CRVS Business Process Improvement in Nauru: *Assessment, Analysis and Redesign*

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Nauru

- Island located in Micronesia
- Population: 12,511
- Majority of births and deaths take place in the country's main hospital (Republic of Nauru Hospital), which works closely with BDM to ensure accurate and timely registration
- Significant proportion of births and deaths occur overseas (mostly in Australia and Fiji)



CRVS in Nauru

- The legal framework for the registration of births and deaths is governed by the Nauru Births, Deaths and Marriages Registration Act of 2017

- **2017**: Nauru passed legislation for implementation of national ID numbers

- The Civil Registration Office (otherwise known as BDM – Births, Deaths and Marriages) is the primary agency responsible for civil registration

- Nauru established a CRVS Committee in August 2020

- Nauru has a high completeness rate for birth and death registration

- CRVS system is primarily paper-based

- Currently planning for the rollout of a digital CRVS platform

Implementation of Business Process Improvement (BPI) in Nauru

- Established a dedicated National Core Team comprising of representatives from:
  - Nauru Department for Births, Deaths and Marriages (BDM)
  - Department of Health
  - Bureau of Statistics
  - Nauru Electoral Commission
  - Judiciary
  - Department of Justice and Border Control
  - Department of ICT

  Supported by ESCAP, SPC and UNDP

- **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

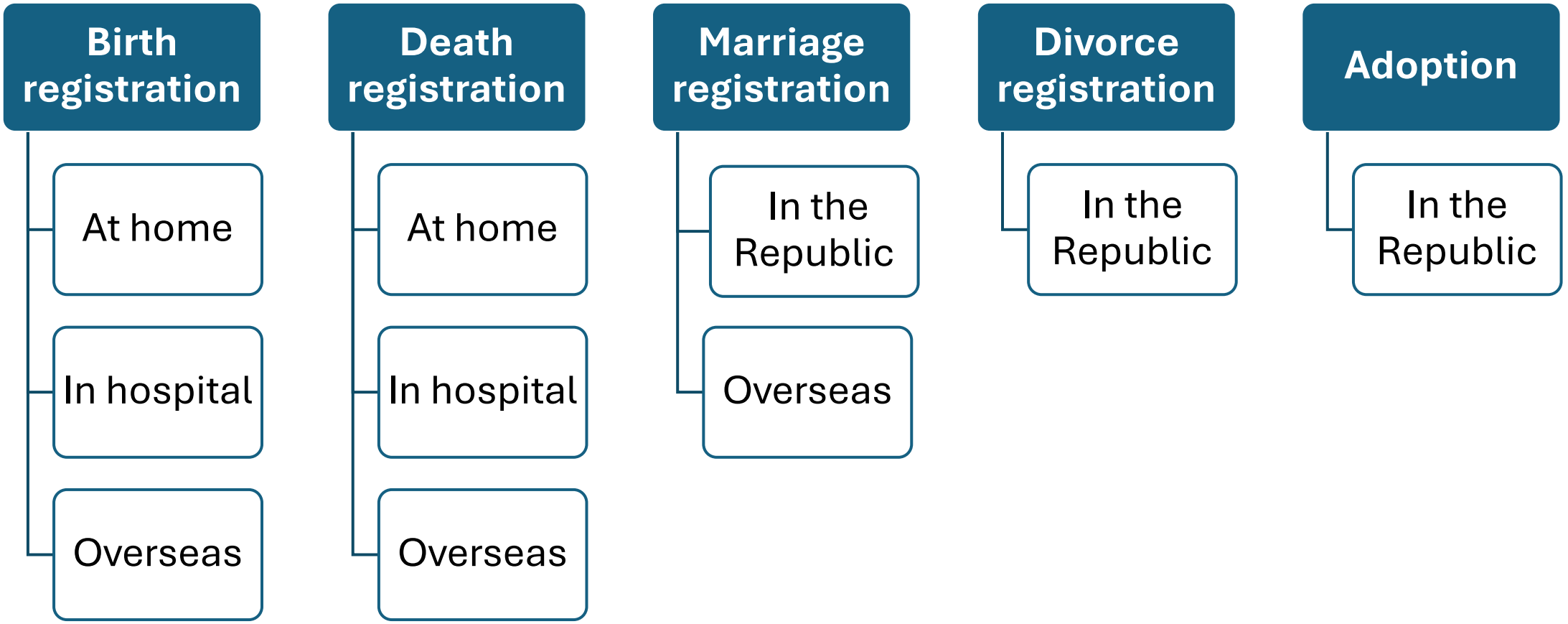


How was it implemented?

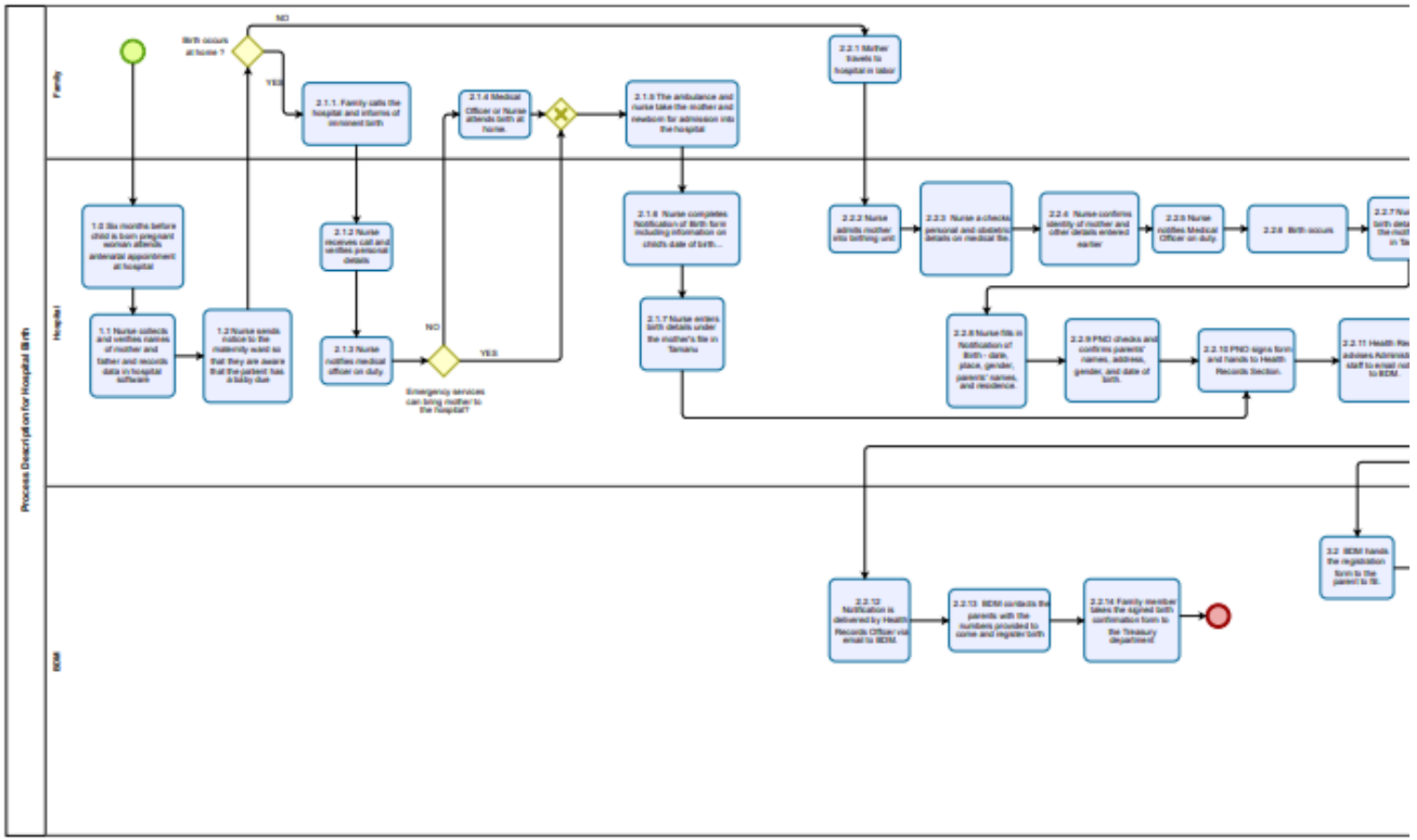
- Online orientation workshop
  - 8th February 2023
- In-person consultations with CRVS stakeholders
  - Documenting as-is business processes
- Core Team held an in-person consultation workshop
  - 25th May 2023
  - Validation of ‘as-is’ business processes
  - Analysis of bottlenecks and performance issues
  - Identification of redesign ideas



Which processes did we focus on?



Business process map: Birth registration



Key Findings

- Many overseas births are not registered with BDM (a Nauru birth certificate is required to apply for Nauru passport)
- Insufficient verification of identity documents, resulting in fraudulent birth notification records (usually in the case of informal adoption)
- Registration officials must perform extensive research to verify all the information required for completion of registration
- Health information system is not well-functioning (outdated ICT hardware, frequent change in software, paper-records stored at hospital)

Key Findings (cont'd)

- Lack of awareness among the public about the necessity to register a death of a Nauru citizen occurring overseas with MoH and BDM
- Lengthy process to register a marriage (5 steps needed and must be approved by the President of Nauru)
- If marriage is not solemnized within the 3-month grace period, couple must re-apply
- Divorces are not registered in the BDM system (no way of linking divorced couples to their marriage records in BDM system)

Proposed improvements

Financial incentives	For registration of births occurring overseas: recognizing the significance of Nauru birth registration for inheritance and voting rights
Two-fold verification process	Compulsory photo ID verification Parent(s) required for birth notification at hospitals
Digitalization of the CRVS system	To increase interoperability between the main hospital and BDM. System would also allow for digital signatures

Proposed improvements (cont'd)

Hardware/software updates	Aligned with the new digital CRVS platform. Staff should also be adequately trained to use this upgraded system
Provision of a BDM office at the hospital	To facilitate immediate registration following occurrence of vital event
Connect BDM with the Courts	Enabling seamless updates to marriage, divorce & adoption records

Plans for digital CRVS platform

- Transitioning to a digital CRVS platform will revolutionize record-keeping in Nauru
- Centralized database for easier management and analysis of information
- Improved data accuracy through electronic registration
- Increased efficiency in tracking and recording important life events
- Enhanced accessibility of records for other government agencies

Digital CRVS Platform Launch Plan

Two parallel processes:

1. CRVS system (ready by April/May)



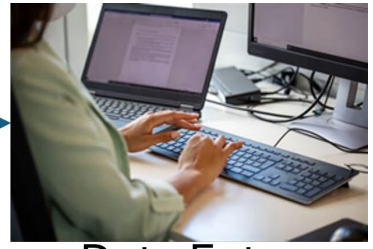
- Transfer existing data
- Clean data where possible
- Test system matches **Business Process Mapping**
- Training of staff on new system
- Complete user manual
- Process new records
- Ongoing support

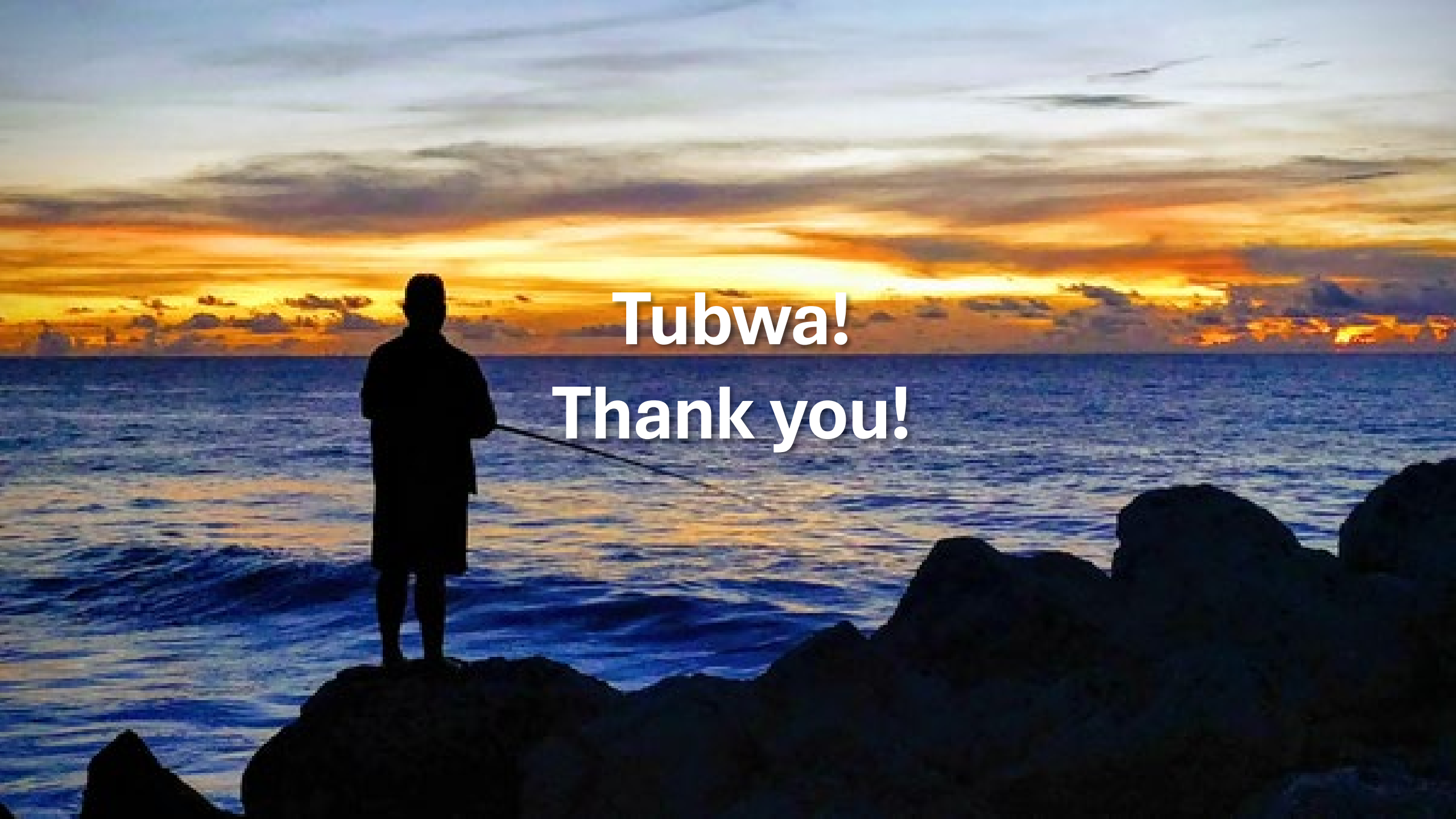
2. Digitisation of existing records (ongoing)

- Scanning & data entry of existing documents
- Paper scans will be stored in system and retrievable as needed in Database


Original Records


Scanning


Data Entry


Tubwa!
Thank you!