



CRVS digitalization in Nepal



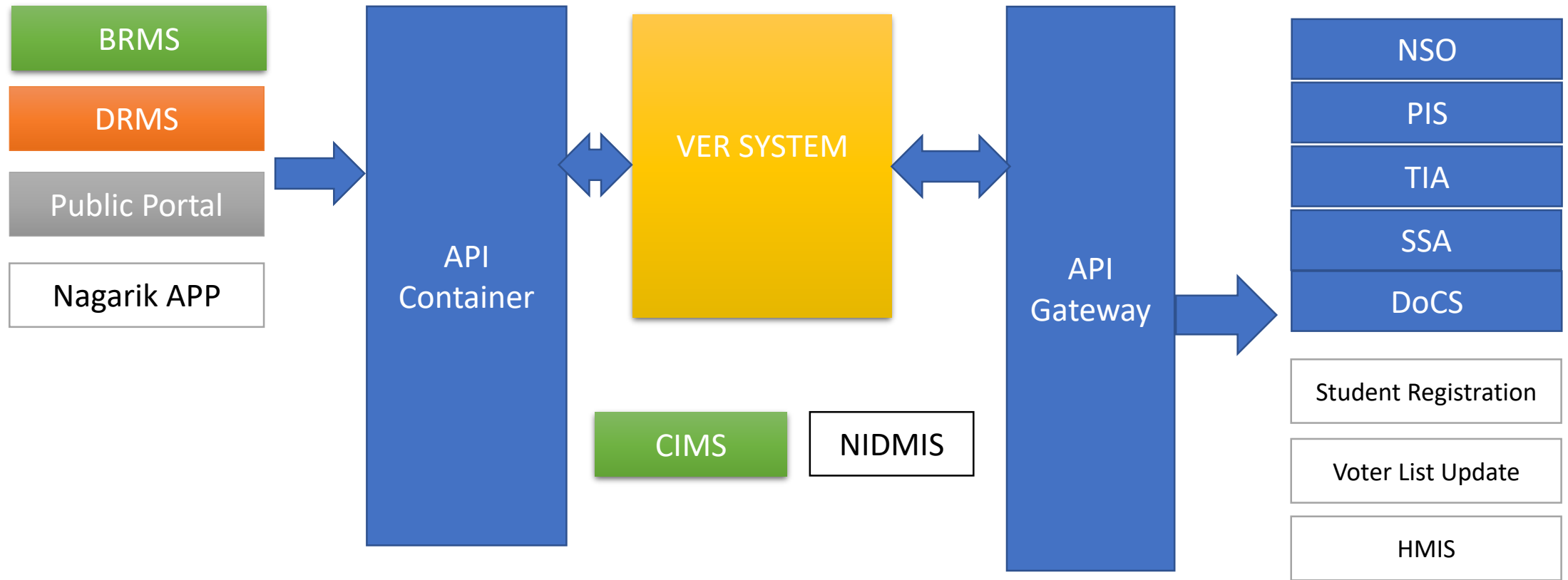
Introduction

- Data processing, storage, and transmission all rely on digitization.
- It enables information to be shared and accessed without loss, as well as to migrate to new formats as needed.
- Digitization is critical for ensuring accuracy, correctness, increased sales and process automation in CRVS system operation

CRVS digitalization in Nepal

- Vital Event Registration and Social Protection Management Information System (VERSP-MIS) is used as a digital tool for managing civil registration system since 2017 in Nepal
- Roles and functional and non-functional requirements defined.
- Online event registration is in operation in 6619 out of 6743 local registrar's offices.
- More than 19 millions paper-based records of 697 local levels have been digitized and 56 remaining are in progress.
- Civil Registration System has been integrated with other systems/organizations
 - Social Security,
 - Consular service,
 - Citizenship,
 - NID,
 - Health Facility,
 - Department of Immigration,
 - National Statistics Office
 - Integration with Election Commission, Education is in progress.

Integration Status of Civil Registration



Sources of Notification

Sources of Verification

Service Users

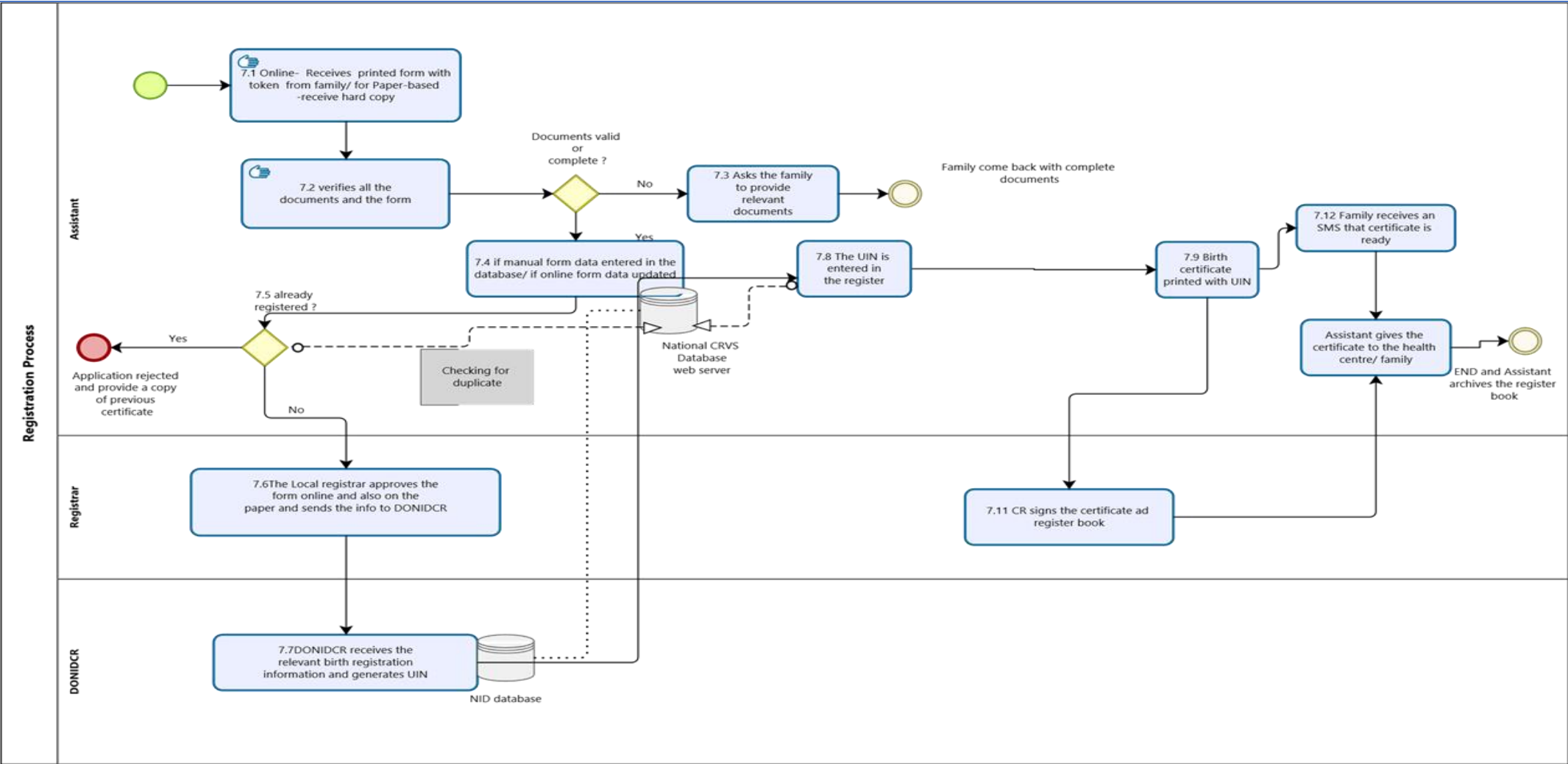
Key features of CRVS digitalization

- Web based centralized system is being used in local registrars' offices,
- Major features of VERSP-MIS include registering vital events and generating reports accordingly.
 - Registration Forms
 - Data Entry and Validation
 - Document Imaging and Scanning
 - Record Management
 - Workflow Management
 - Reporting and Analytics
 - Security and Access Control
 - Integration with External Systems
 - Data Exchange and Interoperability

Functions of CRVS digitalization

- Notification
- Verification
- Registration
- Certification
- Copy, amendment, void certificate
- User management
- Reporting
- Sub-Systems (Grievance, archiving system, digitization, progress tracking)

Process of Civil Registration



User Interface

- Multiple Language Support: English and Nepali
- Auto date conversion: BS to AD
- Responsive design, bootstrap framework is used
- Single user and password may be used for multiple product of Department like: SSA, VER, Grievance
- NSO Standard (National Standard) Coding has been used in the options in the form.

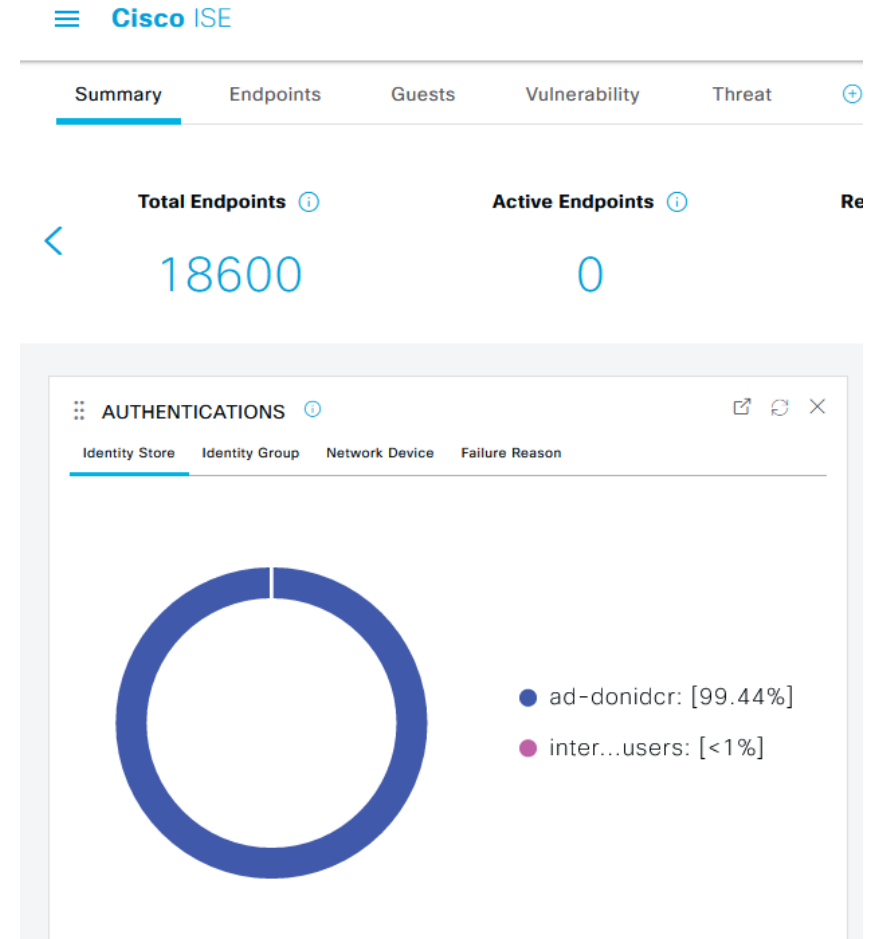
The screenshot displays the user interface of the Online Public Portal for Civil Registration, Ministry of Home Affairs, Department of National ID and Civil Registration. The interface is in Nepali and features a navigation menu on the left with options like DASHBOARD, YOUR PROFILE, MEMBER, FAMILY FOLDER, Vital Registration, Birth Registration, APPLICATION, LIST, Marriage Registration, Divorce Registration, Death Registration, and Migration Registration. The main content area shows a user flow diagram for the registration process:

- Step 1: प्रयोगकर्ता बनाउने (Registration)** - A box indicating "You are a registered user." with a checkmark.
- Step 2: व्यक्तिगत विवरण तयार गर्ने (Update Profile)** - A box indicating "Your profile is complete." with a checkmark.
- Step 3: घटना दर्ताको सूचना फारम भर्ने (Request for Civil Registration)** - A box indicating "1 family members are added." with a checkmark.
- Step 4: प्रमाण-पत्र प्राप्ती (Certificate Collection)** - A box indicating "0 vital registration requests." with a checkmark.

The flow is indicated by arrows connecting the steps. Below the flow, there are detailed instructions for each step in Nepali. The footer of the page reads "Department of National ID and Civil Registration © COPYRIGHT 2023".

Security

1. Remote access VPN tools for establishing secure connection to access VER System
2. AD is used to authenticate VPN user
3. ISE is used to VPN user authorization
4. Two step authentication is mandatory for user login (User name password, OTP send to mobile number)
5. Hierarchical role based user management
6. Geo-location control (can not access domain and IP outside the country)
7. WAF is used for application filtering, monitoring and, blocking malicious HTTP/S traffic between VER application and Internet
8. Next gen. firewall to detect and prevent cyber threat



Grievance Management Mechanism

- Grievances are being addressed through various medias: Grievance Registration Form, Telephone, IVR, Toll Free Number, Hot Line, Social Media, Email, Hello Sarkar etc.
- A web application (GMIS: Grievance Management Information System, <https://gms.donidcr.gov.np>) has been developed which can be accessed by public, local registrar offices, local level offices and DoNIDCR.

स.न	गुनासो कोड	गुनासो प्रकार	विभाग		स्थानीय तह	
			दर्ता भएको	फर्चाईट भएको	दर्ता भएको	फर्चाईट भएको
1	०००१	भत्ताको लागि नाम दर्ता नभएको	१	१	४७	५
2	०००२	नाम दर्ता भएको तर भत्ता नपाएको	५	५	४६	५
3	०००३	साविक पाईरहेको भत्ता समयमा नपाएको	०	०	४८	१९
4	०००४	साविक पाईरहेको भत्ताको पुरा रकम नपाएको	३	३	२०	२
5	०००५	लगत कट्टा सम्बन्धी	३	३	१५	२
6	०००९	सामाजिक सुरक्षा सम्बन्धी अन्य.....	३९	३९	७३	५
7	००१०	समयमा व्यक्तिगत घटना दर्ता नगरिएको	४	४	१८	१
8	००११	विवरण संशोधन सम्बन्धी	३९	३९	५५	१०
9	००१२	पहिला नै गरेको भए तापनि घटना दर्ताको विवरण फेला नपरेको	१	१	७	१
10	००१५	घटना दर्ता सम्बन्धी अन्य.....	५४	५४	११७	६
11	०००६	दोहोरो भत्ता प्राप्त गरेको	०	०	८	२
12	०००७	भत्ता प्राप्त गर्ने योग्यता नपुगेको व्यक्तिले प्राप्त गरेको	१	१	८	१
13	०००८	बैंकसँग सम्बन्धित	३	३	१८	१
14	००१३	प्रतिलिपि सम्बन्धी	१	१	१६	१
15	००१४	पेनले तोक भन्दा शुल्क बढी लिएको	०	०	३	०
16	००१५	राष्ट्रिय परिचयपत्रसँग सम्बन्धि गुनासो दर्ता	५०	४५	१	०
17	९९९९	आयोजना सम्बन्धी गुनासो	०	०	१	०
कुल जम्मा			२०४	१९९	५०१	६१

Next Plan

- **Expansion of notification system**

- Nation wide rollout of BRMS, DRMS (Integration of Health System),
- API Integration for health facilities using different system
- Public portal
- SMS Notification, Mobile notification from Female Community Health Volunteers (FCHV)

Data Verification

- Integration of National ID for the identity verification during certificate issuing
- Digitized data de-duplicate and migration to the live system for the purpose of issuing copy certificate



Next Plan..

- **Vital statistics Report**

- Development of Integrated interoperable CRVS System including CR, HMIS, NSO
- Use of Business Intelligence tools for automated CRVS reporting through knowledge portal

- **Technology Intervention for e-CRVS System**

- Big data implementation for CRVS data variety, volume and velocity analysis
- Use of block chain technology for integrity verification of CRVS registries
- Development of interactive information dashboard
- Integrating with social security for targeting and reducing inclusion-exclusion error

- **Capacity Building**

- Self certification system implementation
- Capacity building of local registrar and IT personnel
- Infrastructure development



Thank you!