

Voice-Guided M-Pesa Balance Checks — An IVR Accessibility Feature for Blind and Low-Vision Customers

Digital Inclusion · Good practice · Kenya

Quality score: 48/100

Evidence strength: Moderate

Summary

In December 2017 Safaricom added an Interactive Voice Response option to M-Pesa, Kenya's dominant mobile-money service, so blind and low-vision customers could hear their PIN-entry steps and balance read aloud — reducing reliance on sighted intermediaries and exposure to fraud.

Key dimensions

Dimension	Score
Innovation level	2/5
Sustainability (ongoing)	1/1
Evaluation evidence	0/1
Demonstrated reach	1/1
Documented learning	0/1

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-27

[Safaricom PLC, with Kenya Union of the Blind](#) — accessed 2026-08-27

[Safaricom press release](#) — accessed 2026-08-27

[TechWeez coverage](#) — accessed 2026-08-27

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