

# Enhancing Human Resource Capabilities for establishing and maintaining a well-functioning CRVS system

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## Registration functionaries at different administrative levels in the government and their roles

Administrative levels	Registration Functionaries	Registration role
National	Registrar General/Director General of CR Heads of various Divisions/Units of office of CR and staff	Management and operations, Includes aspects such as legal, coordination, supervision, monitoring, capacity building, archiving of records, computerization, advocacy and communication, printing and supply of forms etc.
	Director General of National Statistics Office Director of the dept. dealing with VS and DP staff	Production and dissemination of vital statistics
	Director General of Health Director of the dept. dealing with data and staff	Management and coordination with CR; Causes of death, training of physician on writing of causes of death. ICD coding, compilation and dissemination of report on causes of death
Sub-national level (province/district/municipality)	Provincial/District/Municipality Registrar and staff	Coordination, supervision, monitoring and training



## Registration functionaries at different administrative levels in the government and their roles (contd.)

Administrative levels	Registration Functionaries	Registration role
Local	Local Registrar	Validation of information obtained from informant, registration of vital events, certification, maintenance and upkeep of registration records, submission of monthly report to designated supervisory office, transmission of statistical data to designated VS statistics office, ensure quality of information collected
	Physicians in medical facilities	Recording causes of death for every death occurring in the facilities
	Staff in medical facilities, community health workers	Preparing notifications of events occurring in the medical facility Inter-personal communication with mother on importance and need for birth registration, facilitating declaration of birth and death
	Community workers, religious workers	Inter-personal communication with mother on importance and need for birth registration, facilitating declaration of birth and death



## Local Registrars

- why is there a need to enhance their capabilities?

- To be able to appreciate that their power under the law is absolute and not a delegated one. While the law gives them complete authority but also makes them accountable for all matters related to actual registration of vital events
- To be able to carry out their quasi-judicial functions efficiently
- To be able to deliver quality registration service and product to customers
- To be able to provide service to full satisfaction of customers (enhancing customer experience)
- To be able to appreciate the importance/significance of each data item collected and ensure their quality
- To be able to work in a newly introduced digitized system



## Local Registrars

- what strategies should be adopted to improve their capabilities

1. In many countries, local registrars carry out their work in addition to their normal duties
2. In many countries there is a significant turnover of staff

### Develop and implement routine training programmes

- Separate programme for new-entrants and refresher programmes for staff already working as registrars
- Cascading training through master trainers - depending on the number of registrars
- Well designed training curricula, materials and trainers' guides which are interactive and practical oriented covering why CRVS; legal framework with specific roles and responsibilities of local registrars; data items to be collected and significance/use of each of these items for legal, administrative and statistical purposes; process of validation, registration and certification; transmission of statistical information; maintenance and upkeep of records, dealing with customer
- Special orientation programme when the registration is digitized/automated at registration centre level

### Develop and provide Standard Operating Procedures

### Organizing review meetings for answering doubts

