Download the full report - Mobile money enabled cash assistance: User journeys in Burundi

This initiative has been funded by UK aid from the UK government and is supported by the GSMA and its members.
The views expressed do not necessarily reflect the UK government's official policies.

Divine's Journey



Eligibility

"They registered me at the health centre, where I was getting biscuits for my grandchild. After some weeks, **mamans lumières** came to tell me that I will get money. **They chose people who were in poor condition. There had been drought, which caused a lot of hunger because we had not harvested.**

Registration

"**They told us to keep the SIM cards carefully and that if we damage them, we won't get anything.** If we stored the SIM cards carefully, we would receive cash assistance from **Concern** to support our malnourished child. They said we shouldn't spend it on alcohol, but instead focus on our family's needs.

The **maman lumière** that registered me misbehaved by keeping beneficiaries' cash for herself. She lost her responsibilities, so we chose new **mamans lumières.** We voted for three new ones and up until the support ended, we never had any other problems with them.

Notification Of Cash

"**After getting the SIM cards, we could only go home and wait. Two months later a maman lumière came to tell us to take our SIM cards to get the cash.**

When we arrived, someone from **Concern** held a meeting to tell us that we were going to get cash via the SIM cards to take care of our children.

Cash Distribution

"**I have no solid house and the SIM card got damaged by rain one day.** They told me that I had to go to the **Econet** office in Kirundo to buy a new one. I have a **physical disability and can't walk, so I took a bike for which I paid 1.000 francs each way**. When I arrived, I was afraid to enter the office. I waited outside until a young man asked what I was looking for. **The people in the office were very kind.** I was never given a PIN code, so I had to ask in the office. They took my SIM and ID card, and I explained the problem I had, and they gave me the new SIM and PIN code. I got the money the same day.

We had to take money from the distribution place. **I withdrew everything. There was no time for learning something.** We were so many, and agents were rushing to finish before it got dark. There were delays but it was our own mistake, because we came in disorder.

Spending

"First, I bought clothes and food, then I bought a hen. It has chicks, and I see that I am able to assist the child who was malnourished.

With others who got assistance, we began an association to save and provide loans together. The commune gave us a box into which we each put 500 francs per week. They were saying that this cash is for the children and that we should start a collective savings association.

Post-Programme

"A phone is necessary, but I have no money to buy one. It is difficult for me to get food every day. **A phone requires airtime and to pay to get it charged, I don't think I can afford one.**

I won't use mobile money. **The people in Kirundo were helpful, but I don't know or trust those ones in my area**. If I wanted to get money, I would only do so through **Concern's** distributions. I trust them.