

2022 WITSA Global ICT Excellence Awards
Nomination Form

Emerging Digital Solutions Award

NOMINEE

Khalti Digital wallet (Sparrow Pay Private Limited), Private sector

REASONS FOR NOMINATION

Khalti is a mobile wallet, payment gateway & service provider in Nepal. Khalti launched in the year 2017 at CAN infotech with the vision to improve the way we make payments and solve the fundamental problem of 'Access to Finance'. Khalti is operated and owned by Sparrow Pay Pvt. Ltd.

We offer payment solutions to over hundreds of merchants and millions of users across Nepal and provide seamless payments using e-banking, smart banking, cards, and wallet. Being not just limited to mobile app users, Khalti has more than 50,000 POS and Agent networks providing Khalti services to end-users.

Khalti has promptly worked on improving and perfecting its technical arena through the introduction of improvised product features, attractive User Interfaces, customer-friendly build, and so on. A few of the many achievements in the area of process innovation and product excellence are listed below:

- Khalti has disrupted the market by introducing affordable access to mobile data, QR payment, security measures through Khalti MPIN, bill payments from basic utility payment to advanced services like EMI payment, DEMAT Renew, hospital appointment booking and so on, remittance transfer, insurance, hyper-local market, banking services, 4G conversion and pool of other digital financial services.
- Incentivized services in terms of cashback and coupons, task & quizzes-based video tutorials on online security, buying cheaper data packs, saving mobile data, mobile financial services & digital payments possible through Khalti.
- Khalti is a digital app that can be accessed by people with different kinds of disabilities. It is in Khalti's goal to be able to introduce voice commands (IVR) to assist the visually impaired.
- Introduction of Flutter technology in the year 2021 and along with its unique product features introduced like Khalti MPIN for more app security, Partial payment (payment from two different payment options), Save payment (Reminder of the monthly payment by Khalti App), In-app support and In-app videos for customer convenience and accessibility.

With the aim to build a future-proof technology, Khalti moved to the flutter network which is Google developed Software Development Kit (SDK). It was developed and introduced in the year 2021. This enabled many new customer-friendly features like Universal search, Split payment, Save payment, and so on. Khalti was the first organization in Nepal to develop an application completely using Flutter.

In the same year, Khalti also entered the **Fonepay QR** network. This provided the users access to scan the QR of all the banking applications, Fonepay network QR, and other related parties. Khalti has always been a supporter of interoperability.

For the First time in Nepal, Khalti introduced a **VAT refund** feature. This was introduced for Worldlink's bill payment (leading ISP of Nepal). Users can now get an instant VAT refund on payment of a WorldLink bill from Khalti. Khalti is an innovation hub that has introduced numerous innovative features for the general public that has made their lives easier.

Khalti is also home to 230 innovative minds and the count is still growing. Khalti has been able to create employment opportunities for many people interested in technology and communication. In addition, Khalti has also created other earning opportunities for around 10,000 females through Smart Chhori Campaign and around 50,000 agents (working as POS/Dealers/Super dealers).

Khalti has been promoting various free services in order to foster the digital economy, such as merchant fee waivers, free fund transfers, special profile and privileged services to **SMEs and MSMEs**, continuous & attractive incentives for digital transactions. These features/services/offers have been attracting and encouraging a large number of people to use digital financial services, ultimately helping to digitize Nepal.

Khalti has been identified out of many companies in Nepal with the potential to bring women and girls out of poverty. The **Smart Chhori** campaign run by Khalti with support of UK's foreign affairs and Trade aims to empower girls and women in the sector of digital and financial literacy. Khalti trains women and girls on money management, online safety, digital skills, financial literacy and also provides a flexible work opportunity to earn money using Digital wallet.

Khalti has also introduced an exclusive feature to provide digital literacy for girls and women in the form of online quizzes. The online quiz of Smart Chhori aiming at learning and earning has around 105,825 registered females among whom around 10,000 females have successfully played the quiz and gained financial literacy.

Khalti has been duly involved in programs which shows it's digital inclusivity and it's contribution in providing digital opportunities. Smart Chhori Campaign, backed by the UK's Department for International Development (DFID), run by Khalti has been designed to empower girls & women in the sector of Digital and Financial Inclusion. Similarly, through the Shuvayatra app developed by The

Asia Foundation, an information and training app where Khalti is deeply integrated, digital Financial Literacy and digital wallet services are being provided to migrant workers from Nepal.

Our organization has also been playing a strong role in contributing towards empowering & digitizing the women-led MSMEs (Micro, Small, and Medium Enterprises) like Sabah and FWEAN. The initiative helps women be productive and upgrade their businesses via trainings, and workshops. The underlying objective of the initiative is to help women achieve economic independence for their personal growth.

In conclusion, we aim to contribute our best in promoting digital inclusivity, imparting digital awareness and providing digital opportunities to those in need. Our goal includes benefitting the rural women to achieve their financial independence. They can carry out digital transactions with the increased control over finances, increased productivity, higher financial privacy and also Income generating opportunities for the women engaged in informal MSMEs. Currently, Khalti can be accessed by people with different kinds of disabilities, except the visually impaired in the current context. It is in Khalti's goals to be able to introduce voice commands (IVR) to assist visually impaired. We aim to empower the underprivileged to be financially independent and more digitally equipped.

SUPPORTING INFORMATION:

- International Remittance - Send and Receive Remittance using Khalti
khalti.com/send-money-to-nepal/
- eKYC Verification & AML System
<https://khalti.com/kyc/>
- Khalti Quiz
<https://khalti.com/info/quiz/>

Additional Fintech Solutions

We have also started working with partners to build the payment ecosystem, by developing different end-to-end Financial Technology Solutions.

Other links:

| | |
|----------------------|---|
| Video | https://khalti.com/googlevideo |
| The making of Khalti | https://goo.gl/Abi6dz |
| Github | https://github.com/khalti |
| Blog | http://blog.khalti.com |
| Web | https://khalti.com |
| Android | https://khalti.com/android |
| iOS | https://khalti.com/ios |
| Facebook | https://fb.com/khalti.official |
| Easy Sim | http://sim.nepalxyz.com |

Smart Chori

Supporting Information:

Press release of Smart Chhori:

- Article by Techsathi: <https://techsathi.com/khalti-smart-chhori-campaign>
- Article by Techlekh: <https://techlekh.com/smart-chhoris-project-khalti/>
- Article by Enepsters: <https://www.enepsters.com/2019/02/khalti-smart-chhori-campaign-nepal/>

Digital Literacy Training To MSME

The training is being provided in different clusters depending on the location of the residence of Women MSMEs. Until now, training for more than 720 women MSME have been conducted including

both the organizations. Among which more than 650 are active Khalti users and are using digital medium to receive and make payments for their personal and business use. The trainings resulted in requests from participants for loan, interest in collaborating with Khalti to place their businesses in Khalti Bazaar and better understanding to manage their finances and use digital wallet.

Supporting Information:

Press release of Digital Literacy training:

- Article by Techmandu: <https://techmandu.com/khalti-digitizing-women-led-businesses-with-ingos/>
- Article by Technology Khabar: <https://technologykhabar.com/2021/06/03/60679/>
- Article by ICT Frame: <https://ictframe.com/nepali-startup-khalti-wins-united-nations-fintech-innovation-fund/>

GBG Storytelling Contest

Khalti was declared the global winner of Google Business Groups Storytelling Worldwide contest in 2017. The story that led to Khalti's victory was its contribution in reaching the rural areas of Nepal and making the local's day-to-day lives easier who would walk miles to make payment for basic utilities like Electricity, Water, Mobile top-up and so on.

Supporting Information:

Press release of GBG Storytelling contest:

- Google released Khalti video : <http://khalti.com/googlevideo>
Article by Techlekh: <https://techlekh.com/khalti-wins-gbg-2017/>
- Article by GlocalKhabar: <https://glocalkhabar.com/khalti-becomes-winner-googles-business-group-stories-contest/>
- Article by Gadgetbytenepal: <https://www.gadgetbytenepal.com/khalti-wins-gbg-stories-contest-2017/>

Towards Cashless Economy



Included a Platform to raise funds. eg: Donate for Voiceless Initiative, Atoot



Inclusion of **Nepali language in app** to Encourage Accessibility amongst Nepali



Domestic & Cross Border Remittance made easier, faster and secured



Offline payments for rural users with no or minimum internet accessibility



Provided a secure and stable application to ease up the process.

Towards Cashless Economy Other Projects



Winner - Google StoryTelling Contest



Bizfest : Promoting **120+ SMEs** to exhibit their products



Digital Birgunj : Digitization Training for **200+ Women HomeMakers**



Empowering young Nepali Daughters

Launched **Smart Chori Program** To Promote Digital And Financial Literacy Among Girls and Young Women Across Nepal



Shuvayatra : Digital Financial Literacy for **Migrant Workers**

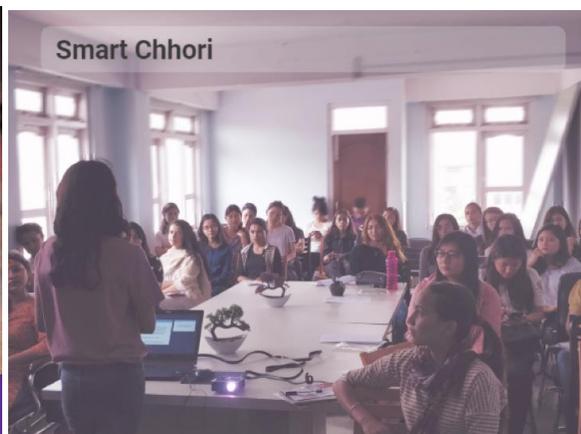
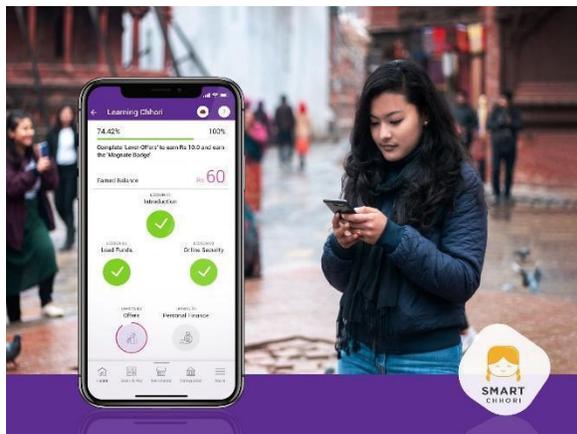


Making access to financial services easier for the ones with most barrier to participation

Towards Cashless Economy With UNCDF



Smart Chhori



GBG Storytelling Contest



NOMINEE CONTACT INFORMATION (for award follow up and coordination)

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