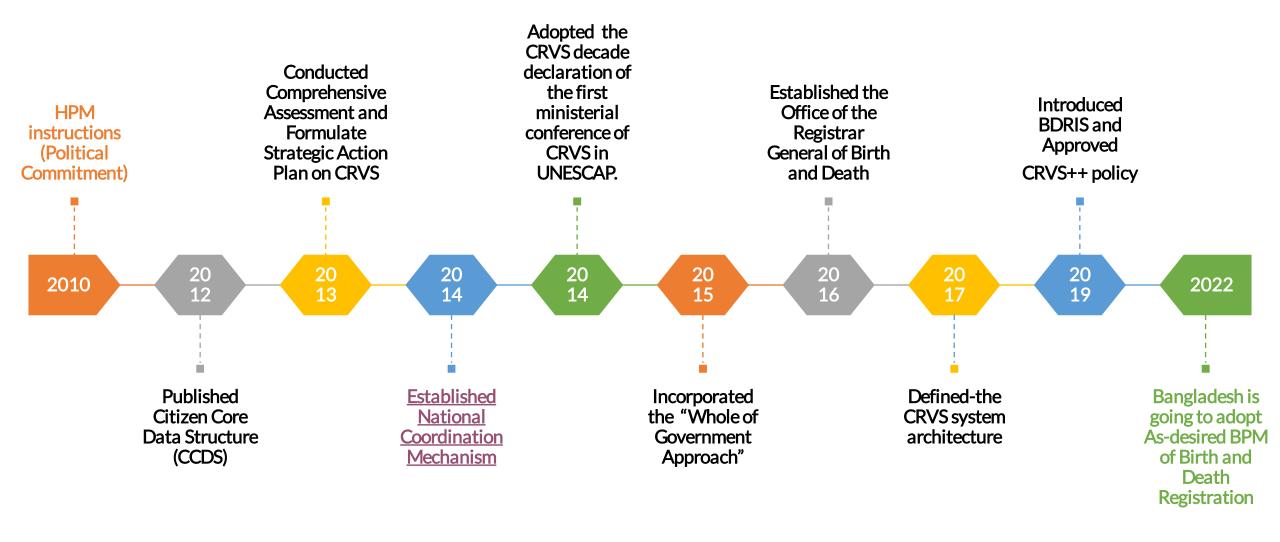
Use of Business Process Mapping as tool for redesigning of the CRVS process: Bangladesh Experience

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Bangladesh experience of using the framework



Usefulness of the steps proposed in the CRVS System Improvement Framework.

Office of the Registrar General Using as-is BPM from 2016 to till date through BRIS to BDRIS for Birth and Death Registration.

As-is Business Process Map **As-desired Business Process Map** There is no provision of We are going notification from introduce notification anv other system or from process and to facilities... establish Health-CR link. Validation of application We proposed the and approval of the B&D simplification of application validation certificate is complex and cumbersome. and approval process.

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.



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;

Challenges in development of the BPM's



Coordinate the whole task from a single point.



High level stakeholder engagement for successful achievement;



Frequent remote meetings with national and international experts;



Proper guidance by the related CRVS policy;



Willingness to accept the changes.

Lesson learned in development of the BPM's







IDENTIFY THE BOTTLENECKS OF IMPLEMENTATION OF BPMS.



REFORMS AS AND WHEN IT IS REQUIRED.

Recommendations for improvement in the tools and guidance related to the development of BPMs



National CRVS Coordination Mechanism:

CRVS Steering Committee

CRVS Implementation Committee

Technical Committee Legal Review Committee

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.

Coordinating Ministry: Cabinet Division