

**Ministry of Interior  
General Department of Identification  
Core Team**

3



**KINGDOM OF CAMBODIA  
NATION RELIGION KING  
3**

**Asia Pacific Workshop on Lessons learned  
from CRVS System Improvement Framework Implementation  
Cambodia's Experiences**

**28 OCTOBER 2022**

# **CONTENTS**

- I. Overall experience of using the CRVS improvement framework**
- II. Usefulness of the steps proposed in the Framework related to institutionalizing governance as and coordination mechanism**
- III. Challenges and lessons learned (in stage 1 implementation)**
- IV. Recommendations for improvement**

## **I. Overall experience of using the CRVS improvement framework**

- Cambodia has been trained by CRVS experts on the CRVS Improvement Framework from Vital Strategies/D4H
- A national Core Team was established composes of MOI/General Department of Identification (GDI), MOH/Department of Planning and Health Information (DPHI) and MOP/National Institute of Statistics (NIS). It is chairs by GDI and has two deputies (MOH and NIS).
- A Core Team kick off Meeting was held in Jan 2021 and approved the work plan and its regular meeting which held bi-monthly. A technical team (called the Working team) established by the Core Team and held one meeting/week.
- The Core Team and Working Team met face-to-face and have moved to virtual meetings (through Zoom) after the Covid-19 pandemic.

## **I. Overall experience of using the CRVS improvement framework**

- The Business Process Mapping and the CRVS System Analysis and Redesign (CRVS-SAR) Tool are useful tools to assess, analyze, and redesign the CRVS business processes of birth, death, MCCD, vital statistics production.
- A Bizagi tool helped the Core Team to develop 'As-is' business process maps but has some limitation due to free version (?). Using Khmer language in Bizagi is another issue. The SAR tool allowed the Core Team to select KPIs that relevant to Cambodia context, collected baseline information, and to set desired target that align with the NSPI.
- A great support of a CRVS Country Coordinator and expert to move the Core Team works on the right direction and progress.
- A great support of a BPI specialist in developing the As-is and As-desired BPM maps/processes and coordination.
- Regularly update progress of the Core Team works to the Director General of GDI.

# Key Performance Indicator (KPI)

| No. | Performance Indicator and Key Events   | Baseline Data  | Possible Source Where Data Could be Obtained and Challenges   | Desired Targets (2026)  | Implementation Related Issues | Possible Root Causes | Types of Root Cause | Possible Redesign |
|-----|--|--|---|---|-------------------------------|----------------------|---------------------|-------------------|
| 1.0 | High Level   |  |   |   |                               |                      |                     |                   |
| 1.1 | Percentage of birth/death registered<br>-Separately for birth and death<br>-Separately by sex                            | <ul style="list-style-type: none"> <li>• Birth: 86.41%</li> <li>- Male: 86.40%</li> <li>- Female: 86.43%</li> <li>• Death: 50.06%</li> <li>No data for Male and Female.</li> </ul> | <ul style="list-style-type: none"> <li>• 2020 Annual Report of Civil Registration Department (for Birth)</li> <li>• 2019 Annual Report of Civil Registration Department (for Death)</li> <li>• Census data for 2019 of NIS</li> <li>• UN Death projection for 2019 (no death projection data for male and female).</li> </ul> | <ul style="list-style-type: none"> <li>• Birth: 100%</li> <li>• Death: 80%</li> </ul> |                               |                      |                     |                   |
| 1.2 | Percentage of birth/death registered within the prescribed time limit (30days/15days)<br>-Separately for birth and death | <ul style="list-style-type: none"> <li>• Birth: 73.93%</li> <li>• Death (No data)</li> </ul>   | <ul style="list-style-type: none"> <li>• 2020 Annual Report of Civil Registration Department</li> <li>• Only death registration within the period of 1 year</li> </ul>  | <ul style="list-style-type: none"> <li>• Birth: 100%</li> <li>• Death: 80%</li> </ul> |                               |                      |                     |                   |

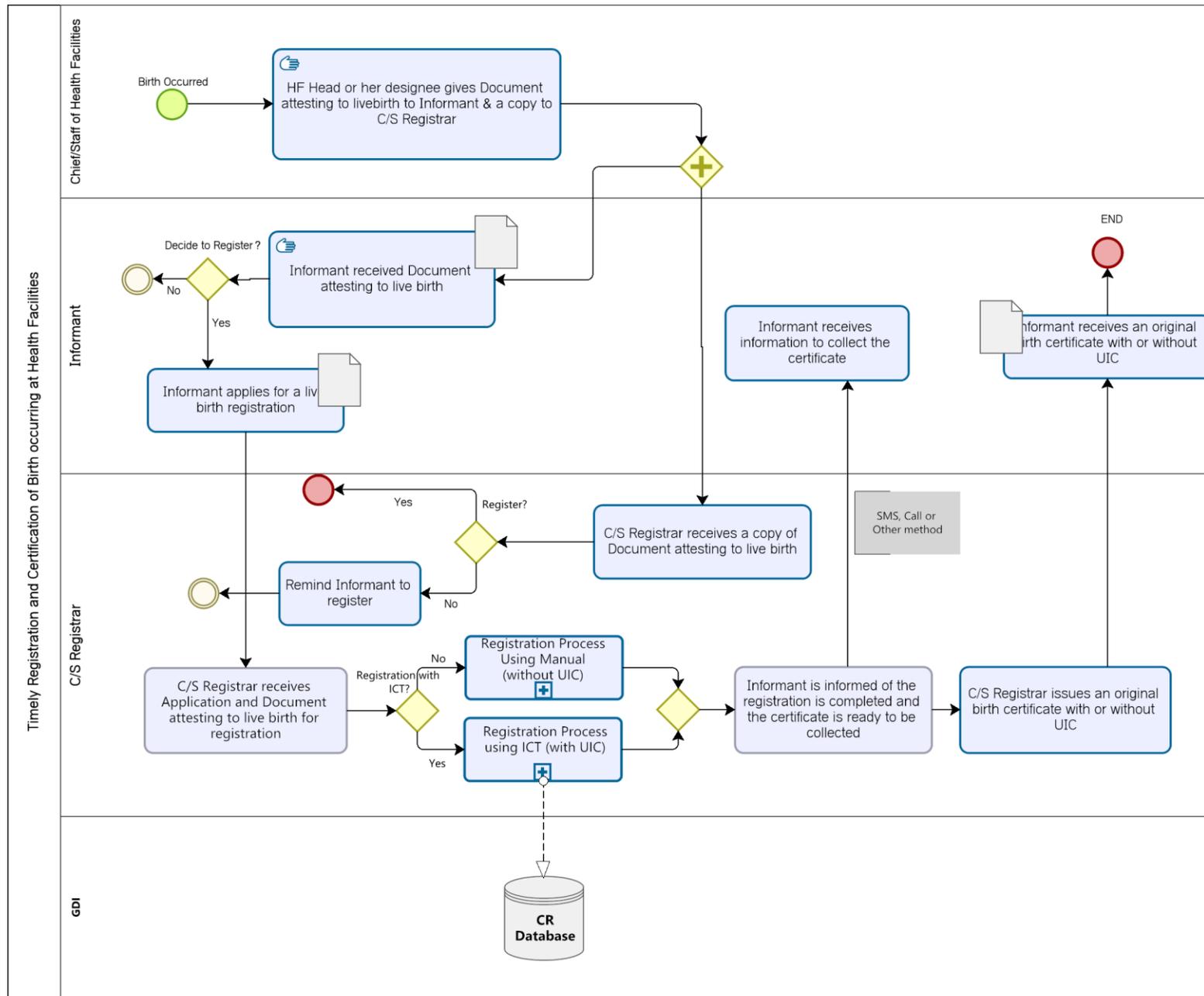
# Key Performance Indicator (KPI)

| No. | Performance Indicator and Key Events  | Baseline Data  | Possible Source Where Data Could be Obtained and Challenges  | Desired Targets (2026)   | Implementation Related Issues   | Possible Root Causes  | Types of Root Cause   | Possible Redesign |
|-----|---|--|--|--|---|---|---|-------------------|
| 2.9 | Is the registration done in the commune where the permanent residence of the parent/family located? | <ul style="list-style-type: none"> <li>Only at permanent place of residence</li> <li>Commune/Sangkat civil registrar may issue a letter to certify for the purpose of civil registration without requiring a residence book</li> </ul> | <ul style="list-style-type: none"> <li>Sub-decree No. 103 on civil registration, article 17 "When a baby is born, his/her parent is obliged to report and register the birth no later than 30 days in the presence of a registrar at the commune/Sangkat office of the parents' permanent residence".</li> <li>Instruction No. 008 on sustainable civil registration after completing mobile civil registration campaign, point II.</li> </ul> | <ul style="list-style-type: none"> <li>Registration can be done at the commune/Sangkat where the event occurs or where the informant lives or any other places as permitted by the Ministry of Interior</li> </ul> | <ul style="list-style-type: none"> <li>People who do not have a permanent residence or who are not living at their permanent place of residence are not able to register or do not want to register.</li> </ul> | <ul style="list-style-type: none"> <li>Sub-decree No. 103 stipulates that registration shall be done at the commune/Sangkat office of the permanent residence.</li> </ul> | <ul style="list-style-type: none"> <li>Management and facilitation</li> <li>Work process</li> <li>Infrastructure</li> </ul> |                   |

| No. | Performance Indicator and Key Events                        | Baseline Data   | Possible Source Where Data Could be Obtained and Challenges  | Desired Targets (2026)   | Implementation Related Issues   | Possible Root Causes   | Types of Root Cause  | Possible Redesign |
|-----|---|---|--|--|---|--|--|-------------------|
| 3.7 | Annual vital statistics report based on CR records compiled | <ul style="list-style-type: none"> <li>Production of annual national vital statistics report has not happened yet</li> <li>Vital statistics report for Kep province written using civil registration data (one-window service)</li> </ul> | <ul style="list-style-type: none"> <li>National Institute of Statistics, Ministry of Planning</li> <li>Challenges: The National Institute of Statistics has not received civil registration records for the production of vital statistics report</li> </ul> | <ul style="list-style-type: none"> <li>Produce vital statistics report following the new format by the end of 2026.</li> </ul> | <ul style="list-style-type: none"> <li>No complete national civil registration data in electronic form for analysis and report generation.</li> <li>Without vital statistics, it affects decision-making on the formulation of policy and plan and program implementation.</li> </ul> | <ul style="list-style-type: none"> <li>No Memorandum of Understanding between the Ministry of Interior and the Ministry of Planning on sharing of original data of vital records.</li> <li>The law on civil registration does not provide sharing of vital records to the National Institute of Statistics of the Ministry of Planning.</li> </ul> | <ul style="list-style-type: none"> <li>Laws, policies and regulations</li> <li>Information Technology</li> </ul> |                   |

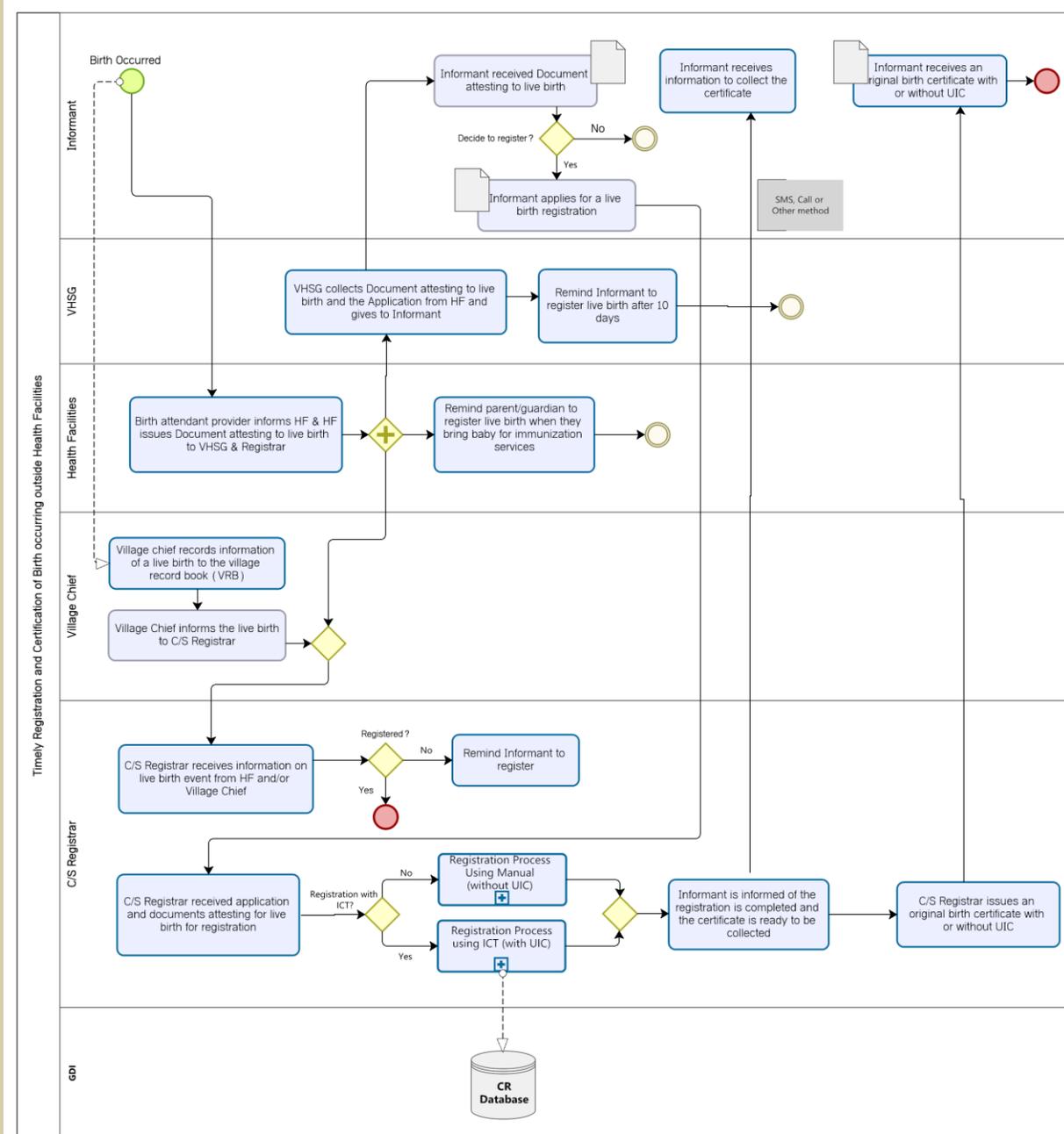
# Business Process Mapping

## Timely Registration and Certification of Birth occurring at Health Facilities



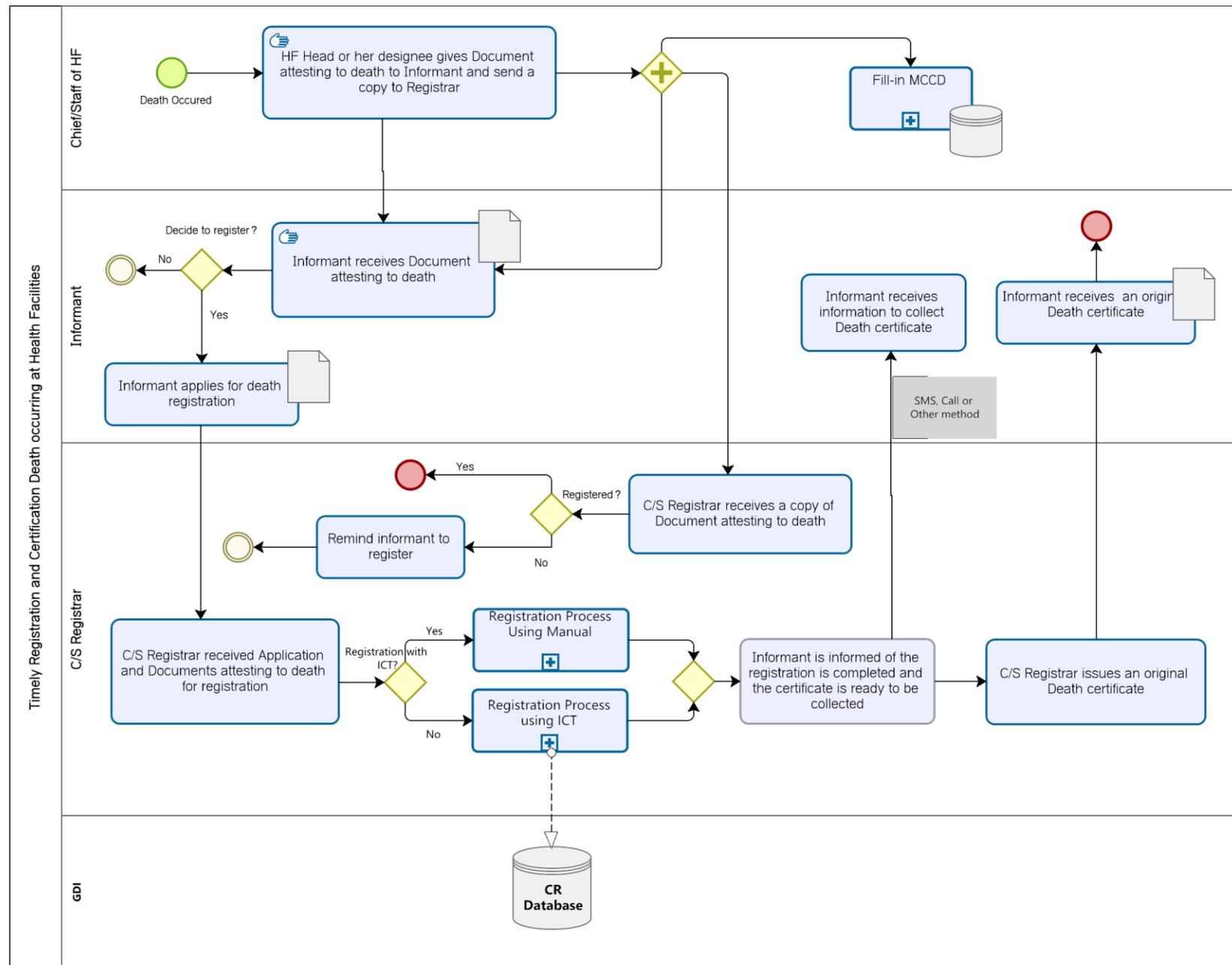
# Business Process Mapping

## Timely Registration and Certification of Birth occurring outside Health Facilities



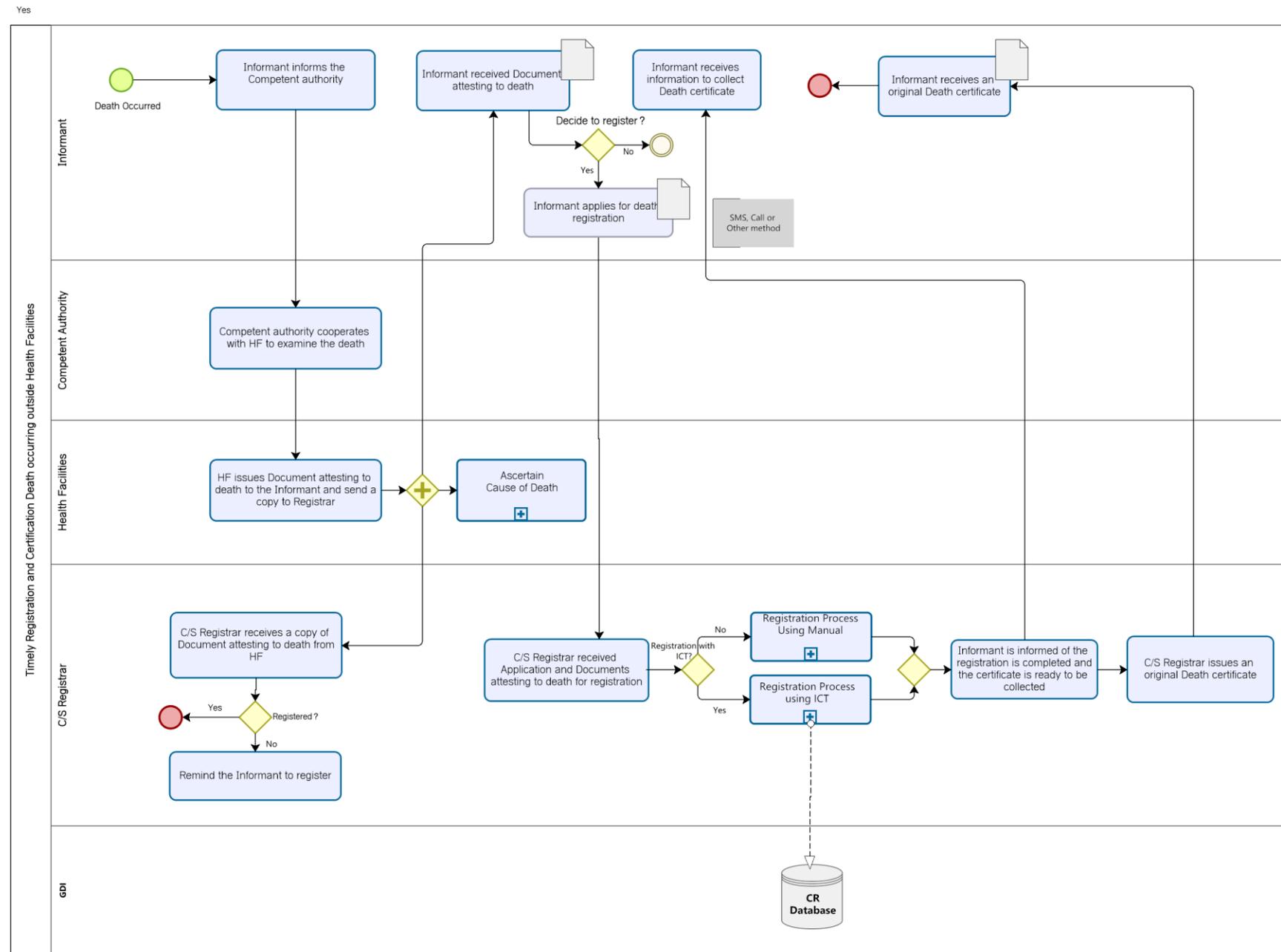
# Business Process Mapping

Timely Registration and Certification of Death occurring at Health Facilities



# Business Process Mapping

## Timely Registration and Certification of Death occurring outside Health Facilities



## **II. Usefulness of the steps proposed in the Framework related to institutionalizing governance as and coordination mechanism**

- The framework provides a good guiding principles (Country leadership, a well-coordinated, consultative and participatory process) to build a more pro-active CRVS system.
- The national Core Team was established and functions align with guiding principles and aims to build a more pro-active CRVS system.
- The Core Team/Working team meets regularly (in-person and written report) and report progress to higher level management to get guidance/direction.

### III. Challenges and lessons learned (in stage 1 implementation)

- CRVS improvement framework is more a project tool for D4H rather than a tool overall CRVS. The Stage 1 implementation of the framework is close to 2 years and not yet complete.
- KPI targeted was limited to the timeline of a ten years NSPI which will end on 2026.
- Core Team/Working team works creates a good forum for discussion of cross-cutting and proposing solution to address the CRVS issues.
- As-desired processes contributes to drafting of the CRVS regulations/sub-decrees.
- Good opportunity to test/pilot the as-desired process to validate before submit for approval and scaling implementation.

## IV. Recommendations for improvement

- Need technical support from Vital Strategies in drafting of AAR report to ensure good quality report and submit to NSCI for approval.
- Align the CRVS Improvement Framework implementation of Stage 2 and 3 to the current NSPI and future plan.
- CRVS Improvement framework materials and Bizagi should be available in Khmer language and widely disseminated.
- The framework should cover all CRVS ID (not only the core CRVS business process)

***Thank You !!!***