

ANNEX 4: FINANCIAL INCLUSION METRICS

Metric	Description	Measurement Method
Access and Adoption Metrics		
Registration Rate	Percentage of the eligible population registered for instant payment services	Survey data, provider statistics
Active User Rate	Percentage of registered users who actively use the system (e.g., at least once per month)	Transaction data from payment providers
Demographic Penetration	Adoption rates across different demographic groups (age, gender, income, education, rural/urban)	Surveys, provider data with demographic information
Geographic Coverage	Percentage of regions/districts with access to instant payment infrastructure	Provider coverage maps, infrastructure data
Digital Divide Reduction	Narrowing the gap in digital financial service usage between privileged and underprivileged groups	Comparative analysis
Usage and Transaction Metrics		
Transaction Volume	Number of transactions per user per time period	Payment system data
Transaction Value	Average and median value of transactions	Payment system data
Transaction Types	Distribution of transaction purposes (e.g., P2P, bill payments, merchant payments)	Categorized transaction data
Frequency of Use	How often users engage with the system	Transaction timestamp analysis
Time of Use	Distribution of transactions across different times of day/week	Transaction timestamp analysis
Substitution Effect	Reduction in cash usage or other payment methods	Surveys, comparative payment method data
Cost and Affordability Metrics		
Transaction Fees	Direct cost per transaction to the user	Provider fee schedules
Fee as a Percentage of Transaction	Transaction fee relative to the amount transferred	Calculated from fee schedules
Fee as a Percentage of Income	Transaction costs relative to user income levels	Fee data combined with income surveys

Metric	Description	Measurement Method
Total Cost of Ownership	All costs associated with using the system (device, data, fees)	Comprehensive cost analysis
Cost Comparison	Cost relative to alternative payment methods	Comparative analysis of payment options
User Experience and Trust Metrics		
System Reliability	Percentage of successful transactions	System performance data
Transaction Speed	Average time to complete a transaction	System performance data
User Satisfaction	Overall satisfaction with the payment system	User surveys
Ease of Use	Perceived simplicity of completing transactions	Usability surveys
Trust Level	Users' confidence in system security and reliability	Trust assessment surveys