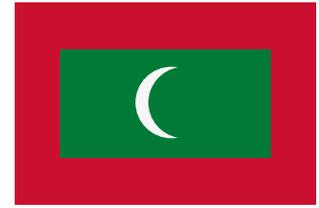




Assessment, Analysis, and Redesign of Birth and Death Registration Business Processes



Maldives (2020-2021)

CRVS Business Process Improvement (BPI) Brief

Maldivian Civil Registration and Vital Statistics (CRVS) stakeholders (from the Department of National Registration, National Bureau of Statistics, Ministry of Health, Local Government Authority, National Centre for Information Technology and Malé City Council) were engaged to examine current birth and death registration processes, identify gaps and determine areas for improvement, using Stage 1 of the **CRVS Systems Improvement Framework** as the methodological guide. The findings of this assessment have informed continued efforts to strengthen the recently developed digital birth and death registration platform in Maldives, known as 'GEMEN', as well as **budget advocacy and sustainable financing initiatives**, supported by the **Global Health Advocacy Incubator**. The full report can be accessed [here](#).

As part of its ongoing collaboration with the Bloomberg 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.

Maldivian CRVS system

The legal framework for civil registration in the Maldives is mostly founded on the Birth Registration and Death Registration Act (Act No. 7/92), enacted in 1993. The Ministry of Health, along with Local Councils and the Department of National Registration (DNR) are the main authorities responsible for the CRVS system in the Maldives. The Ministry of Health maintains the notification system for births and deaths, while the DNR is responsible for the collection of birth and death registration forms, and their entry into the online database.

Registration can occur in two hospitals (both in the capital city Malé), six Regional Hospitals, 13 Atoll Hospitals, 168 Health Centres, 189 Island Councils or 19 Atoll Councils. Birth and death registration rates are both estimated to be close to 100% complete in Maldives. The recently developed digital birth and death registration platform 'GEMEN' has helped streamline registration processes, however, some challenges remain.

Methodology

Using the methodology and tools defined by the **CRVS Systems Improvement Framework**, the Core Team of national CRVS stakeholders (supported by a country coordinator and senior advisor), organised a total of six online consultation sessions/webinars to compile



detailed descriptions of existing birth and death registration processes, identify performance issues and develop redesigned processes and improvement policies. The 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 through this process included the following:

Birth registration

- A birth certificate can only be issued after an ID number is assigned to the child and this process is not automated.
- Birth registration cannot proceed without specific documentation (i.e. mother's ID card, marriage certificate).
- Due to differences in spelling of approved Arabic names in Thaana script, some delays are experienced when parents use a name which has not been approved. Parents residing in social or temporary housing sometimes face barriers to register a child at that address.
- Information collected on birth registration forms is sometimes inconsistent with data stored in GEMEN.

Death registration

- There is currently no death register, which presents a challenge when a death certificate needs to be re-printed and also limits the production of vital statistics on deaths.
- Not all health facilities are connected to the e-government network.
- Some doctors continue to send paper-based notification of death to the council and the DNR.

Priority recommendations

Birth registration¹

- **Link GEMEN (digital population register) with NARES (national ID card) platform to enable** automatized issuance of ID and accelerate birth registration process.
- **Digitize marriage records and link them with GEMEN** to enable verification of marriage at health facilities (for Maldivian citizens).
- **Digitize household records and link them with GEMEN** to enable parents to verify and assign the household address at health facilities, reducing the need for multiple verification procedures.
- **Link GEMEN with immigration records or work permit digital database** to enable verification of identity data of foreign citizen parent(s) at health facilities.

Death registration

- **Standardize Cause of Death field in GEMEN according to ICD-10** and allow for a drop-down menu on the platform.
- **Create death register in the GEMEN system** which will serve as an important data repository for the production of vital statistics and allow for additional copies of death certificates to be printed.
- **Re-structure the death form²** to enable separate entry of burial information.

As part of CRVS strengthening efforts, many of these recommendations have already been implemented in Maldives and work is underway to develop a new death form, as well as a pilot project to link GEMEN with NARES.

1 Although only four of the highest-ranking priority recommendations are presented here, the full report can be consulted for the complete list: <https://www.unescap.org/kp/2022/assessment-analysis-and-re-design-civil-registration-and-vital-statistics-processes-maldives>

2 The death form is the final document that families receive after burial.