CRVS Systems Improvement Framework Implementation: Maldives experience

Maldives Bureau of Statistics

Civil Registration in Maldives

- Births must be registered within seven days of their occurrence, with 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 100%

- Death registration completeness currently stands at 100% in 2020

GEMEN

- Maldives recently implemented 'GEMEN', the new online birth and death registration platform (Amidst COVID in June 2020)

- The system needs further improvement

- ESCAP provided us with an opportunity to apply the CRVS System Improvement Framework for analysis, redesigning and improving vital events registration process.

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.

CRVS system improvement framework

Maldivian CRVS assessment 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

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.
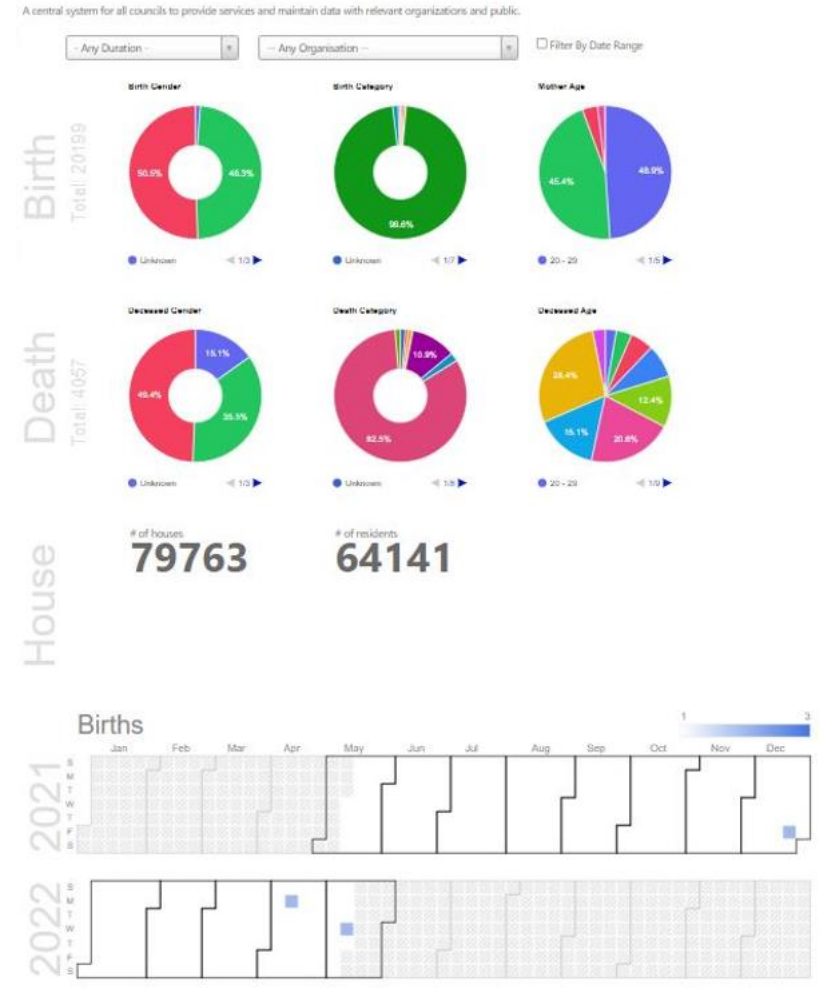
Redesign ideas

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 on a 2-week basis

- Various changes made to GEMEN based on the issues identified in roll-out

- Brief reporting module developed- through which, able to identify which health facility/ Island Council are active/inactive within the system

Ongoing re-design efforts & modification of GEMEN

- 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

- LGA providing re-training to councils/hospitals where there has been staff turn over

- E-learning module on the use of GEMEN (with assistance from UNDP) rolled-out

- Possibility of integrating GEMEN with DHIS tracker to monitor vaccination of new born babies

Improvements still ongoing

- DNR to carry out a pilot project to enhance the implementation of GEMEN

- This WOULD: integrate GEMEN into national registration system and would solve many of the delays faced at island council level and at central level

- **MINISTRY OF HEATH:**

- Worked towards introduction of abortion forms

- Still working closely with Local Government Authority to enhance GEMEN

- Conducted training to re-train doctors on ICD11+

Conclusion

- GEMEN is still in its infant stage

- Together with the collaboration of key stakeholders, the system has made tremendous improvement since BPI

- Multiple-agencies are making use of GEMEN – for social protection, pension scheme, aasandha, courts, etc