



Exploring Opportunities to Improve Health Outcomes and Enable better Health Systems Delivery through Mobile Money: Impact of COVID-19

Timeline: May 2020- Ongoing

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Brief Overview: Given the nature of the crisis resulting in enforced “social distancing” measures, the pressure on the poor are immense with larger looming concerns of survival. During crises such as these, liquidity becomes an increasing source of concern – particularly if the quarantining of bank notes receives serious

consideration to curb transmission of the virus. A possible alternative in such a scenario is the availability of Mobile Financial Services (MFS) who are well placed to serve millions of registered clients throughout the country including formal and informal workers, businesses and service industries. This research comprising of rapid survey and case studies will examine ways in which mobile financial services can impact on the user health seeking behavior and outcomes.

Methodology: Mixed Method study. The Qualitative phase has been completed, Quantitative will begin.

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