOs, and NGOs that work with marginalized target groups. This is a way of overcoming language/cultural/religious barriers. It's also a way of enlisting the support of licensed field agents who are already accustomed to the customs of these target areas and can advise on the best practices for reaching them. Some existing partnerships include collaborations with the National Social Safety Net Coordinating Office and the National Commission for Refugee Management and IDPs (NCFRMI).
- Door-to-door enrollment systems. Modalities for enrollment must be taken beyond enrollment stations, to the doors of individuals. This will close all excuses to enrol.
- Disability Inclusion Policies and Guidelines. Specific policies have been developed to ensure that enrolment is accessible to PWDs. This includes introducing policies to guide enrolment agents, enabling them to cater to the unique needs of disabled persons.
- Administration of scorecards quarterly to gather feedback from groups of beneficiaries.
- Developing a geospatial mapping to identify hard-to-reach areas and implement the strategies in such areas.

Legal Reforms in The Identity Ecosystem - Successes and Challenges

Adetunrayo Moridiyat Alao, the Legal Desk Officer for the Nigeria Digital ID4D Project, discussed the legal reforms being implemented to support the identification ecosystem. Strengthening the legal and institutional frameworks of the Nigeria ID4D is one of the project's major development objectives. This component, through the Ecosystem Coordination Strategic Unit, is set out to achieve several legal reforms. Some of such reforms include the amendment of NIMC Act of 2007, currently awaiting the third and final reading at the National Assembly, the Digital Economy Bill being driven by the Ministry of Communications, Innovations and Digital Economy, the Cybercrimes and Cybersecurity Acts, and electronic transactions bills. These reforms will provide all necessary legal pillars to help push the frontiers of digital identity management and build a more robust, inclusive and trustworthy identity management system for Nigeria such that such all key stakeholders in the digital identity ecosystem are empowered and integrated to operate and collaborate as partners. training officers and increasing the overall capacity of relevant institutions, among other obligations. In collaboration with the Federal Ministry of Communications and the Ministry of Digital Economy, the ID4D legal desk works to establish a robust digital governance framework in Nigeria, with a focus on secure electronic transactions. They are also advocating for data protection laws to safeguard the rights of all data subjects. Some of these laws that have been established, or are currently being reviewed, include:

- The Nigeria Data Protection Act
- The Cybercrimes and Cybersecurity Laws
- The Digital economy and E-Governance Bill.



The Nigeria Data Protection Act ensures that the constitutional right to privacy, as provided under the Constitution, is preserved during the identification system. The Act also established The Nigeria Data Protection Commission (NDPC) to promote public awareness and understanding of personal data protection, rights and obligations imposed under the Act, and the risks to personal data. The Digital and E-Governance Bill aims to establish an e-governance framework in Nigeria and regulate electronic transactions to promote the country's digital economy. Nationwide stakeholder engagements are ongoing to gather input and secure support. In collaboration with the Federal Ministry of Justice, the Legal Desk contributed to drafting a dedicated cybercrimes bill and hosted a workshop with key stakeholders to shape the policy direction of a cybersecurity bill. The ECSU also has a mandate to amend The National Identity Management Commission (NIMC) Act. Mrs. Alao emphasized the role of these solid legal frameworks in ensuring that the identification process remains inclusive and fair for all citizens.

Social Accountability and Grievance Mechanism for the Ecosystem Enrolment

Aminu Abdulrahman, the Social Accountability Officer for ID4D, presented the social accountability structures and grievance mechanisms that have been put in place for the identification enrollment process. The accountability tools adopted include:

- Community Scorecards: Testing community scorecards as a feedback tool on project implementation has provided essential insights into local enrolment challenges and improvements.
- Third-Party Monitoring: Independent parties are engaged to ensure transparency and accountability. Their evaluations reveal operational inefficiencies and successes, crucial for enhancing project performance.
- Annual Stakeholder Consultation Workshop: These workshops serve as a forum for stakeholders to dialogue and share project progress, challenges, and plans. They are an essential element of the program's social accountability framework.
- CSOs Coalition on NIN Enrolment and Advocacy Efforts: Civil Society Organizations (CSOs) are pivotal in community advocacy and sensitization efforts, ensuring that even remote communities understand the importance of enrolling for NIN. Reports from these efforts help identify regions where more targeted interventions are needed.

Mr Aminu explained the procedures for addressing grievances and ensuring that citizens' concerns are adequately handled. This presentation underlined the importance of transparency and accountability in fostering trust within the identification system.

Panel Session: Enhancing Partnership To Promote Inclusive Enrolment Through Beneficiary Engagement And Feedback

The panel discussion, moderated by Atana Okon, Grievance Redress Manager for ID4D, was key to the workshop. The session featured representatives from the ID4D partners in civil society organizations, government agencies, and international partners. These include:



- Engineer Lanre Yusuf, Director IT/IDD, NIMC
- Mr. E.K. Oluwaseun, Universal Basic Education Board (UBEB)
- Hajiya Aisha Ahmed, MD, Murna Foundation
- Mr Muyideen Usman, Program Officer, Federation of Muslim Women Associations in Nigeria (FOMWAN)
- Alhaji Mohamed Dikko Bala, Head of the National Social Register from the National Social Safety Net Coordinating Office (NASSCO)

The session analyzed the ongoing partnerships to support inclusive enrollment and ensure beneficiary feedback into project design to improve the overall process. Discussions focused on the role of partnerships in promoting inclusive enrollment, the significance of stakeholder feedback, and methods to enhance collaboration, emphasizing the collective responsibility of all stakeholders in driving positive change.

Overview: The Role of NIMC in Facilitating NIN Enrolment

The panel session began with Engineer Lanre Yusuf providing a brief overview of the role of the NIMC in facilitating a national identity number for all. He stated that the NIMC is responsible for enrolling Nigerians and legal residents for the NIN, under the National Assembly Act of 2007. While approximately 150 million individuals have been enrolled, this represents only 50% of Nigeria's estimated 200-250 million population. The Nigeria Digital ID4D Project has played a crucial role in accelerating enrollment efforts, and NIMC is working to integrate the NIN into all aspects of government planning and services, such as passport renewals. Partnerships, like the one with the Murna Foundation, have been pivotal in capturing data for marginalized groups, including people with disabilities.

How the National Social Safety Network Reaches Vulnerable People

Alhaji Mohamed Dikko explained that the National Social Coordination Office is dedicated to establishing and managing social safety nets to support vulnerable populations. Since 2016, the office has expanded the National Social Register from about 800 households to over 19 million households and 68 million individuals. A key focus is ensuring everyone in the register has a foundational identity, achieved through a partnership with NIMC. This collaboration aims to provide secure identification, prevent duplication, and enhance support for those in need. The National Social Safety Network Program is committed to including vulnerable populations by ensuring everyone in the social register obtains an NIN. In partnership with NIMC, Community-Based Targeting (CBT) teams conduct house-to-house enrollment, directly reaching individuals in their communities. This approach expands coverage significantly, focusing on the 15 million individuals targeted for social transfers.



The Role of Murna Foundation in Facilitating NIN Enrolment in Rural Areas

Hajiya Aisha Ahmed, MD, Murna Foundation, spoke on how the foundation works as a front-end partner for NIMC in the NIN project. Leveraging its established presence in rural areas, the Muna team drives community engagement to promote NIN enrollment. Their innovative strategies include:

- House-to-house awareness campaigns
- Educating community members on the benefits of NIN
- Stipends to encourage participation.

Despite challenges like worn fingerprints of labourers and biometric duplication, Murna Foundation has developed effective solutions and continues to work closely with NIMC to address these obstacles and ensure successful enrollment.

Empowering Muslim Women with a National Identity Number

Women's rights are significantly limited without an NIN, which grants access to essential services and opportunities. Recognizing this, FOMWAN is committed to protecting these rights by actively supporting NIMC in registering Muslim women and girls for the NIN.

Founded in 1986, FOMWAN empowers Muslim women and children through initiatives in health, education, and community development. According to Mr. Muyideen Usman, a program officer at FOMWAN, the organization leverages its extensive network of schools, hospitals, and vocational centres to reach grassroots beneficiaries, offering essential services and assisting with personal data collection for NIN enrollment. Through targeted advocacy, sensitization, and awareness campaigns, FOMWAN raises awareness about the importance of the NIN, ensuring broader participation and collaboration with NIMC to expand access and opportunities for Muslim women and girls nationwide.

Addressing the Challenges that Come with Enrolment

Engineer Lanre Yusuf, Director IT/IDD NIMC, addressed the challenges partner organizations face in aiding the NIN enrolment process. He acknowledged that these challenges exist, and are expected, as no system is perfect. He stated that where features are difficult to differentiate in identical twins, as highlighted by Murna Foundation, a manual process can be employed. A dedicated biometric manual adjudication unit has been commissioned to handle such cases. It might take longer, but the goal is inclusiveness, to ensure that no one is left behind and discarded due to their biometric challenges.

Conclusion - What the Future Holds

Mr. E.K. Oluwaseun from UBEB stated that UBEB is eager to partner with NIMC, leveraging its numerous educational centres, including those for children with special needs, as key points



for data capture and enrollment efforts. Other partner organizations also assured NIMC of their continued involvement in aiding the NIN registration process, provided they are given adequate support. The moderator thanked the panelists and wrapped up the session, stating that a lot of areas had been covered.

Interactive Session

After the panel session, stakeholders shared their questions, suggestions, and concerns regarding the Identity Management System. The table below outlines their inputs alongside responses from the NIMC and ID4D teams.

Theme	Contributions from Participants	Response from NIMC and ID4D Team
NIMC Card Not Received	Participants shared concerns about delays in receiving national ID cards, with some registered as far back as 2012 but still waiting for their cards.	Delays were attributed to initial equipment failures, funding issues, and logistics challenges. The NIN is the core identifier, and the card is optional. Efforts are ongoing to re-engage partners for card production.
Self-Service & Correction Fees	Participants raised issues about the high fees attached to corrections like date of birth changes, especially when errors were minor or occurred during data capture.	Correction fees were introduced due to abuse of the system, such as repeated modifications of age for recruitment. Feedback was noted, and a review of fees for genuine cases will be considered.
Data Harmonization	Concerns about independent foundational ID captures by institutions (e.g., INEC, banks); participants suggested harmonizing data to streamline services to reduce redundancy.	NIMC is collaborating with institutions like INEC, NYSC, Financial Institutions, and others to harmonize data. The NIN serves as the foundational ID, and harmonization efforts are ongoing.
NIN for Non-Nigerians	Participants asked if NIMC registers non-Nigerians and emphasized the importance of distinguishing between Nigerians and non-Nigerians for effective planning and security.	It was confirmed that NIMC registers non-Nigerians legally resident in Nigeria. The NIN is a service ID, not a citizenship card, allowing for identity tracking without conferring citizenship.



<p>Security Measures</p>	<p>Concerns about NIMC’s role in addressing insecurity, including issues like kidnapping and identity tracking.</p>	<p>NIN data has been used successfully in some security cases, but privacy and consent challenges persist. Greater trust and collaboration with security agencies is needed to enhance effectiveness.</p>
<p>Outreach to Remote Areas</p>	<p>Participants shared concerns about the lack of enrollment activities in local and remote communities, with enrollment officers often refusing to travel to these areas.</p>	<p>NIMC is working to improve outreach through mobile enrollment approaches and partnerships with civil society organizations. A new business model that incentivizes agents to work in remote areas was shared.</p>
<p>Illegal Charges for NIN</p>	<p>Reports from Bayelsa State highlighted illegal charges for NIN enrollment, with participants having to pay at least 2,000 Naira to get their NIN.</p>	<p>Charging for NIN registration is illegal. NIMC will follow up on these reports and encourages participants to report such cases through official channels.</p>
<p>Inclusion for Vulnerable Groups</p>	<p>Participants from the disability community and other marginalized groups emphasized the need for targeted inclusion efforts at both the national and state levels.</p>	<p>NIMC with support from the Nigeria Digital ID4D Project has made inclusion a cardinal focus. It has recently developed and validated a disability policy and commissioned the development of an inclusion strategy to serve as a roadmap to ensure inclusion of marginalized groups in the enrolment process. The implementation of these policies are ongoing. Also, NIMC is collaborating with organizations and state-level representatives to further extend the reach of the message of inclusion in the enrolment process as no one will be left behind.</p>



Data Lifecycle	Participants inquired about the lifecycle of data, specifically what happens when someone dies, and how the data is managed.	The NIN is a set of unique numbers assigned to an individual for life; it does not expire. When someone dies, their NIN is "rested" rather than deleted. This ensures the unique identifier is not reassigned. Efforts are underway to collaborate with the National Population Commission for people to be able to verify death claims. Rested NINs are no longer accessible for verification or use, ensuring data security and integrity.
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<p>Collaboration for implementation and sensitization.</p>	<p>NIMC State Coordinators should effectively engage with state and local governments and community leaders for increased sensitization and awareness creation</p> <p>The speaker suggested that The National Orientation Agency (NOA) be carried along in the implementation of sensitization and awareness creation programmes to increase the reach of the messages into the hinterlands and rural communities as they have the role of creating awareness campaigns for Government activities.</p> <p>The speaker also suggested that the State level consultations be introduced and strengthened such that State Coordinators are included in engagements and Stakeholders Forums in future to have first-hand information and involvement in the process</p> <p>-The speaker charged CSO's to take up Advocacy to their states governments on the importance of supporting the NIMC and the Nigeria Digital ID4D Project in bringing enrolment closer to their citizens and advocate for more participation by their followers.</p>	<p>NIMC acknowledged the feedback and agreed that more engagement at the state and local levels is essential. Stating that familiarization should be an initial action.</p>
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CONCLUSION

The third edition of the Annual Stakeholder Consultation Workshop successfully advanced the goals of the Nigeria Digital ID4D Project, fostering inclusive dialogue and actionable strategies for improving Nigeria's identity management ecosystem. During the technical sessions and interactive discussions, stakeholders demonstrated a commitment to ensuring that vulnerable and marginalized populations are not left behind.

The event underscored the critical need for technology integration, legal reforms, and community engagement to strengthen the identity management system in Nigeria. Moving forward, the dedication of stakeholders and continuous collaboration remains pivotal in bridging existing gaps, enhancing accessibility, and building a more robust and inclusive identification system for all Nigerians. With sustained efforts, the vision of universal and equitable access to identification services and social and financial inclusion through identification can be achieved, thereby accelerating National growth and development.



PROJECT COORDINATOR, ECSU SOLOMON MUSA ODOLE PROJECTS COORDINATOR, PIU; TITO EJENAVI (MRS.)



Enhancing Partnership To Promote Inclusive Enrolment Through Beneficiary Engagement And Feedback





CROSS SECTION OF STAKEHOLDERS AT THE WORKSHOP



GROUP PHOTOGRAPH: MANAGEMENT OF NIMC, NIGERIA DID4D AND STAKEHOLDERS AT THE WORKSHOP

