



Asia-Pacific CRVS Research Forum

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Interoperability with CRVS systems for efficient social protection delivery

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Countries around the world provide several social protection programs for their citizens, and determining the eligibility of potential beneficiaries necessitates information exchange within social protection (SP) information systems, as well as with systems from other sectors and foundational platforms such as CRVS, identification, and payment systems. However, these systems often operate in silos, making interoperability a challenge. The Digital Convergence Initiative (DCI) was launched in September 2021 under USP 2030 to address this issue by developing consensus based global standards for promoting interoperability of SP information systems with other systems for effective and efficient delivery of social protection programs. DCI is a collaborative effort by USP2030 members, governments, development partners, civil society, and the private sector to develop integrated and interoperable social protection delivery systems.

To achieve the objective of interoperability, one of the workstreams studied the interoperability of SP systems with CRVS, considering that CRVS is a source of truth on various attributes that are important for decision making on beneficiary eligibility for SP programs. SP programs serve people at various stages of life, from the womb to the grave, CRVS interoperability facilitates checks on birth, death, and marriage life events, as well as age and family relationships, to determine eligibility for programs such as child grants, widow support programs, and old age allowance.

To study the interoperability requirements, we undertook desk research on countries that use CRVS for SP program delivery. The DCI "Talking Interoperability" webinars aided in learning more about how SP program delivery has been automated in the countries through CRVS interoperability in eligibility assessment, registration processes, and exit decisions. The study of software solutions that implement CRVS, such as OpenCRVS, HERA, and DHIS2, aided in the understanding of processes, data elements, and technical APIs that can be leveraged for interoperability with SP systems. Integration of OpenCRVS system with the SP system was done in sandbox for some use cases and discussed with practitioners during the "Interoperability in Action" workshop to gather feedback.



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Preliminary findings show how Chile, India, and Bangladesh use CRVS interoperability to deliver social protection programs, as well as the role of CRVS interoperability with ID systems to issue an ID at the time of birth registration. The role of CRVS in providing eligibility information for SP programs and enabling real-time decision making emerged loud and clear from country examples and studies of other SP program business processes. SP programs' interoperability with CRVS will nudge people to update their data in CRVS in a timely manner to get quick decisions on service delivery.

Implementation of interoperability workflows with OpenCRVS aided us in developing the first draft of standards at the business process, data, and API levels. Consensus building and subsequent adoption of these standards would make the SP systems and CRVS systems from different vendors interoperable by design.