



Assessment, Analysis, and Redesign of Civil Registration and Vital Statistics Business Processes

Turkmenistan (2023) CRVS Business Process Improvement (BPI) Brief



Turkmenistan civil registration and vital statistics (CRVS) stakeholders from the Ministry of Adalat (Justice), Ministry of Health and Medical Industry, Ministry of Internal Affairs, Turkmenstat (State Statistics Committee) and State Migration Service collaborated to examine current processes for birth and death registration and the production of vital statistics. Stakeholders identified gaps and determined areas for improvement, using Stage 1 of the [CRVS Systems Improvement Framework](#) as the methodological guide. The findings of this assessment will inform plans to digitize the current civil registration system, improving the efficiency and accuracy of CRVS data. This brief describes the key results of the main report.

As an implementing partner of Bloomberg Philanthropies Data for Health Initiative and in support of the implementation of the Regional Action Framework on CRVS in Asia and the Pacific, the United Nations Economic and Social Commission for Asia and the Pacific (ESCAP) has been providing support to countries to assess, analyse and redesign selected CRVS processes. Implementation of the project was also supported by the United Nations Resident Coordinator Office, United Nations Population Fund (UNFPA) Country Office in Turkmenistan and UNICEF Turkmenistan.

Turkmenistan's CRVS system

CRVS activities are executed by the Civil Registry Department of the Ministry of Adalat of Turkmenistan. This includes the recording and registration of births, deaths, marriages, divorces, adoptions, establishment of paternity, change of family name and patronymic. The 2019 Law 'On acts of civil status', the Law 'On protecting the health of citizens', as well as the provisions of the Civil and Family Codes provide the legal basis for the registration of civil acts in Turkmenistan.

The Ministry of Health and Medical Industry provides data on births and deaths and the Ministry of Internal Affairs issues passports of a citizen of Turkmenistan. Turkmenstat is responsible for the collection, production and dissemination of all statistical information produced in the country, including vital statistics.

Methodology

Using the methodology and tools defined by the [CRVS Systems Improvement Framework](#), the national CRVS Stakeholders (supported by a Country Coordinator and a Senior Advisor) gathered information about the birth and death registration process and the production of vital statistics. They identified weaknesses and proposed solutions to address performance issues with current CRVS processes through online consultations and in-person workshops. The [CRVS Systems Improvement Framework](#) introduces systems thinking tools such as process mapping, to engage stakeholders and improve understanding of the functioning of the CRVS system.



Key processes identified for improvement

The key performance issues identified by the Core Team of Stakeholders included the following:

Birth and death registration

- Registrations are collected and archived using both paper-based and digital systems, preventing full utilization of digital data processing. Significant investments are needed to extend digital registration to rural areas given the lack of internet connectivity.
- Insufficient number of staff at health and civil registry offices.
- Lack of adequate training resources for using specialized software results in data entry errors and discrepancies in cause of death coding, leading to inconsistencies with ICD-10 standards.

Client-centric issues:

- Clients experience long waiting times at the civil registry office due to insufficient staffing, inefficient paper-based information exchange and the inability to book advance appointments online.
- Health facilities are unable to access the Ministry of Internal Affairs database where ID information is stored.
- Manual data entry of identity data (of parents and relatives) onto paper forms increases the potential for human errors.

Service provider issues:

- Civil registry offices depend on parents and relatives to approach the offices for birth or death registration and the submission of medical certificates.
- Civil registry offices must submit second copies of birth, marriage, divorce and death certificates to Turkmenstat for data input. Manual data entry requires significant staff resources and increases the potential for errors.
- Lack of data interoperability between the Ministry of Health and Medical Industry, Ministry of Adalat

and Turkmenstat prevents automated identity verifications and impacts the timely production of vital statistics.

Priority Recommendations

Birth and death registration

- **Develop a web-based registration platform** that can operate on standard computers connected to the Intranet, in addition to **providing computer hardware and intranet connectivity to facilitate data transfer in rural areas.**
- **Increase the number of staff, and improve staff efficiency through training opportunities,** particularly for ICD-10 coders.

Client-centric:

- **Develop an online/automated appointment booking tool** to overcome long wait times at civil registry offices.
- **Develop a digital civil registration platform** with electronic CRVS forms to simplify the process and alleviate the responsibility of citizens to make multiple visits to a registry office.
- **Introduce an SMS notification system** allowing efficient communication between citizens and registry offices and reducing the number of visits for family members.
- **Integrate identification information in a digital database** that can be accessed by government stakeholders to authenticate an individual's identity.

Service provider:

- **Information should only be entered once into a digital registration platform,** usually at the health institution where the vital event occurred. Data can then be **instantaneously transferred to civil registry offices and Turkmenstat,** streamlining the regular production of vital statistics and ensuring the quality of data.
- Develop a **digital platform that tracks all issued medical certificates of birth or death in real-time,** automatically creating a report at the request of the user which can be **used to follow-up on vital events that have not yet been registered.**