

# Getting everyone in the picture- Investing in Children

Maldives Bureau of Statistics



# Civil registration in Maldives

- Total Population: 513,000
- Births must be registered within seven days of their occurrence, failure to do so has applicable fees
- Death has no legally defined limit, it is necessary to obtain a funeral permit and is free of charge.
- Birth registration rate is almost 100%
- Death registration has been mandated by law. No enforcement followed
- Amendment in law allows to consider death certification as Death Registration.
- Death registration completeness currently stands at 100% in 2020



# The road to achieving VRS completeness

- Mass campaign carried out by the government to issue national identification for each Maldivian
- The process continued for over 10 years
- Information being recorded in digital system: maintained by Department of National Registration
- Triplicate copies made: goes to Island Councils, Department of National Registration and to parents
- Today we have these live events registered on time



# Enhancement of VRS system

- Maldives recently implemented ‘GEMEN’, the new online birth and death registration platform (Amidst COVID in June 2020)
- The system needs further improvement



**GEMEN PORTAL**

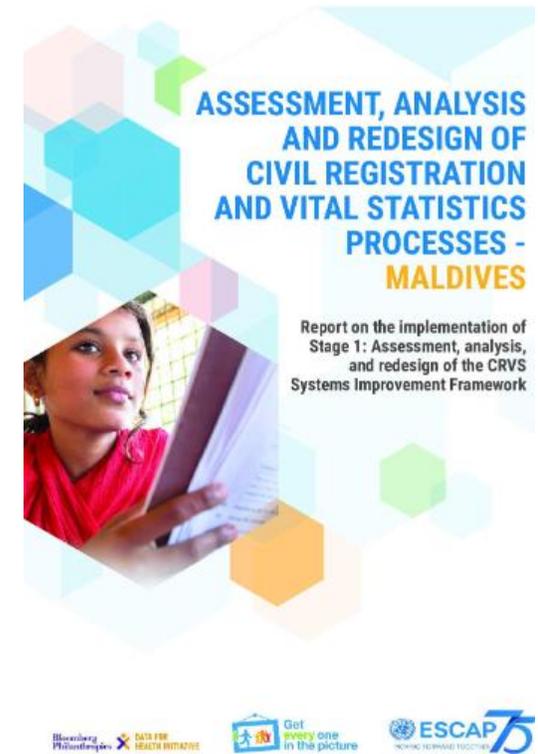
**POPULATION MODULE**

Gemen Portal is an online portal hosted on the E-council network, designed to manage information and records relating to vital registration. It will record information of birth, death, house registries, voter's registry, permanent and temporary resident information; generate related official documents of birth, registration and death; and archive records. Information is recorded timely as these events occur by an authorized user doing the practical work, such as nurses at the hospitals to minimize manual transfer of information and keep information as secure and free of error as possible.



# Business Process Improvement- CRVS system improvement framework

- Maldivian BPI focused on the stage 1 of the Framework with two key objectives:
  - 1) identifying issues affecting the performance of business processes in the CRVS system and the root causes of these issues, and
  - 2) identifying redesigns that should be implemented to address the performance issues and root causes.
- Following the initial consultations on the Framework and discussions on CRVS processes, Maldivian strictly focus on improving birth and death registration business processes.



# CRVS system improvement framework

- In line with the Framework, the work of the Country Team was implemented through the following stages:
  - 1. Identifying and documenting current birth and death registration processes.
    2. Gathering performance information on current birth and death registration business processes.
    3. Identifying performance issues of current birth and death registration business processes and identifying root causes of the issues.
    4. Defining policies for improvement of birth and death business processes.
    5. Redesigning birth and death registration business processes.
  - Developing birth and death registration process descriptions and process maps for redesigned CRVS business processes.



# Redesign ideas



The screenshot displays a web page for the Maldivian government. At the top, there is a navigation bar with links for Home, Announcements, Policies & Guidelines, Downloads, e-Services, and A-Z Listing. Below this, there are sections for Account Login (with fields for Username and Password, and a Remember me checkbox) and Quick Links (including Civil Service Commission and Download Font). The main content area is titled "APPLY TO REGISTER BIRTH AND OBTAIN BIRTH CERTIFICATE FOR A CHILD BORN IN MALE". It includes a "SERVICE DESCRIPTION" section with a "Location" (Aabaadheaaal behey bai, Male' Municipality, First Floor, Huravee building, First floor, Ameer Ahmed Magu, Male', Phone:(+960) 3323902), "Service available time" (08:00 am to 04:00 pm, working days), "Average time for service" (2 (two) days), and "No. of visits required" (2 (two)). There are also sections for "CRITERIA/PRE-REQUISITES", "PROCEDURE", "DOCUMENTS AND FORMS REQUIRED", "FEE", "ADDITIONAL INFORMATION", and "RELATED SERVICES".

## ■ For birth registration process:

1. Linking marriage records with the GEMEN system to enable the timely verification of records.
2. Linking the household register with the GEMEN system.
3. Completing collection of key parental information and automating verification of identity/marriage data already at the health facility to eliminate parental follow-up when records are communicated to the city council.
4. Standardizing the Dhivehi spelling of approved Arabic names written in Thaana script.
5. Linking the GEMEN and NARES systems to automate unique identification number assignments to newborn children.
6. Fully integrating immigration records and the work permit system with the GEMEN system.



# Redesign ideas

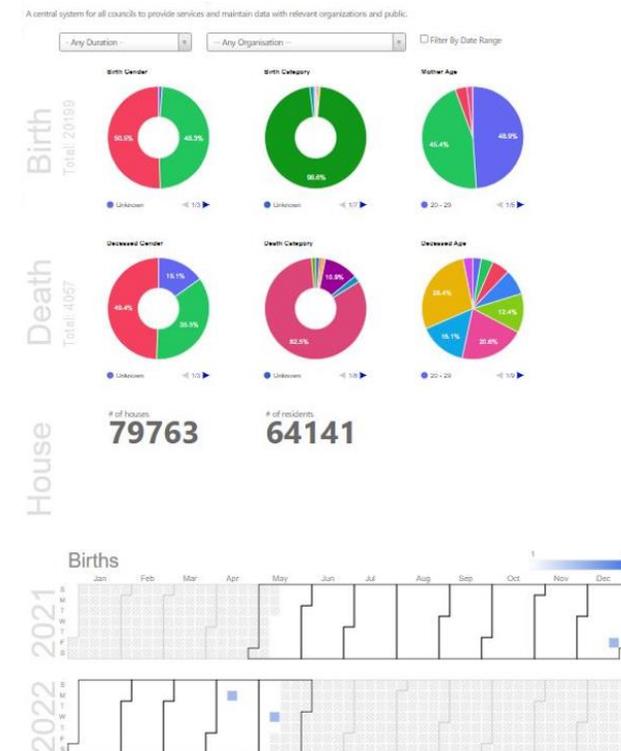
- **For death registration process:**

1. Re-structuring the death form to enable separate entry of burial data.
2. Creating a death registry in the GEMEN system
3. Standardizing cause of death field in GEMEN and linking with ICD-10 tables



# Ongoing re-design efforts & modification of GEMEN

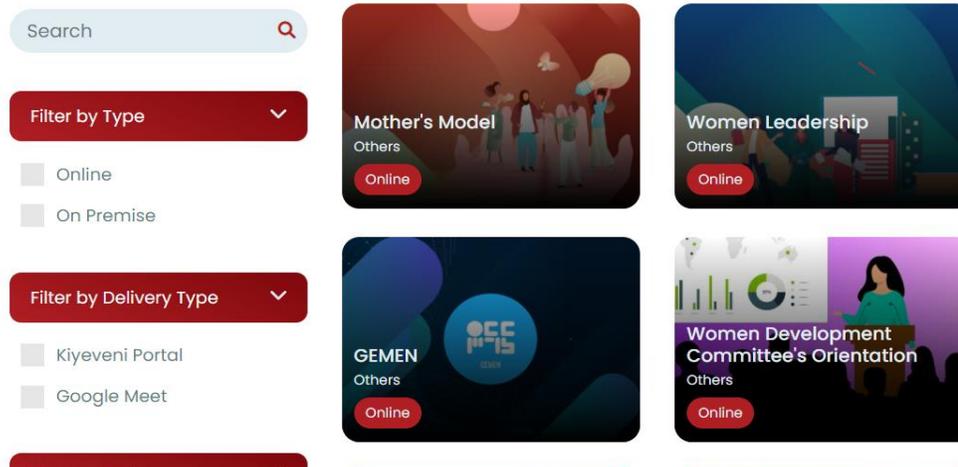
- Following the assessment, various activities taken place to improve system efficiency:
  - re-activation of CRVS Technical team and regular meetings conducted
  - Various changes made to GEMEN based on the issues identified in roll-out and during BPI process
  - Brief reporting module developed through which able to identify which health facility/ Island Council who are active/inactive within the system



# Policy changes



- Towards a Civil Registration Act- Review of Civil Registration regulation/ guidelines to have a Civil Registration Act to provide a strong legal basis for the registration process
- Ministry of Health enforcing all health facilities to use GEMEN module based on the reported cases of islands still submitting paper based forms
- E-learning module developed for the use of GEMEN (with assistance from UNDP)
- Possibility of integrating GEMEN with DHIS tracker to monitor vaccination of new born babies



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improvement we  
need

■ **Timely registration of birth**

- In Maldives more than 95% of the birth are registered on time.
- Delayed registration needs to be addressed :
  - To avoid government paying huge fines for their registration
  - Child being regarded as a 'neglected' case

■ **Timely dissemination of VRS statistics:**

- Improvement in reporting module of GEMEN system
- Having timely data on health indicators related to children, registration and certification is important to policy intervention
- Annual VRS report- work ongoing in collaboration with UNESCAP



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- **Enhancement to CRVS system: SYSTEMS SHOULD TALK TO EACH OTHER**
- Working to streamline GEMEN and national ID system, so that data flows from one to other –proposed extension to ongoing work with DHAI.
- Address legal issues related to transfer to VRS system from one agency to other.
- **Development of a CRVS strategy for Maldives**

