Transforming traditional models of civil registration through innovation

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"This really is an innovative approach, but I'm afraid we can't consider it. It's never been done before."
OPEN ACCOUNT PROCESS

CLOSE ACCOUNT PROCESS

REQUEST FOR A/C TO BE CLOSED

WE'RE STILL WONDERING WHY MORE CUSTOMERS ARE LEAVING THAN JOINING...
<table>
<thead>
<tr>
<th>Problem Type</th>
<th>Solution Highlights</th>
<th>Requirement</th>
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<td>Small problems (low birth</td>
<td>+ flexible administration</td>
<td>requires incremental improvements</td>
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<td>and death registration</td>
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<td>completeness)</td>
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What orthodoxies can we challenge?

What are we allowed to do? *Legal and regulatory frameworks*

Who can do what? *Actors in the registration process*

What do you need to register a vital event? *Mandatory fields & Documentary evidence required*

Who needs to review and validate the information? *Number and layers of approval required*
Making difficult decisions

Do you want 30% completeness and 99% accuracy or 95% completeness and 80% data accuracy?

Do you want a system which requires sustained (external) financial investment or a simpler system that can be financed sustained through government
Legal Sandbox

A “legal sandbox” is a framework set up by the relevant legal or regulatory authority to allow small scale, live testing of innovations in a controlled environment. The framework provides a special, time-bound exemption from the current legal framework for a limited group and for a specified jurisdiction.
Design with the user
What is a pilot?

**Definition:** A pilot program, also called a feasibility study or experimental trial, is a small-scale, short-term experiment that helps an organization learn how a large-scale project might work in practice.
Food for thought

● What are the key problems that are preventing universal registration?

● What do you want to achieve?

● Is incremental or radical change required?

● How can you achieve this?