INTRODUCTION TO PART 2

This section of IFC’s Mobile Money Toolkit describes the process for performing a regulatory diagnostic to determine the legal framework under which mobile money providers can operate. The materials provided in this part of the Toolkit can be used for a comprehensive regulatory review or for a quicker assessment of the environment.

Tool 2.1. CGAP Analysis – Diagnostic Questionnaire
This detailed questionnaire describes thirteen regulatory domains, and then provides questions that should be considered for several of those areas. The Diagnostic Questionnaire is normally used for rigorous regulatory evaluations. Specific areas within the questionnaire could be used to access information for more targeted inquiries.

Tool 2.2. Relevant Laws and Directives
Regulations related to mobile money can be ascribed to a range of bodies, such as telecom authorities, consumer protection advocates, and multiple branches within the Central Bank. This document provides a list of the types of regulations that could exist in a particular country, as well as the types of organizations that may be responsible for those laws. During a diagnostic, consider which of these documents are available.

Tool 2.3. Diagnostic Meeting Checklist
All of the types of organizations and individuals that should be interviewed during a comprehensive regulatory diagnostic are included on this checklist.

Tool 2.4. Diagnostic Template
As information is obtained from interviews, readings of laws and directives, and other information gathering approaches, it is helpful to summarize the information in this template under the appropriate domains. This process helps to show what information is known and which pieces remain unclear.

Tool 2.5. Diagnostic Report Example: Indonesia
This tool summarizes the findings from the analysis of existing legislation and regulations relevant to branchless banking approaches in Indonesia.