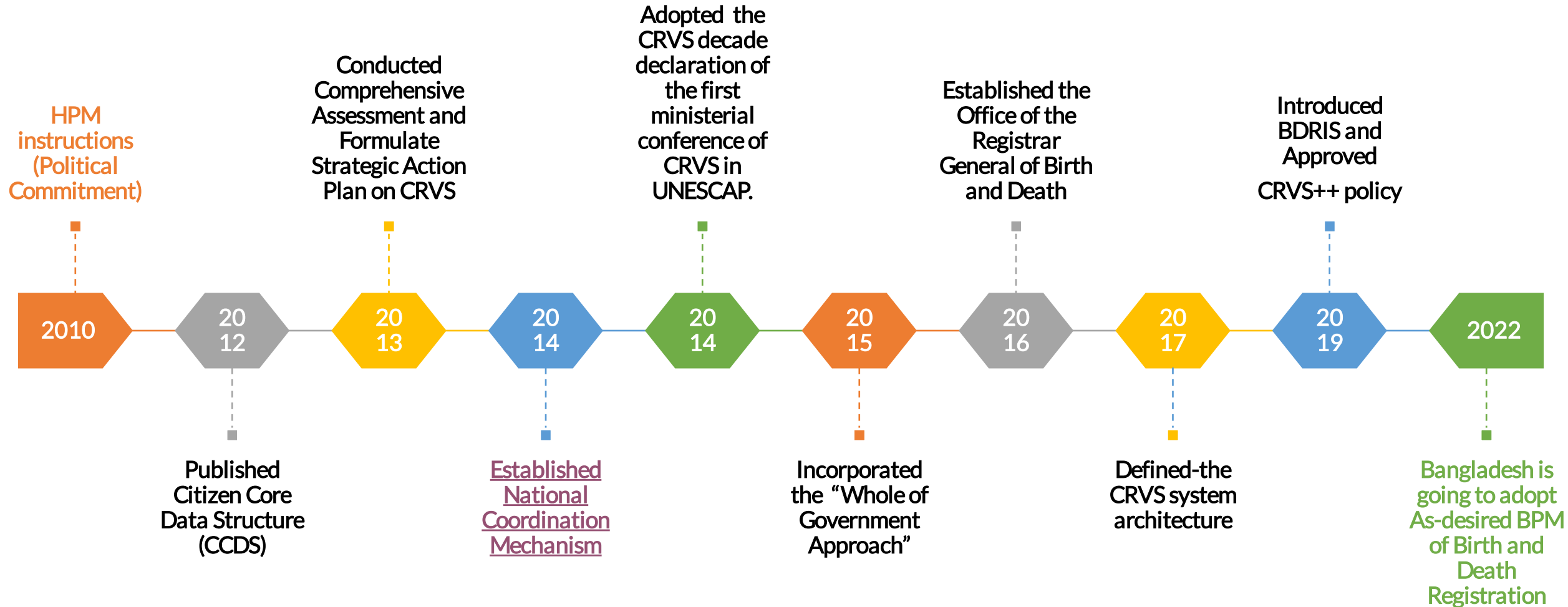




Use of Business Process Mapping as tool for redesigning of the CRVS process: Bangladesh Experience

Mohammed Shahidul Islam
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Government of Bangladesh
and
CRVS Focal Point

Bangladesh experience of using the framework



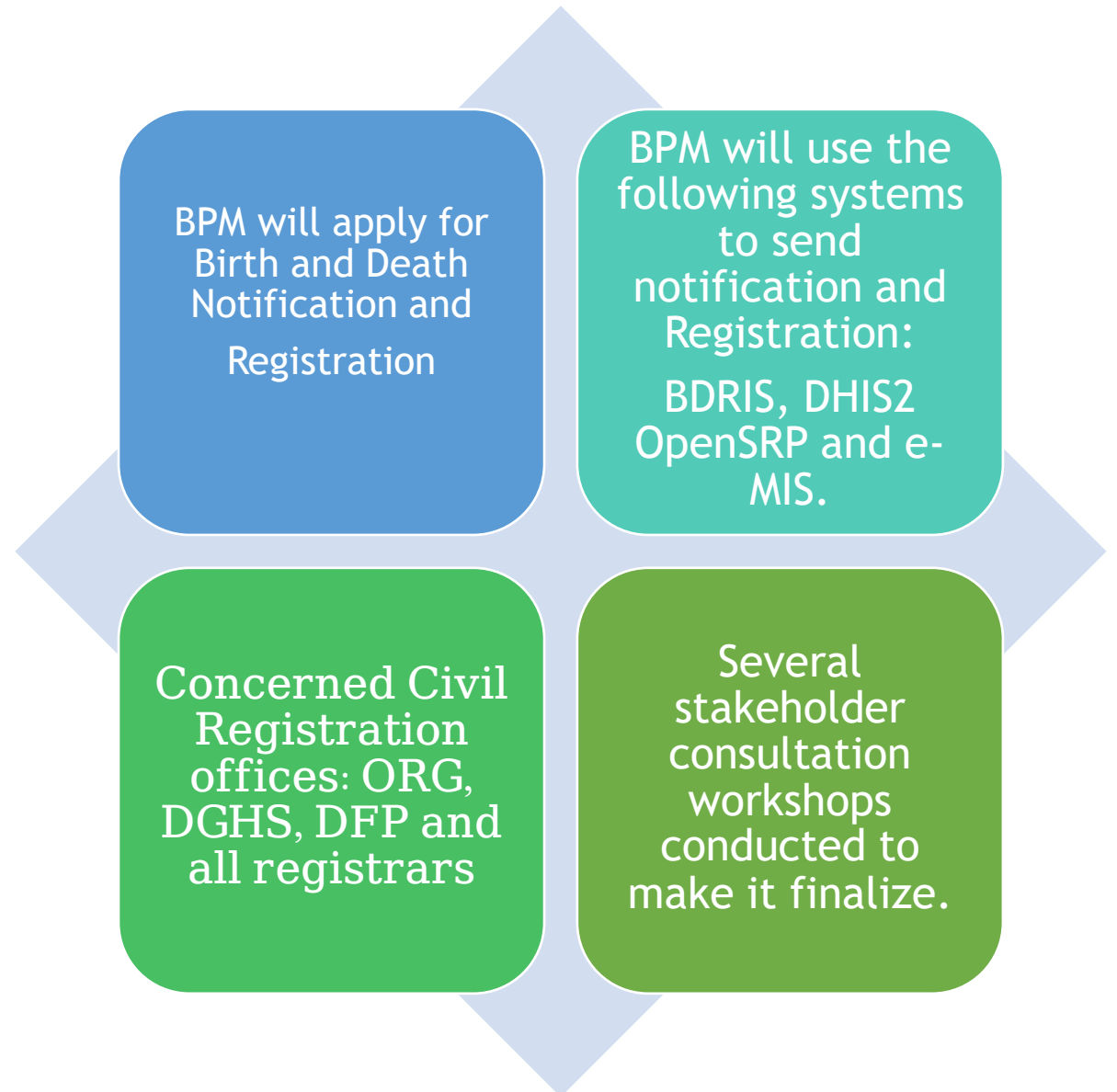
Usefulness of the steps proposed in the CRVS System Improvement Framework.

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 notification from any other system or from facilities..	We are going to introduce notification process and to establish Health-CR link.
Validation of application and approval of the B&D certificate is complex and cumbersome.	We proposed the simplification of application validation 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





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



**ENSURE THE QUALITY
MEASUREMENT PROCEDURE FOR
DIFFERENT STEPS OF BPMS.**



**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**



THANK YOU

National CRVS Coordination Mechanism:



Coordinating Ministry : Cabinet Division