



MACRA

Communication services for a digitally transformed nation

**DIRECTIVE NUMBER 1 OF 2024 OF THE MALAWI COMMUNICATIONS REGULATORY
AUTHORITY ON THE REMOVAL OF PHYSICAL AIRTIME AND DATA SCRATCH CARDS**

PURSUANT to Section 17(e) of the Communications Act, 2016, the Malawi Communications Regulatory Authority (the “Authority”) hereby issues a directive for the removal of physical airtime and data scratch cards on the market.

After consulting with stakeholders and analyzing global trends, the Authority has directed the removal of physical scratch cards from the market by May 1st, 2024. Operators must cease their use by December 31st, 2024, while promoting electronic platforms. The Authority will monitor the initiative.

Scratch cards are being phased out due to the government's push towards digital financial inclusion, as stated in the National Digitalization Policy. This move is aimed at saving foreign exchange costs and reducing environmental waste. Telecom operators will be required to use electronic recharge platforms like USSD and apps instead, to allow for top up of airtime and data bundles.

Dated the 22nd day of April 2024

Daud Suleman
DIRECTOR GENERAL