Session 4.4: Mr. Shafqat Hussain

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A digital solution for strengthening Civil Registration System in Rajasthan

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DATA FOR HEALTH INITIATIVE

Acknowledgements

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Context

- The United Nations defines Civil Registration and Vital Statistics (CRVS) as the **"continuous, permanent, compulsory and universal recording of the occurrence and characteristics of vital events of the population in accordance with the law"**

- In Rajasthan, the civil registration services include registration of births, deaths and marriages and is governed by the **Registration of Births and Deaths Act 1969, the Rajasthan Registration of Births & Deaths Rule 2000 and the Rajasthan Compulsory Registration of Marriages Act 2009**

- According to the 'Vital Statistics of India based on the Civil Registration System Report 2019', **the level of birth registration in the state is 96.4 percent and that of deaths is 98.6 percent**

- However, this was not always the case. In 2013, in addition to the low coverage there were issues related to the timeliness of registration, completeness and accuracy of data, inefficiency in monitoring and a generic lack of transparency

Methods

- For providing timely and accurate data on vital events as well as to bring in transparency and uniformity in the system, an **IT-enabled civil registration system 'Pehchan' was launched in 2014**

- The development of the system was **led by the National Informatics Centre (NIC)** using the funds secured under the World Bank funded 'Support for Statistical Strengthening Project (SSSP)'

- A **rapid study was conducted to understand the requirements** and accordingly the Pehchan Application was developed in ASP.Net with C# and JAVA Script using Framework 4.0 and the backend database in SQL Server 2012 and Far DR site in Delhi

- The developed system was **pilot tested in three districts and scaled-up across the state from 1st January 2014**. Capacity building of concerned officials and functionaries, toll-free helpline and video-conferencing were some of the measures adopted to support the at-scale implementation of Pehchan
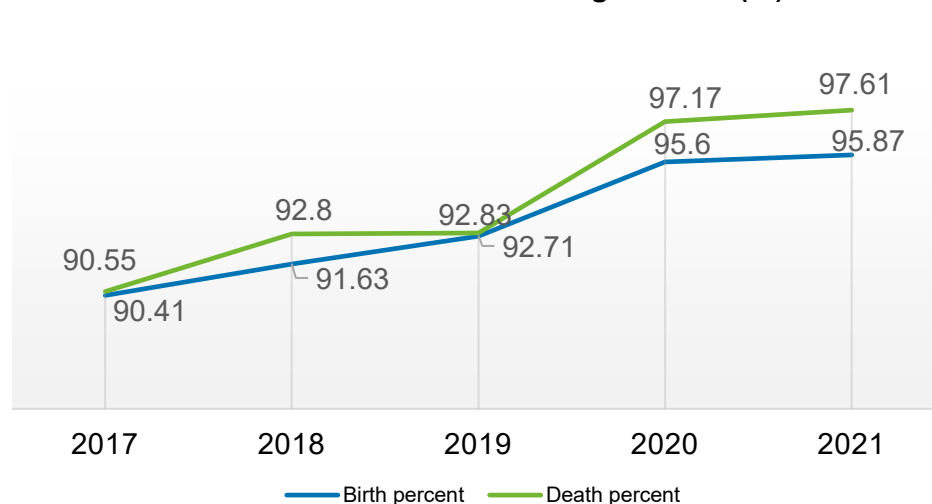
Key Features of Pehchan

- Online registration using either dedicated dashboard, mobile application and/or citizen service kiosks
- Provision of digital/ E-Signed Certificates
- Minimized duplication through Aadhar enabled registration
- Real time progress reporting and monitoring
- Facility to register adopted child
- Birth registration of foreign national's child settled in India
- QR code implementation on all certificates for easy verification
- Certificate repository in Raj E-Vault
- SMS alerts to citizens
- Toll free No. 1800-180-6785 for help and support for citizen
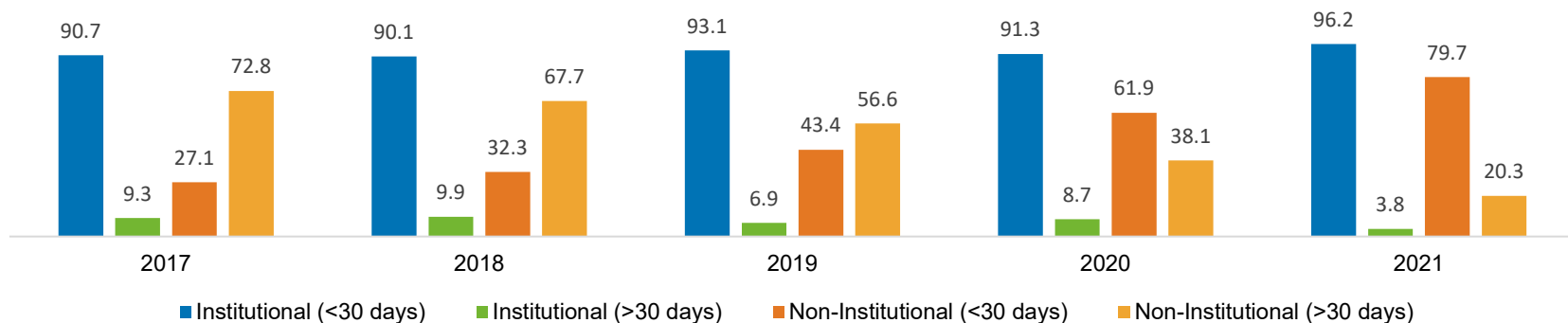- AI based NIC Chat Interface (NICCI) for public assistance

Results

Since its inception in 2014, the Pehchan portal has been instrumental in carrying out over 20 million birth registrations, 5 million death registrations and nearly 2 million marriage registrations in the state

Trends in Birth and Death Registration (%)

	2017	2018	2019	2020	2021
Birth percent	90.41	91.63	92.71	95.6	95.87
Death percent	90.55	92.8	92.83	97.17	97.61

— Birth percent   — Death percent

Trends in the Level of Birth Registration (%)

	2017	2018	2019	2020	2021
Institutional (<30 days)	90.7	90.1	93.1	91.3	96.2
Institutional (>30 days)	9.3	9.9	6.9	8.7	3.8
Non-Institutional (<30 days)	27.1	32.3	43.4	61.9	79.7
Non-Institutional (>30 days)	72.8	67.7	56.6	38.1	20.3

■ Institutional (<30 days)   ■ Institutional (>30 days)   ■ Non-Institutional (<30 days)   ■ Non-Institutional (>30 days)

Integration of Pehchan

Discussion

Rajasthan is a diverse state with large tracts of remote and hard-to-reach areas in the western-desert, southern-tribal and eastern-ravine regions of the state

The **internet connectivity** still contributes to the delay in registration and sometimes missed registration of events especially the one that take place in non-institutional setting	Delayed registration is also a challenge due to **lack of awareness** of citizens about the importance of timely registrations. This is more so in rural and remote areas where literacy levels are low	The **quality of data** generated through civil registration system is another area that can be further strengthened through inter-operability of data systems generating similar information

Conclusion

- The indigenously build 'Pehchan' system holds significant potential for states willing to strengthen the coverage of civil registration services and the use of data generated through the civil registration system

- For Rajasthan government, which places significant emphasis on E-Governance, Pehchan system acts as the fulcrum that drives the entire citizen centric proactive service enablement through integration of Pehchan with Jan Aadhar and other service gateways

Recommendations/ Next Steps

- Explore offline module for Pehchan that enables storing of registration information and allows for pushing it as soon as there is internet connectivity

- Focus on strengthening the quality of CRVS data, including exploring inter-operability of data for minimizing duplication of data, and generate reports on vital statistics on a regular basis

- Development and implementation of e-modules for training and capacity building of the vast network of registrars, sub-registrars, notifiers, etc.

- Increased allocation for Information, Education & Communication (IEC) for awareness generation and demand creation to improve timely registration of vital events

- Facilitate AADHAR-linked birth registration through linking of Pehchan database with the national unique identity system, i.e., AADHAR