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A digital solution for strengthening the civil registration system in Rajasthan

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A well-functioning and efficient Civil Registration System is the foundation on which a state can plan and implement effective development strategies. In Rajasthan, a state located in northern India, the Birth, Death and Marriage Registration services are offered to the citizens and are also linked with the Jan Aadhar Single Registry System that ensures seamless flow of various beneficiary-oriented services in the state. At the back of the civil registration system in Rajasthan is a digital solution 'Pehchan' which since its inception in 2014 has been instrumental in carrying out over 2 billion registrations in the state.

The online Pehchan portal can be used by citizens for applying and receiving the digitally signed registration certificate – either by email, delivered at doorstep, downloadable from the portal or getting a printed copy from the common service centre (E-Mitra) by paying a small fee. About 15,000 registrars and sub-registrars and nearly 1,500 private hospitals use this portal daily for registration services and on an average approximately 10,000 registrations are carried out every day. The Pehchan system is also effectively linked with the Pregnancy Child Tracking System for cent percent registration of institutional events and Election department for electoral roll up-dation on a real time basis. It comes with an E-Vault and Digi Locker facilities for storing of digitally signed certificates.

Pehchan has smoothened the Civil Registration System in Rajasthan state which is visible through a 24-percentage point improvement in the level of birth registration between NFHS 2015-16 and NFHS 2019-21. The Rajasthan model of civil registration is also being replicated by Assam, which is a state in north-eastern India and similar request has also been received from Chhattisgarh, which is a landlocked state located in central India. In 2019 the state government carried out a bottleneck analysis with support from UNICEF and in the same year integrating the civil registration messages in the local self-governance work contributed to significantly improving the level of registration particularly for the rural non-institution-based events. The system is now placing significant focus on the Medical Certification of Cause of Death (MCCD) which emerged as a priority during the COVID-19 pandemic.