Ghana CRVS Digitisation Project

CRVS As-Is Business Processes
Bottlenecks, Barriers and Potential Solutions
<table>
<thead>
<tr>
<th>No.</th>
<th>Barrier</th>
<th>Implications</th>
<th>Potential solution (*opportunity for innovation)</th>
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<tbody>
<tr>
<td></td>
<td></td>
<td>Birth</td>
<td>Death</td>
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<td></td>
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<td>Heavily reliant on volunteers to carry out Registrar work in office as well as during mobile outreaches.</td>
<td>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.</td>
</tr>
<tr>
<td>1</td>
<td>Inadequate staff levels</td>
<td></td>
<td>Automate manual processes to maximize staff efficiency</td>
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<td></td>
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<td>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.</td>
<td>Religious beliefs determine when person should be buried resulting in late or no registration. Death is a sensitive topic.</td>
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<td>2</td>
<td>Cultural processes</td>
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<td></td>
<td></td>
<td>Birth certificate does not practically allow access to other rights e.g. education, passport, marriage</td>
<td>The burial permit/death certificate is not generally required to bury the deceased. Citizens do not seek registration until needed for transferring ownership, entitlements etc.</td>
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<tr>
<td>3</td>
<td>Limited practical value of vital event certificate</td>
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<td></td>
<td>Bottlenecks, Barriers and Potential Solutions</td>
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<td>4</td>
<td>Relies on individual citizens to initiate the process</td>
<td>Births in communities are mostly only registered if mother pursues registration. Births in facilities are registered first when/if the mother comes back for postnatal care.</td>
<td>Once provided the Medical COD Certificate at health facilities, families can leave and are given little to no information about registering the death.</td>
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<tr>
<td>5</td>
<td>Shortage of printed materials</td>
<td>Registration process cannot be completed due to lack of printed materials e.g. birth certificates, child health record book</td>
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<tr>
<td>6</td>
<td>Limited enforcement of laws and regulations</td>
<td>- Uncontrolled and unofficial burial grounds. Chiefs do not ask to see death registration documentation before approving burial ground.</td>
<td>- Metropolitan and District Assemblies buy unofficial marriage licenses limiting traceability of marriage license books</td>
</tr>
<tr>
<td>7</td>
<td>Limited access to service delivery points</td>
<td>Limited number of BDR service delivery points and long distances means informants could be unwilling to travel.</td>
<td>Limited number of mortuaries and health facilities and long distances means informants could be unwilling to travel.</td>
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<td>8</td>
<td>Limited public knowledge</td>
<td>- Limited knowledge among citizens on importance of death registration, taking the coroner’s report to BDR etc.</td>
<td>- Very little public knowledge about how and why to register a marriage</td>
</tr>
<tr>
<td></td>
<td>Limited to no motivation by the Community Key Informants (Chief, Elder etc.) to refer or be informants of registration</td>
<td>No motivation to report or refer informants to police</td>
<td>No motivation or channel to refer customary marriages to RGD</td>
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<tr>
<td></td>
<td>Lengthy and complicated registration process for consumers and service providers</td>
<td>Late registration process is lengthy and complicated, requiring affidavits, cover letters and regional approvals.</td>
<td>- Late and after burial registration process is lengthy and complicated requiring affidavits, cover letters and regional approvals. - If burial is in another district than where the person died, the informant needs to repeat the registration process upon receiving the death certificate.</td>
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<td></td>
<td>9</td>
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</tbody>
</table>

Mohammedian marriages because they do not know which law governs this type of marriages (CAP 127 or CAP 129)

- 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
- Government empowerment of Chiefs to comply with community CRVS functions*
- Education and awareness building*

Interoperable systems which automate notifications, improve tracking and transparency
<table>
<thead>
<tr>
<th></th>
<th>Bottlenecks</th>
<th>Barriers</th>
<th>Potential Solutions</th>
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<tbody>
<tr>
<td>11</td>
<td>No legal requirement for registration or reporting</td>
<td>- No requirement for registration of divorce. - There is no written form of proof of dissolution of the marriage, and therefore no formal registration for VS</td>
<td>- Government empowerment of Chiefs to comply with community CRVS functions* - Education and awareness building*</td>
</tr>
<tr>
<td>12</td>
<td>Expensive registration process</td>
<td>High cost of online application for marriage in a special location could be a deterrent to register</td>
<td>Automate registration and use gained resources to reduce cost of registration</td>
</tr>
<tr>
<td>13</td>
<td>Non-transparent payment process</td>
<td>Tendency to prioritize late registration where fees can be charged. Sometimes high fees can be registration unavailable to citizens.</td>
<td>Automate payment system</td>
</tr>
<tr>
<td>14</td>
<td>No capturing of notifications or attempts to register</td>
<td>If the informant does not have the correct forms they are sent away without capturing</td>
<td>Interoperable CRVS system with automated notifications to trigger active registration</td>
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<tr>
<td>No</td>
<td>Bottleneck</td>
<td>Barrier</td>
<td>Potential Solution</td>
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<tr>
<td>15</td>
<td>Limited compliance with standardized reporting procedures</td>
<td>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.</td>
<td>The Principal Registrar does not require registered certificates to be forwarded to RGD. Interoperable CRVS system to improve compliance and data quality.</td>
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</tbody>
</table>
| 16 | No VE registration and validation of VE data quality                      | There is no vital events records book where corrections can be made.     | - 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.  
- No place for corrections to be made to existing vital event records in the civil register  
- Interoperable CRVS system to improve compliance and data quality.  
- Data warehousing, reporting and business intelligence tools |
| 17 | Validation of VS data quality                                             | Unclear process of how VS is quality controlled at GSS                  | 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. |
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<thead>
<tr>
<th></th>
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<th>for analysis and strategic decision making.</th>
<th></th>
<th>- Data warehousing, reporting and business intelligence tools</th>
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<tr>
<td>18</td>
<td>No sharing of VE</td>
<td>Sharing of vital event details for marriage is not required and thus not done consistently</td>
<td>Record of divorce is never shared as it is aggregated first.</td>
<td>- Interoperable and automated CRVS system to improve data reporting.</td>
</tr>
<tr>
<td>19</td>
<td>Compilation of VS from aggregated records of VE</td>
<td>VS are compiled from an aggregated record, not a vital event record in the civil register</td>
<td>- Interoperable and automated CRVS system to improve data reporting.</td>
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<tr>
<td>20</td>
<td>Dissemination of VS</td>
<td>Unclear how frequently VS reports of marriages are disseminated</td>
<td>- There is no clear link to dissemination of VS to GSS</td>
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<td></td>
<td></td>
<td>See “Birth”</td>
<td>- Unclear if done on a frequent basis</td>
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<td></td>
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<td>- Statistical reports are not disseminated for evidence based decision making and the delivery of government services to the public</td>
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<td>- Interoperable CRVS system to improve data availability for reports and dissemination.</td>
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<td>Dissemination of VS from multiple sources</td>
<td>GHS generates reports with different VS than GSS</td>
<td>See “Birth”</td>
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<tr>
<td>21</td>
<td>No monitoring of performance of all CRVS services</td>
<td>No monitoring of performance of birth registration services</td>
<td>No monitoring of performance of death registration services</td>
<td>No monitoring of performance of marriage registration services</td>
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Ghana CRVS Digitisation Project / As-Is Bottlenecks, Barriers and Potential Solutions
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<th>Birth</th>
<th>Death</th>
<th>Marriage</th>
<th>Divorce</th>
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</table>
| 1   | Manual, repetitive and ad-hoc data entries and transfer | - Ad-hoc note-taking step into a separate notebook during registration and entering into Registrar book at the end of the day.  
- Regional scanning of Form A requires manual verification and frequent re-typing of data.  
- Data transfer on USB in regional level causes delays and risk of security breach | - 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.  
- Regional scanning of Form B requires manual verification and frequent re-typing of data.  
- Data transfer on USB in regional level causes delays and risk of security breach |  |  |
| 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 |  |  |  |

**Potential solution**
- Automate data collection tools
- Interoperable systems between all CRVS stakeholders
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<tr>
<td>3</td>
<td>Inadequate validation of registration details by responsible authority</td>
<td>Pre-signing of birth certificates removes the Registrar’s validation function</td>
<td>Medical certificate with COD not filled out correctly and COD not accurate</td>
<td>Automate data collection tools</td>
</tr>
<tr>
<td>4</td>
<td>Lack of or limited accountability/traceability of legal docs</td>
<td>No tracking of individual birth certificate numbers. Only BDR ID number for the individual which is written manually on the birth certificate.</td>
<td>The Death registration stationary is not tracked against the register.</td>
<td>Automate data collection tools for improved tracking of registration documents and staff who issue them</td>
</tr>
<tr>
<td>6</td>
<td>Manual, complicated and long registration process</td>
<td>- Manual process of completing form B is time consuming &lt;br&gt; - Delays in receiving autopsy report</td>
<td>- Time consuming to sign 2 copies of marriage certificates &lt;br&gt; - Manual search for marriage certificate for Certified Copy of Certificate is time consuming</td>
<td>Reviewing hand written petitions without a clear template can be time consuming.</td>
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<tr>
<td>7</td>
<td>Duplicate and time consuming process to verify</td>
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<td></td>
<td>Automate registration to increase efficiency and</td>
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Bloomberg Data for Health Initiative

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

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.

Automate data collection tools for improved tracking of registration documents and staff who issue them

Manual, complicated and long registration process

- Manual process of completing form B is time consuming
- Delays in receiving autopsy report

- Time consuming to sign 2 copies of marriage certificates
- Manual search for marriage certificate for Certified Copy of Certificate is time consuming

Reviewing hand written petitions without a clear template can be time consuming.

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