

## FIRST MEETING OF REGIONAL STEERING GROUP FOR CRVS 28-30 JULY 2015

*Brief by Mr. Argam Stepanyan - Head of the Civil Acts Registration Agency – 29 July, 2015*

### I. ON THE REFORMS IMPLEMENTED IN 2014-2015 IN THE AREA OF CIVIL REGISTRATION

Guided by the Ministerial declaration to "*Get every one in the picture*" in Asia and the Pacific region, and following the adoption of the Ministerial Conference on Civil Registration and Vital Statistics (CRVS) in Asia / Pacific on November 28, 2014 in Bangkok, as well as to address the existing challenges in the area of state registration of births and not only, the Ministry of Justice of Armenia developed and put into circulation the drafts amendments and additions to the Armenian legislation on Civil Status Acts, and furthermore, added a number of regulations which are currently in practice within the Armenian governance, in order to integrate the collaboration of parallel government organizations and departments.

### II. ON THE INTRODUCTION OF THE ELECTRONIC SYSTEM IN THE AREA OF CIVIL REGISTRATION: OPERATIONS & DEVELOPMENT

In the Republic of Armenia the matters related to civil registration are regulated by the RA Law on Civil Status Acts adopted in 2005. Back in 2010 the electronic registration system was introduced in the central and regional offices / units, intensely *improving governance, efficiency and time management* of the procedures of performing civil registration acts of compiling and entering registration records.

However, the turning point in the area of civil registration and related civil services, took place in the spring of 2014 when the main law regulating the area of civil registration was amended and starting from October of 2014 the civil registries have been performing their functions solely through the unified / integrated network: An interconnected e-register which is an intranet connecting the relevant authorities in real time.

For the past 10 months, all civil registration acts in Armenia as well as any function associated with CRVS are performed without exception through the e-register in central and local offices.

The introduction of the e-register allowed us to have the following outcome:

1. The civil registration service standard was improved. Today, the application required by law to perform a registration entry is filled out not by the applicant but through the electronic system where the passport data on the person based on the date

of birth, last name and first name entered is uploaded from the police passport database upon identification.

The data serves as a basis for the entry, notifications and other documents are automatically generated in the system, making it possible to reduce the number of errors made in the entries and save the time of the customers.

2. The automated execution of all the documents reduced the time needed for CRVS employees to spend on preparing and recording entries. Including finding solutions towards the automatic preparation of necessary two copies and downsizing the subsequent time needed in disseminating notifications to parallel departments.

3. Any document executed in the system is immediately archived and is easily accessible to officials who are only authorized to access to this information through a secured search engine. Along with current entries that are automatically stored, the RA Ministry of Justice also performs digitalization of civil registration entries with the existing documents totaling around 10 million; in view of backups.

5. It is noteworthy that all the civil registration entries about a person from birth to death are stored in a single summarized document archived in the system, thus facilitating personal data integration and safekeeping.

6. As a result of our close cooperation with the RA Ministry of Health, the medical certificate of death is currently filled out through the standards of international classifier, which serves as a basis for registration and issuing of death certificates.

### III. INTEGRATION

Owing to the policy designed by the state authorities the e-register was linked also to other intergovernmental departments and structures that are by law engaged in document processing. In particular:

A. The e-register being linked to the state population register of the Police automatically uploads the passport data of the applicants and the notifications on births, deaths and name changes are electronically sent to the state population register of the Police in real time.

B. Within the process of linking the systems the RA Ministry of Justice and RA National Statistical Service signed a memorandum in 2015 in the area of information exchange allowing the electronic system of civil registration to electronically share the information that the statistical service needs to perform its work. This allowed us to reduce the timelines for document processing, and make the information that the statistical service needs to perform its functions accessible in real time.

C. The register sends the information on the births and deaths to the Ministry of Labor and Social Affairs.

D. The register sends information on the death in real time also to the credit organization which presents this information to the banks and credit organizations involved.

E. The information on the marital status of the person and the related parties is electronically sent to the Ethics Committee on RA senior officials for it to perform its function.

F. We intend to implement joint projects on civil registry information exchange also with the RA Ministry of Foreign Affairs and the RA police in order to perform full document processing.

#### IV. SECURITY MECHANISMS

Despite the fact that the access to this information may seem open, the entry to the e-register is secured with ID cards saving the user information and IP address of the computer from which they have entered the system and performed any action.

The ministry, specifically the Agency of Registration of Civil Status Acts being in charge of methodological management of district civil registries currently performs correspondence with them, that is, sends inquiries, instructions and circulars only through the electronic system. All of this has led to a significant reduction in the function performance time of the Agency and usage of material resources.

The system allows the agency to perform on-going supervision over the functions performed in district civil registries. Their work is visible in real time in the shape of system reports: quantitative, that is by the number of registrations performed broken down according to the district civil registries and types. Also, the collection of state duty by district offices is visible, so is the turnover of certificates by the number of certificates issued and available at the district registries. It is also possible to view them alphabetically and in other ways.

Overall, the RA Ministry of Justice considers the introduction and standard operational procedures and mechanisms in the area of Civil Acts Registration to be one of its key achievements. It not only allowed the Civil Acts Registration Agency to perform the civil registration through an electronic system but also served as a ground for new drafts.

In particular, the Ministry developed and put into circulation an extensive draft on making amendments and additions to the RA law on Civil Status Acts which primarily plans to introduce the “one-window” citizen’s service in this field.

