PUBLIC STATEMENT

UPDATE ON DELAYS IN PRACTITIONER REGISTRATION AND MEASURES BEING TAKEN TO ADDRESS THEM

LILONGWE: The Medical Council of Malawi (MCM) wishes to address concerns raised by prospective medical, dental and allied practitioners regarding delays in the processing of registration applications.

Established under the Medical Practitioners and Dentists Act, the MCM is mandated to protect the public and regulate medical, dental and allied practice in Malawi. Among its statutory responsibilities is ensuring that only practitioners who meet the prescribed professional and regulatory requirements are registered for practice. Payment of registration fees alone does not constitute eligibility for registration.

The MCM acknowledges the concerns raised by applicants, particularly those who have experienced prolonged delays. We recognise the inconvenience and frustrations these delays have caused and sincerely regret the difficulties experienced by affected practitioners

1. Findings from the Registration Application Audit

In response to the complaints received, the MCM conducted a comprehensive audit of outstanding registration applications to identify the causes of the delays and implement appropriate corrective measures.

The audit identified **522 applications** that had not been processed due to various outstanding issues.

Of these:

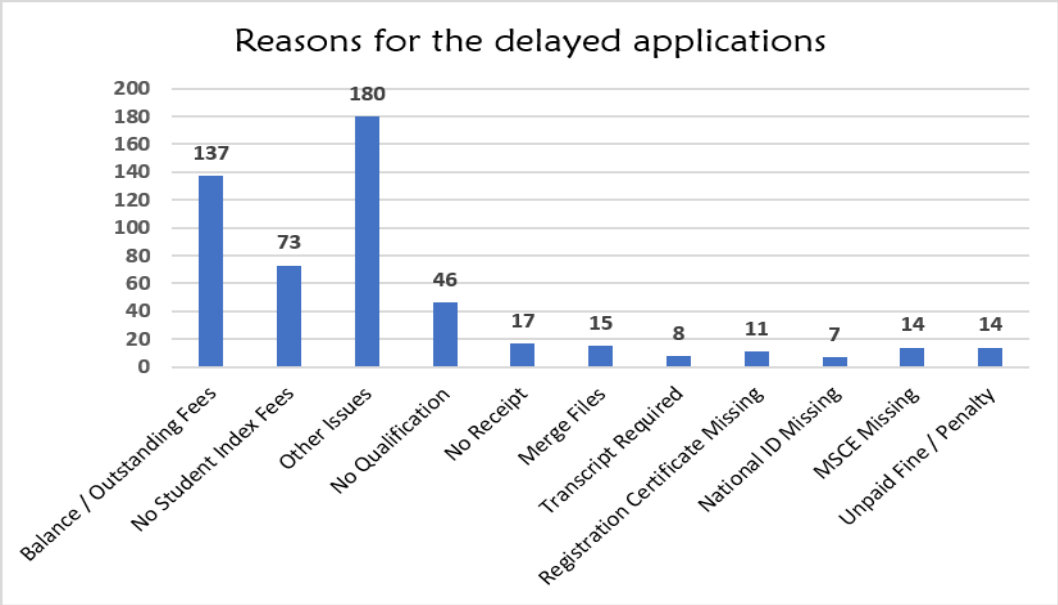
- **195 applications (37%)** were delayed due to internal administrative issues attributable to the MCM, comprising 180 applications affected by other administrative challenges and 15 involving merged files.
- **327 applications (63%)** were affected by outstanding applicant-related requirements, including insufficient payment of prescribed fees and failure to submit mandatory documentation, such as academic qualifications and transcripts.

Following the audit and subsequent corrective measures, the MCM has successfully processed the registration of 462 practitioners. Approximately 60 applications remain outstanding, with the MCM unable to reach the affected applicants because their contact information was either missing or inaccurate.

We therefore encourage all applicants to provide accurate and up-to-date contact details to facilitate timely communication and resolution of outstanding issues.

Figure 1: Breakdown of Reasons for Delayed Registration Applications (522 Applicants)

Figure 1: Reasons behind the delayed applications of the 522 applicants



2. Transition to the Online Registration System.

Previously, the MCM relied solely on predominantly manual, paper-based registration process. This presented several administrative challenges, including misplaced files, missing documentation and, in some instances, registration delays extending beyond one year.

To address these challenges and improve service delivery, the MCM introduced the Medical Council of Malawi Information System (MCMIS) in May 2026, transitioning from manual to digital registration processes for practitioners, camps and students.

During the transition, some applications had already been submitted manually and required migration into the new system, contributing to some of the delays experienced.

Since its introduction, MCMIS has significantly improved the efficiency, transparency and turnaround time of the registration process. Some applicants who submit complete and accurate documentation can now receive their registration certificates within one week, subject to successful verification and fulfilment of all regulatory requirements.

3. Common Challenges Affecting Online Applications

Despite improvements brought about by MCMIS, the Council continues to observe several challenges that affect the timely processing of applications.

These include:

i. **Failure to follow application guidelines:** Some applicants submit applications without consulting the user manuals available on the MCM website, resulting in avoidable errors.

ii. **Applications left in draft:** Some applicants save their applications without completing the final submission process. Such applications remain in draft status and cannot be accessed or processed by the MCM.

iii. **Incomplete or incorrect documentation:** Some applications lack essential supporting documents, including academic certificates, transcripts and valid proof of payment. Others

contain incorrect payment details or insufficient payment details or insufficient payments.

iv. **Failure to comply with document specifications:** Some applicants upload full-body or styled photographs instead of the required passport-size photographs. Others submit unsupported file formats, including images where PDF documents are required, or upload documents unrelated to the application.

v. **Incorrect use of personalized access links:** Some applicants share their personalised links with other practitioners or attempt to access the system through one-time password-reset links instead of the official MCMIS portal link.

vi. **Misunderstanding the password-reset process:** Some applicants mistakenly assume that resetting their passwords automatically submits their registration applications.

vii. **Failure to respond to application feedback:** Some applicants do not address identified deficiencies after their applications have been returned for correction. Others take considerable time to provide the requested information. Currently, almost 40% of the applications in the system have been returned to applicants for further action.

viii. **Submission of multiple applications:** Sometimes applicants submit new applications instead of correcting previously identified deficiencies, resulting in duplication and further administrative challenges.

ix. **Failure to allow procedures for internship upgrades:** Applicants seeking upgrades from internship registration who were already registered as interns using the old paper-based system, are required to submit the prescribed documents to the MCM before accessing the portal through a personalised link. Some attempt to access the system before completing this process.

x. **Multiple enquiries concerning the same application:** In some instances, individual applicants contact several MCM officers about the same issue. This creates duplication of effort and reduces the time available to assist other applicants.

The Council wishes to emphasise that **incomplete applications cannot be approved for registration or licensing**. This is a statutory requirement intended to safeguard the public by ensuring that only appropriately qualified and eligible practitioners are authorised to practise.
Applicants are therefore encouraged to carefully review all requirements, submit the correct documentation and promptly respond to any feedback provided through MCMIS.

4. Measures Taken to Address Registration Delays

i. **Deployment of additional personnel:** The Council has temporarily expanded the team responsible for processing registration applications until 19th November 2026 to clear the outstanding workload.

ii. **Extended working hours:** MCM officers are working additional hours, including during lunch breaks, in the evenings up to 8:00 p.m. and over weekends, to expedite the processing of applications, particularly following the recent release of interview notices.

iii. **Accelerated processing of outstanding applications:** The Council is committed to processing **all complete outstanding applications within one week**, including applications for which previously identified deficiencies have been satisfactorily addressed.
This commitment applies only to applications that meet all prescribed requirements. Applications with outstanding documentation or other deficiencies cannot be approved until the necessary corrections have been made. We encourage the practitioners to address the

feedback provided through the MCMIS.

iv. **Improved communication and applicant support:** The MCM has strengthened its communication channels to facilitate timely assistance. Applicants seeking support are encouraged to contact the MCM through its official telephone number:
+265 111 774 953
Where the main line is engaged, applicants may contact the following designated officers for assistance until **19 November 2026**:
- **Mr. Chris Kachikho:** 0995 427 084
- **Mr. Peter Chelewani:** 0999 565 201
- **Ms. Ruth Matabwa:** 0998 818 254

v. **Dedicated email support**: The MCM has assigned a designated officer to respond to registration-related enquiries submitted through the official MCM email address: medcom@medcommw.org. Applicants are encouraged to use the designated communication channels and avoid submitting duplicate enquiries to multiple officers.

5. Guidance to Prospective Practitioners

The MCM strongly encourages all prospective practitioners to initiate their registration applications well in advance of employment interviews or other deadlines, rather than waiting until the last minute. Applicants are also reminded to maintain good standing with the Council and ensure that all applicable registration and licensing requirements are fulfilled.

To minimise delays, applicants should:

- Consult the MCMIS user manuals before beginning their applications.
- Ensure that all mandatory documents and the correct proof of payment are uploaded in the prescribed formats.
- Confirm that their applications have been successfully submitted and are not left in draft status.
- Regularly check their application status and promptly address any feedback received.
- Provide accurate contact information and use only official MCMIS access links.
- Avoid submitting duplicate applications or sharing personalised access links.

Detailed guidance and user manuals are available on the MCM website:

https://medcouncilmw.org/mcmis-online-services/**https://medcouncilmw.org/mcmis-online-services/**

6. The Council's Commitment

The MCM remains committed to improving the efficiency, transparency and responsiveness of its registration services. While acknowledging the administrative challenges that have contributed to some of the delays, the Council assures practitioners that corrective measures are being implemented to prevent similar occurrences and strengthen service delivery.

The MCM appreciates the patience and cooperation of all affected practitioners and remains committed to serving both the professions and the public diligently, fairly and efficiently.



DR DAVIE ZOLOWERE

REGISTRAR AND CHIEF EXECUTIVE OFFICER

13TH NOVEMBER 2026