Use of Business Process Mapping as tool for redesigning of the CRVS process: Bangladesh Experience

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Bangladesh experience of using the framework

- **2010**: Published Citizen Core Data Structure (CCDS)
- **2012**: Conducted Comprehensive Assessment and Formulate Strategic Action Plan on CRVS
- **2013**: Adopted the CRVS decade declaration of the first ministerial conference of CRVS in UNESCAP.
- **2014**: Established the Office of the Registrar General of Birth and Death
- **2014**: Established National Coordination Mechanism
- **2015**: Incorporated the “Whole of Government Approach”
- **2016**: Defined the CRVS system architecture
- **2017**: Introduced BDRIS and Approved CRVS++ policy
- **2019**: Bangladesh is going to adopt As-desired BPM of Birth and Death Registration
Usefulness of the steps proposed in the CRVS System Improvement Framework.

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<tr>
<th>As-is Business Process Map</th>
<th>As-desired Business Process Map</th>
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<td>There is no provision of notification from any other system or from facilities.</td>
<td>We are going to introduce notification process and to establish Health-CR link.</td>
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<td>Validation of application and approval of the B&amp;D certificate is complex and cumbersome.</td>
<td>We proposed the simplification of application validation and approval process.</td>
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Office of the Registrar General Using as-is BPM from 2016 to till date through BRIS to BDRIS for Birth and Death Registration.

We discussed the above-mentioned changes in three workshops with the concerned stakeholders. Office of the Registrar General is going to approve the As-desired BPM and will be the owner of it.
The applicability of the BPM tools: Bangladesh context

BPM will apply for Birth and Death Notification and Registration

BPM will use the following systems to send notification and Registration: BDRIS, DHIS2, OpenSRP, and e-MIS.

Concerned Civil Registration offices: ORG, DGHS, DFP and all registrars

Several stakeholder consultation workshops conducted to make it finalize.
Challenges in development of the BPM’s

- Legal barriers.
- The duplication of notification.
- Reduce the role of people’s representative from the validation process.
- Transition from conventional systems to modern systems;
- Inadequate digital literacy of the local registrar;
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<th>Lesson learned in development of the BPM’s</th>
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<td>Coordinate the whole task from a single point.</td>
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<td>High level stakeholder engagement for successful achievement;</td>
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<td>Frequent remote meetings with national and international experts;</td>
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<td>Proper guidance by the related CRVS policy;</td>
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<td>Willingness to accept the changes.</td>
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Recommendations for improvement in the tools and guidance related to the development of BPMs

- Ensure the quality measurement procedure for different steps of BPMs.
- Identify the bottlenecks of implementation of BPMs.
- Reform as and when it is required.
THANK YOU
National CRVS Coordination Mechanism:

CRVS Steering Committee

CRVS Implementation Committee

Technical Committee

Legal Review Committee

Coordinating Ministry: Cabinet Division

To Establish a holistic CRVS approach in Bangladesh
- Headed by the Cabinet Secretary.
- The high-level committee consists of 25 members, including 19 secretaries of ministries for policy support.

To support the Steering Committee and coordinate the CRVS implementation activities in Bangladesh
- Headed by Secretary Coordination and Reforms, Cabinet Division.
- This Committee consists of 14 members of CRVS implementing agencies and departments.