



Monitoring Digital Financial Payments of Cash Transfers in the Philippines

Digital government-to-person (G2P) payments have emerged as an efficient and safe way to disburse social assistance at scale as countries expand cash transfers to provide economic relief to households affected by COVID-19. The Philippine Department of Social Welfare and Development (DSWD), after experiencing delays and inefficiency during the first tranche of its COVID-19 Social Amelioration Program (SAP) with paper forms, manual processes, and physical cash delivery, moved quickly to digital cash transfers for the second tranche of SAP (SAP 2). It partnered with six financial service providers (FSPs) and provided cash transfers digitally to a significant share of 14 million SAP 2 beneficiaries.

This study, carried out by the Innovations for Poverty Action (IPA) and the World Bank, in collaboration with DSWD, aims to understand beneficiaries' experience in receiving digital G2P payments and identify key areas for further strengthening. The study is based on a survey conducted among sampled beneficiaries who received SAP 2 benefits through digital

channels.

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