

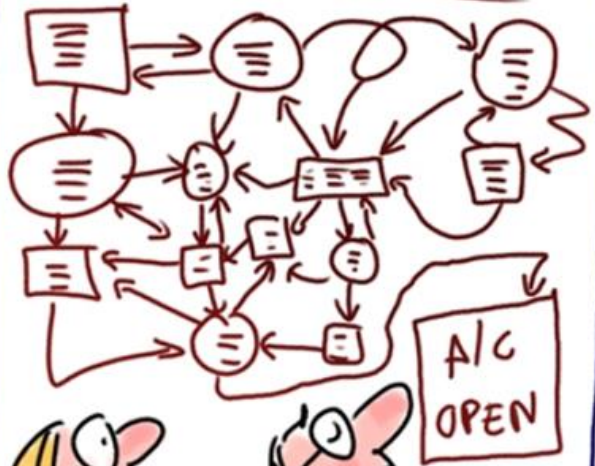
Transforming traditional models of civil registration through innovation

Annina Wersun, Plan International



"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



WE'RE STILL WONDERING WHY MORE CUSTOMERS ARE LEAVING THAN JOINING...

DEKA.

Small problems ()

+ flexible administration

...requires incremental improvements

Big problem (low birth and death registration completeness)

+ significant constraints (financial, administrative)

...requires innovation

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?

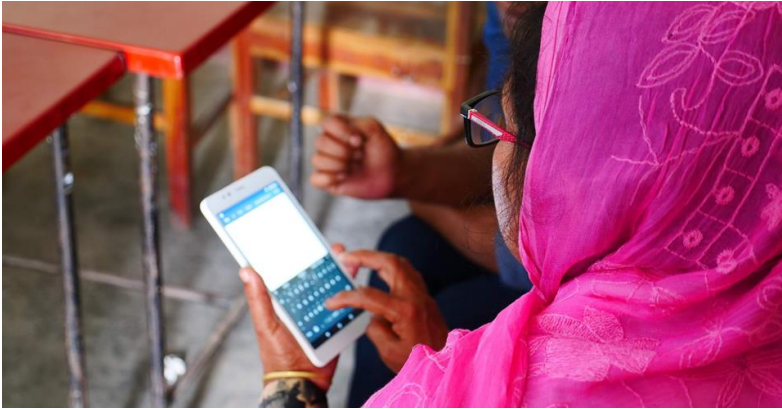
Do you want a system which requires sustained (external) financial investment or a simpler system that can be financed sustained through government

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?