



PRESS RELEASE

Launch of Digital Payment Study to enhance the delivery of government services

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The Ministry of Public Utilities, Energy, Logistics and E-Governance (MPUELE) has partnered with the United Nations World Food Programme (WFP) to support the strengthening of Belize's digital payment ecosystem, a critical enabler for the implementation of its National Digital Agenda for Belize. The second pillar of the National Digital Agenda specifically focuses on improving the delivery of Government services and transforming the way Government operates in a more transparent, agile, convenient, and fast way.

This week, MPUELE and WFP launched the Digital Payment study with a focus on digital financial inclusion for social assistance in Belize to get a comprehensive understanding of the ecosystem around the use of digital payments and other modalities of delivering social assistance benefits. This initiative is a continuation of WFP support to the Government in the development of a social protection strategy, particularly in ensuring it is responsive to shocks and disasters faced by Belizeans.

During this week's mission, the project team interacted with various key stakeholders from the public sector and private sector in conducting the three-phase analysis providing a critical first-hand experience as it relates to the current market situation, user journeys, and current status of Belize's digital payment ecosystem. The WFP has piloted with the Ministry of Human Development, Families, and Indigenous Peoples Affairs and the Ministry of Agriculture, Food Security, and Enterprise two programs that used digital payments to assist more than 2,100 families and 700 farmers affected by Hurricane Lisa that hit Belize in November 2022.

The results of the study will not only inform the design of programs that will provide people with easier access to their entitlements from various Government services and allow for rapid disbursement of assistance, especially in times of disaster or large-scale shocks. It will also help guide Government with the most cost-efficient channels for bringing these services to the public faster, securely, and transparently.

For more information: Contact the E-Governance and Digitalization Unit under the Ministry of Public Utilities, Energy, Logistics, & E-Governance at 828-4006 or info@egov.gov.bz.

Learn More: <https://digitalagenda.gov.bz>