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**DATA FOR  
HEALTH INITIATIVE**

## **Ghana CRVS Digitisation Project**

**CRVS As-Is Business Processes  
Bottlenecks, Barriers and Potential Solutions**



No.	Barrier	Implications				Potential solution (*opportunity for innovation)
		Birth	Death	Marriage	Divorce	
1	Inadequate staff levels	Heavily reliant on volunteers to carry out Registrar work in office as well as during mobile outreaches.	As registration can only be done by Registrars who rarely have time for mobile outreach, informants have to come in person to the BDR office.			Automate manual processes to maximize staff efficiency
2	Cultural processes	Naming process can take several months and delay the birth registration till after 12 months, or risk the registration not being carried out at all.	Religious beliefs determine when person should be buried resulting in late or no registration. Death is a sensitive topic.	- Customary marriages are decided upon by the Elders. - 7 day registration period of Mohammedan marriages too short	Customary divorces are decided upon by the Elders.	- Interoperable stakeholder records which send notifications trigger active registration - Education and awareness building*
3	Limited practical value of vital event certificate	Birth certificate does not practically allow access to other rights e.g. education, passport, marriage	The burial permit/ death certificate is not generally required to bury the diseased. Citizens do not seek registration until needed for transferring ownership, entitlements etc.		Little demand for registration by any institution. Citizens file for registration of divorce only if/when needed for visa, entitlement etc.	- Government empowerment of Chiefs to comply with community CRVS functions. - Education and awareness building* - Provide vital event certification that enables

						access to full rights immediately upon registration
4	Relies on individual citizens to initiate the process	Births in communities are mostly only registered if mother pursues registration. Births in facilities are registered first when/if the mother comes back for post-natal care.	Once provided the Medical COD Certificate at health facilities, families can leave and are given little to no information about registering the death.			<ul style="list-style-type: none"> <li>- Interoperable CRVS system with automated notifications to trigger active registration</li> <li>- Provide access to citizens to register at any office and provide mobile capabilities for the communities.</li> </ul>
5	Shortage of printed materials	Registration process cannot be completed due to lack of printed materials e.g. birth certificates, child health record book				Automate paper heavy work flows to reduce dependency on printed materials
6	Limited enforcement of laws and regulations		<ul style="list-style-type: none"> <li>- Uncontrolled and unofficial burial grounds. Chiefs do not ask to see death registration documentation before approving burial ground.</li> </ul>	<ul style="list-style-type: none"> <li>- Metropolitan and District Assemblies buy unofficial marriage licenses limiting traceability of marriage license books</li> </ul>		<ul style="list-style-type: none"> <li>- Audit functions within electronic processes</li> <li>- Government empowerment of Chiefs to comply with community CRVS functions*</li> <li>- Collaboration between</li> </ul>

			<ul style="list-style-type: none"> <li>- Doctors avoid entering some causes of death due to stigma (e.g. HIV)</li> <li>- Hospitals and sometimes mortuaries release body of the diseased without referral or informing BDR.</li> </ul>			local service delivery point and health facility*
7	Limited access to service delivery points	Limited number of BDR service delivery points and long distances means informants could be unwilling to travel.	Limited number of mortuaries and health facilities and long distances means informants could be unwilling to travel.	Special license to marry is only issued by RGD in Accra and Kumasi so citizens in other parts of the country may not attempt to register.	Only 158 of 216 districts are mandated to officiate marriages and issue a registrar's certificate means informants could be unwilling to travel.	Increase mobile outreach capacity and online registration services
8	Limited public knowledge		<ul style="list-style-type: none"> <li>- Limited knowledge among citizens on importance of death registration, taking the coroner's report to BDR etc.</li> <li>- Funeral parlors have limited information about location of BDR</li> </ul>	<ul style="list-style-type: none"> <li>- Very little public knowledge about how and why to register a marriage</li> <li>- Access points and registration process is not well understood</li> <li>- People do not register</li> </ul>		<ul style="list-style-type: none"> <li>- Education and awareness building.</li> <li>- Reduce reliance on public knowledge and demand for registration through active registration</li> </ul>

			office.	Mohammedian marriages because they do not know which law governs this type of marriages (CAP 127 or CAP 129)		
9	Limited to no motivation by the Community Key Informants (Chief, Elder etc.) to refer or be informants of registration		No motivation to report or refer informants to police	No motivation or channel to refer customary marriages to RGD	No motivation or channel to refer customary divorces to Judiciary Services	<ul style="list-style-type: none"> <li>- Government empowerment of Chiefs to comply with community CRVS functions*</li> <li>- Education and awareness building*</li> </ul>
10	Lengthy and complicated registration process for consumers and service providers	Late registration process is lengthy and complicated, requiring affidavits, cover letters and regional approvals.	<ul style="list-style-type: none"> <li>- Late and after burial registration process is lengthy and complicated requiring affidavits, cover letters and regional approvals.</li> <li>- If burial is in another district than where the person died, the informant needs to repeat the registration process upon receiving the death certificate.</li> </ul>	Short amount of time (20 days) to hold wedding ceremony for special location could be deterrent to go through long process		Interoperable systems which automate notifications, improve tracking and transparency

11	No legal requirement for registration or reporting				<ul style="list-style-type: none"> <li>- No requirement for registration of divorce.</li> <li>- There is no written form of proof of dissolution of the marriage, and therefore no formal registration for VS</li> </ul>	<ul style="list-style-type: none"> <li>- Government empowerment of Chiefs to comply with community CRVS functions*</li> <li>- Education and awareness building*</li> </ul>
12	Expensive registration process			High cost of online application for marriage in a special location could be a deterrent to register		Automate registration and use gained resources to reduce cost of registration
13	Non-transparent payment process	Tendency to prioritize late registration where fees can be charged. Sometimes high fees can be registration unavailable to citizens.				Automate payment system
14	No capturing of notifications or attempts to register		If the informant does not have the correct forms they are sent away without capturing			Interoperable CRVS system with automated notifications to trigger active registration

			notification			
15	Limited compliance with standardized reporting procedures		The cause of death is not meticulously entered and BDR staff have to interpret hand written COD on the forms causing delays and potential errors.	The Principal Registrar does not require registered certificates to be forwarded to RGD		Interoperable CRVS system to improve compliance and data quality.
16	No VE registration and validation of VE data quality			There is no vital events records book where corrections can be made	<ul style="list-style-type: none"> <li>- Divorce is registered at the same point that it is stored and archived leading to reduced ability to do quality checks of data and possible security breach.</li> <li>- No place for corrections to be made to existing vital event records in the civil register</li> </ul>	<ul style="list-style-type: none"> <li>- Interoperable CRVS system to improve compliance and data quality.</li> <li>- Data warehousing, reporting and business intelligence tools</li> </ul>
17	Validation of VS data quality	Unclear process of how VS is quality controlled at GSS	<ul style="list-style-type: none"> <li>- Unclear process of how VS is quality controlled at GSS</li> <li>- Lack of analytical tools</li> </ul>	Unclear process of how VS is quality controlled at GSS	- Quality control of VS is unclear	- Interoperable CRVS system to improve compliance and data quality.



			for analysis and strategic decision making.			- Data warehousing, reporting and business intelligence tools
18	No sharing of VE			Sharing of vital event details for marriage is not required and thus not done consistently	Record of divorce is never shared as it is aggregated first.	- Interoperable and automated CRVS system to improve data reporting.
19	Compilation of VS from aggregated records of VE				VS are compiled from an aggregated record, not a vital event record in the civil register	- Interoperable and automated CRVS system to improve data reporting.
20	Dissemination of VS	Statistical reports are not disseminated for evidence based decision making and the delivery of government services to the public	See "Birth"	Unclear how frequently VS reports of marriages are disseminated	<ul style="list-style-type: none"> <li>- There is no clear link to dissemination of VS to GSS</li> <li>- Unclear if done on a frequent basis</li> <li>- Statistical reports are not disseminated for evidence based decision making and the delivery of government services to the</li> </ul>	- Interoperable CRVS system to improve data availability for reports and dissemination.

					public	
21	Dissemination of VS from multiple sources	GHS generates reports with different VS than GSS	See "Birth"			- Interoperable CRVS system to unify and improve data source and availability for reports and dissemination.
22	No monitoring of performance of all CRVS services	No monitoring of performance of birth registration services	No monitoring of performance of death registration services	No monitoring of performance of marriage registration services	No monitoring of performance of divorce registration services	- Interoperable CRVS system to unify and improve data source and availability for reports and dissemination.

No.	Bottleneck	Implications				Potential solution
		Birth	Death	Marriage	Divorce	
1	Manual, repetitive and ad-hoc data entries and transfer	<ul style="list-style-type: none"> <li>- Ad-hoc note-taking step into a separate notebook during registration and entering into Registrar book at the end of the day.</li> <li>- Regional scanning of Form A requires manual verification and frequent re-typing of data.</li> <li>- Data transfer on USB in regional level causes delays and risk of security breach</li> </ul>	<ul style="list-style-type: none"> <li>- Issuing Medical Certificate COD is time consuming as entered twice by Physician. Once in copy taken off and given to the informant and once in version that stays in the book.</li> <li>- Regional scanning of Form B requires manual verification and frequent re-typing of data.</li> <li>- Data transfer on USB in regional level causes delays and risk of security breach</li> </ul>			<ul style="list-style-type: none"> <li>- Automate data collection tools</li> <li>- Interoperable systems between all CRVS stakeholders</li> </ul>
2	Limited verification of data with the informant	The BDR staff do not always check with the informant that the details entered on Form A are				Automate data collection tools and allow a space for informant to verify or Registrar to verify with informant*

		correct.				
3	Inadequate validation of registration details by responsible authority	Pre-signing of birth certificates removes the Registrar's validation function	Medical certificate with COD not filled out correctly and COD not accurate			Automate data collection tools
4	Lack of or limited accountability/ traceability of legal docs	No tracking of individual birth certificate numbers. Only BDR ID number for the individual which is written manually on the birth certificate.	The Death registration stationary is not tracked against the register.	There is no clear reporting process of marriage registrations to RGD from Metropolitan and District Assemblies and thus RGD is missing data		Automate data collection tools for improved tracking of registration documents and staff who issue them
6	Manual, complicated and long registration process		<ul style="list-style-type: none"> <li>- Manual process of completing form B is time consuming</li> <li>- Delays in receiving autopsy report</li> </ul>	<ul style="list-style-type: none"> <li>- Time consuming to sign 2 copies of marriage certificates</li> <li>- Manual search for marriage certificate for Certified Copy of Certificate is time consuming</li> </ul>	Reviewing hand written petitions without a clear template can be time consuming.	Automate registration to increase efficiency
7	Duplicate and time consuming process to verify					Automate registration to increase efficiency and

	paper registers					quality.
8	Long approval process for dissemination of VS		Statistics are not being disseminated without DG approval. No legal requirement to disseminate VS			Automate systems with increased quality can reduce amount of verification steps
9	Manual generation of reports			Manual compiling of VS is a very time consuming process	Aggregated paper reports are shared from each court with Judiciary M&E	Automate reporting to improve data verification and quality.
10	Lack of timely published reports	Lack of resources to analyse statistics.	Lack of resources to analyse statistics.			Automate reports that can be scheduled and shared with GSS as frequently as required
11	Manual, expensive and insecure data archiving					Archive all records electronically and increase data security

## **1. References**

- a. mCRVS AssessmentReport Final\_ July 2015
- b. Birth Registration in Ghana – A Bottleneck Analysis for Improved Coverage that Leaves no Child Out, UNICEF 2012
- c. Ghana Final Draft CRVS Strategic Plan 2015