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 has 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



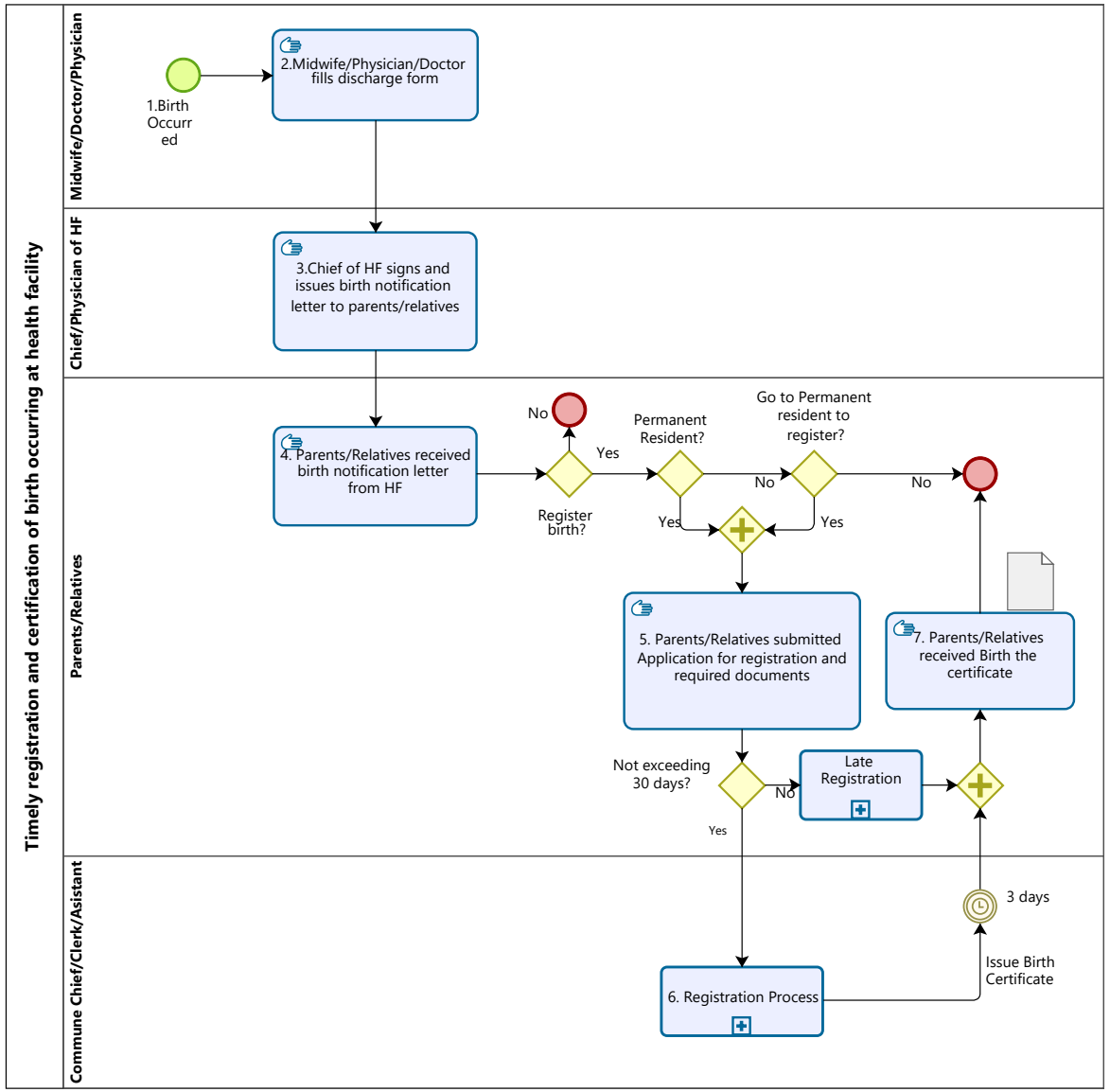
How was it implemented?

- 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

- Clients in rural areas should travel long distances to reach a registration office at Commune
- 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
- Vital events should be registered at the permanent residence: many people delay registration or do not register at all
- Under the previous law (Sub-Decree 103), non-Khmer citizens (foreigners) could not access civil registration services
- 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 CRVSID 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

