CRVS Business Process Improvement in Cambodia: Assessment, Analysis and Redesign

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Background of CRVS in Cambodia

• Registration process officially started in 2002

• Ministry of Interior launched a nationwide mobile registration campaign in 2004
  ➢ Led to a birth registration rate of over 90%

• 2014: General Department of Identification (GDI) was established under the Ministry of Interior with 7 departments,
  ➢ Civil Registration, Residence Registration, ID Card, Passport, Nationality and Management of Information System

• 2016: Cambodia embarked on the development of a modern Civil Registration, Vital Statistics and Identification (CRVSID) system
  ➢ Government endorsed a 10-year National Strategic Plan of Identification (NSPI 2017-2026) which was driven by a high-level vision to ensure that ‘everyone is identified’
National Strategic Plan of Identification (2017-2026)

• In 2018, a Law Drafting Working Group (LDWG) was established

• Members of the working group included representatives from the Ministry of Justice and the Ministry of Interior

• The Government enacted a new law on Civil Registration, Vital Statistics, and Identification (CRVSID) on July 1, 2023
  ➢ This law integrates various aspects by connecting the registration of births, deaths, marriage, personal identification and residential information
Implementation of Business Process Improvement (BPI) in Cambodia

- Established a dedicated National Core Team comprising of representatives from:
  - General Department of Identification, under the Ministry of Interior
  - Directorate General for Health, Under Ministry of Health
  - National Institute of Statistics, under Ministry of Planning

- **Objective**: evaluate the existing CRVS system to identify performance gaps and areas for improvement

- Using Stage 1 (Assessment, Analysis and Redesign) of the [CRVS Systems Improvement Framework](#)
How was it implemented?

• The National Core Team worked in a collaborative way through a series of meetings and consultations
  ➢ 63 meetings (online and in-person)
  ➢ Between January 2021 to August 2023

• Used two tools to assess and propose a redesign of the CRVS system:
  1. Business Process mapping (Bizagi Modeler)
  2. CRVS System Analysis and Redesign (CRVS-SAR) tool
As-is business process map on registration of births occurring at health facilities
Key Findings

1. Clients in rural areas should travel long distances to reach a registration office at Commune.
2. Multiple trips are needed to the registration office (2 trips). This increases when registration staffs are absent, documentation is insufficient or there is a shortage of registration materials.
3. Vital events should be registered at the permanent residence: many people delay registration or do not register at all.
4. Under the previous law (Sub-Decree 103), non-Khmer citizens (foreigners) could not access civil registration services.
5. Average waiting time for registration, after submitting an application is 2 days. It takes an additional 1-3 days to issue the certificate.
Key Findings (cont’d)

- Manual nature of registration process adds to delays
- Lack of client-oriented services SOP outlining the registration process and responsibilities of registration staff
- Quality issues: significant number of requests for corrections on certificates
- Lack of awareness about the importance of civil registration among the public
- Absence of a regular monitoring system for the performance of the CRVS system
- A system for producing vital statistics based on civil registration records was non-existent
- No country-wide system existed for collection and compilation of causes of death data
## Proposed improvements

| ✓ Registration of births and deaths can be done at the place of occurrence or the place of residence | 1. Burial or cremation permit will be issued by the commune/sangkat registrar upon submission of death registration applications |
| ✓ All births and deaths within the territory of Cambodia will be registered (regardless of citizenship status) | ✓ Interoperability between the CRVS database and the population register |
| ✓ Civil registration system to be digitalized | ✓ Statistical data related to births and deaths (along with their characteristics) will be shared with NIS to produce vital statistics |
| ✓ Interoperability with the health sector will be strengthened through proactive notification of births and deaths include cause of death | ✓ Cause of death data will be collected using WHO-recommended forms |
| ✓ Civil Registration facilities can be set up within health facilities | |
| ✓ Process flows within registration office will be streamlined to ensure a quicker service | |
Successes so far

• National Core Team has identified 6 Action Areas
  ➢ Policies and legal framework
  ➢ Business Process Improvement (BPI)
  ➢ Management and Coordination
  ➢ Human Resources
  ➢ Information and Communication Technology
  ➢ Physical Infrastructure

• New law on Civil Registration, Vital Statistics and Identification (CRVS-ID) promulgated in July 1, 2023.
  ➢ Will establish a modern, integrated CRVS-ID system for the compulsory registration of births, deaths and other vital events
  ➢ Will guarantee everyone a legal identity
  ➢ National Dissemination workshop on CRVSID law supported by Deputy Prime Minister
  ➢ Regulation/Sub-decree required by CRVSID law are being draft
  ➢ Between now and July, Government will train the CRVS workforce about the changes

• Development of e-CRVS system and Integrated Population Identification System (IPIS)
• Improved linkages between health and civil registry systems
#CountingEveryone