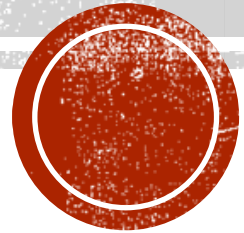
CRVS BUSINESS PROCESS IMPROVEMENT: THE CASE OF MALDIVES

MALDIVES BUREAU OF STATISTICS



BIRTH AND DEATH REGISTRATION IN MALDIVES

- Birth occurs in health facilities and birth form is given to the parents before the mother gets discharged from the hospital
- Birth needs to be registered within 7 days, failure to do so applies a huge fine (MVR 1000)
- When a death occurs a death certificate is issued and can only be buried once death certificate is submitted and burial form has been completed.
- Death has no legally defined limit, it is necessary to obtain a funeral permit and is free of charge.
- Birth registration completeness is 99.8% (according to Census 2022)
- Death registration completeness currently stands at 100% in 2020



GEMEN- BIRTH & DEATH REGISTRATION PORTAL

- In June 2020 Maldives made transition to a new vital registration system known as 'GEMEN'. Through this portal:
  - Birth form is issued by health facilities
  - Death certificate is issued by health facilities
  - Birth registration and birth certificate is issued by Councils
- Challenges faced during the initial roll-out stage
- ESCAP BPI process immensely helped in improving the system further



CRVS BUSINESS PROCESS IMPROVEMENT (BPI)

- Maldivian CRVS assessment focused on the stage 1 of the Framework with two key objectives:
  - 1) identifying issues affecting the performance of business processes in the CRVS system and the root causes of these issues, and
  - 2) identifying redesigns that should be implemented to address the performance issues and root causes.
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- Following the initial consultations on the Framework and discussions on CRVS processes, Maldives focused on improving birth and death registration business processes.

CRVS BUSINESS PROCESS IMPROVEMENT (BPI)

- In line with the Framework, the work of the Country Team was implemented through the following stages:

1. Identifying and documenting current birth and death registration processes.
2. Gathering performance information on current birth and death registration business processes.
3. Identifying performance issues of current birth and death registration business processes and identifying root causes of the issues.
4. Defining policies for improvement of birth and death business processes.
5. Redesigning birth and death registration business processes. Developing birth and death registration process descriptions and process maps for redesigned CRVS business processes.

KEY PROCESS IDENTIFIED FOR IMPROVEMENT- BIRTH REGISTRATION

- A birth certificate can only be issued after an ID number is assigned to the child which can sometimes delays the process.
- Birth registration cannot proceed without specific documentation (i.e. mother's ID card, marriage certificate).
- Due to differences in spelling of approved Arabic names in Thaana script, some delays are experienced when parents use a name which has not been approved. Parents residing in social or temporary housing sometimes face barriers to register a child at that address.

KEY PROCESS IDENTIFIED FOR IMPROVEMENT- DEATH REGISTRATION

- There is currently no death register, which presents a challenge when a death certificate needs to be re-printed and also limits the production of vital statistics on deaths.
- Not all health facilities are connected to the e-government network.
- Some doctors continue to send paper-based notification of death to the council and the DNR.

RECOMMENDATIONS - BIRTHS

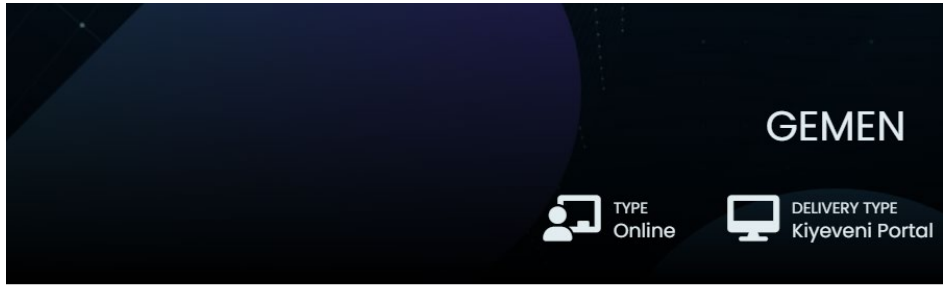
- Link GEMEN (digital population register) with NARES (national ID card) platform to enable automatized issuance of ID and accelerate birth registration process.
- Digitize marriage records and link them with GEMEN to enable verification of marriage at health facilities (for Maldivian citizens).
- Digitize household records and link them with GEMEN to enable parents to verify and assign the household address at health facilities, reducing the need for multiple verification procedures.
- Link GEMEN with immigration records or work permit digital database to enable verification of identity data of foreign citizen parent(s) at health facilities.

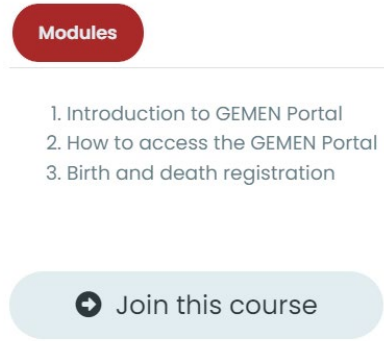
RECOMMENDATIONS - DEATH

- Standardize Cause of Death field in GEMEN according to ICD-10 and allow for a drop-down menu on the platform.
- Create death register in the GEMEN system which will serve as an important data repository for the production of vital statistics and allow for additional copies of death certificates to be printed.
- Re-structure the death registration form to enable separate entry of burial information.

ONGOING IMPROVEMENTS- DATA SHARING & VITAL STATS PRODUCTION

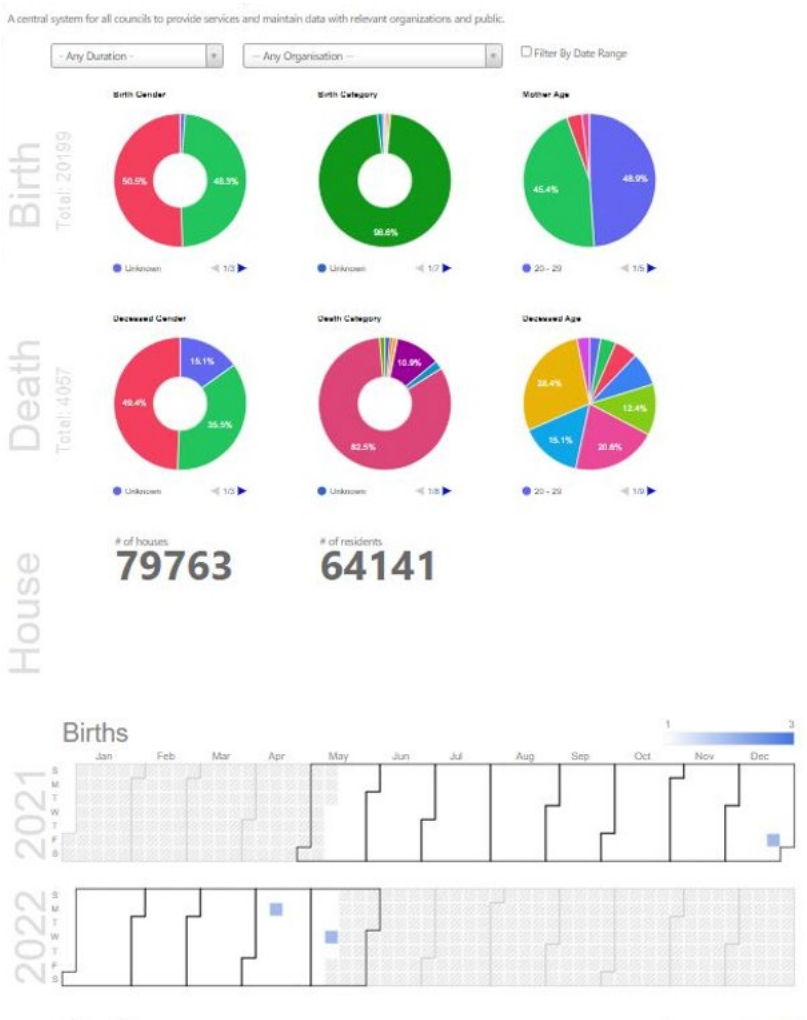
- Online registration of marriage and divorces rolled-out in Nov 2023.
- Currently work on-going to clear the back log of entries into the system for the past 3 years.
- This would give timely data on marriage and divorces across the country.
- Online training module developed to train council and health facility staff to carry out entry in GEMEN





ONGOING IMPROVEMENTS - DATA SHARING & VITAL STATS PRODUCTION

- MOH carries out Quality Assurance checks on the births and death counts.
  - MoH carried out assessment of births and deaths counts in GEMEN system and records obtained through health facilities due to inconsistent count on total birth & deaths in the country.
  - Health facilities which does not use the GEMEN system are being enforced and retrained for this purpose.



ONGOING IMPROVEMENTS

- Timely dissemination of 2024 vital stats- collaborative effort ongoing between MBS, MoH and DNR
- Enhance NARES system
- Linking address via geo-coordinates in NARES System
- Extending government network to health facilities to enable 'fast' entry into GEMEN
- Timely reporting of deaths abroad – through Ministry of Foreign Affairs
- Need for a 'paper form' similar to GEMEN registration to be developed as back-up (when network slows down and in case of emergency)

THANK YOU!

