

# ASSESSMENT, ANALYSIS AND REDESIGN OF CIVIL REGISTRATION AND VITAL STATISTICS PROCESSES (CRVS)

**NIUE**

Report on the Implementation  
Stage 1: Assessment, Analysis, and  
Redesign of the CRVS Systems  
Improvement Framework





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# 1 INTRODUCTION

Civil registration and vital statistics (CRVS) are closely linked to a person's legal identity, including their right to recognition before the law and their ability to formalize their relationship with the State. A birth certificate provides individuals with documentary evidence proving their name, age and family relationships. A death certificate constitutes a final and permanent record of the fact of death, which is needed by next of kin to manage the legal or financial consequences of death. Additionally, recording every life event also provides an opportunity to produce accurate, complete and timely vital statistics on the health and demographics of the population, as well as maintain a national civil registry or population database.

It is therefore critical to ensure CRVS systems are well-functioning and provide the information required for administrative and statistical purposes. For a country like Niue, where civil servants working on CRVS have also other responsibilities, it is crucial to facilitate the processes to register vital events and streamline the sharing of information with other governmental agencies delivering services based on the occurrence of these vital events.

Under Output 2.1 of the 'Strengthening Resilience of Pacific Island States through Universal Social Protection' between the United Nations Country Team and the Governments of Niue, ESCAP is assisting countries in strengthening their digital data systems to support robust registration and administration of social protection programmes. In Niue, ESCAP's intervention focused on improving CRVS processes and their linkages to social protection registration and administration, with the aims of enhancing the efficiency of social service delivery mechanisms, as well as strengthening the evidence base and institutional capacity of the overarching social protection architecture. This work was conducted using the recently finalised CRVS Systems Improvement Framework<sup>1</sup> as a novel approach to analysing, redesigning, and improving vital events registration processes. It was also supported by ESCAP's project on 'Supporting improvements to Civil Registration and Vital Statistics (CRVS) systems in Asia and the Pacific (Phase III)' conducted as part of its long running collaboration with the Bloomberg Data for Health Initiative.

This report documents the results of the work of the Niue's CRVS stakeholders in assessing, analysing and redesigning birth and death registration processes using the 'assessment, analysis, and redesign' stage of the CRVS Systems Improvement Framework. Based on the methodology and the tools defined by the CRVS Systems Improvement Framework, Niue's CRVS stakeholders, supported by a Country Coordinator and a Senior Advisor, organised a range of online and, when possible, in-person consultations to apply the Framework tools and develop detailed descriptions of existing birth and death registration business processes. This included a review of the sharing of registered information with social systems, analysing aspects of these processes affecting the performance of these processes and designing a vision of improved registration business processes to overcome performance bottlenecks and increase overall efficiency.

This report is organised in four distinct parts. The first part provides introduction on the key characteristics of the Niue's CRVS system, background information on the CRVS Systems Improvement Framework, and the methodology for the Framework implementation in the context of improving Niue's CRVS business

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1 CRVS Systems Improvement Framework (2021). Available at <https://getinthepicture.org/resource/crvs-systems-improvement-framework>

processes. The second part of the report provides a detailed description of birth and death registration business processes as operated at present in Niue. In addition, a brief elaboration is provided on the manner of utilizing registered data to access social services.

The third part of the report documents the analysis conducted by CRVS Stakeholders to determine existing business processes, performance bottlenecks and their root causes, and finally, the process redesign suggestions, including improvement policies to be implemented in order of priority. Finally, the fourth part provides a detailed description of redesigned registration processes that would emerge after all improvement policies of the Core Team are implemented, including how registered information can be shared to update social allowances distribution lists.

### ***Niue CRVS system***

A CRVS system is an important element of a national administrative system, which is responsible for registering vital events. In Niue, the Health Department is responsible for the recording of births and deaths occurring both in health facilities and in the community. The Civil Registration Office (CRO) is then responsible for the civil registration of these births and deaths, and the issuance of legal identity documentation in the form of birth certificates. The CRO is part of the Department of Justice, Land Surveying and Community Services. The recording and registration of births and deaths in Niue is governed by the Births and Deaths Registration regulations of 1984, which requires compulsory registration of all births and deaths occurring on the Island and provides for non-compulsory registration of off-island events.

Ultimately, the CRVS system is overseen and supported by a national CRVS Committee comprised of the Department of Health, the Civil Registration Office of the Department of Justice, Land Surveying and Community Services, and the Niue Statistics Office of the Department of Finance and Planning. The committee meets bi-annually.

### ***Background on the CRVS Systems Improvement Framework***

The CRVS Systems Improvement Framework is based on important lessons learned and experiences shared by countries that conducted the comprehensive assessment to prepare a strategic action plan. The Framework was developed under the Bloomberg Philanthropies Data for Health Initiative, as well as other global and regional system strengthening efforts, and draws on experiences in supporting system-wide approaches. Building on existing CRVS system-strengthening guidelines developed by the Africa Programme for Accelerated Improvement of CRVS (APAI-CRVS), the World Health Organization (WHO), the University of Queensland, and others, the Framework introduces a unique process-centric approach. It provides guidance for countries in applying a multi-sectoral, participatory approach to continually improving the performance of their CRVS systems. The Framework introduces systems-thinking tools such as process mapping as a key strategy to engage stakeholders, methods for improving understanding of the CRVS system and its weaknesses, identifying solutions, and monitoring changes in performance over time.

The Framework is composed of three stages:

- Stage 1: Assessment, analysis, and redesign;
- Stage 2: Development of the strategic and action plan; and
- Stage 3: Implementation, monitoring, and evaluation.

The approach of measuring, analysing, and redesigning business processes to improve performance significantly – which is applied in the Framework – is known as business process improvement.



With the overall goal of improving registration business processes, Niue's CRVS stakeholders focused on 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, Niue's CRVS stakeholders decided to strictly focus on improving birth and death registration business processes, more specifically the processes for registration of:

- Births at home;
- Births in hospital;
- Births occurring overseas;
- Deaths at home;
- Deaths in hospital; and
- Deaths occurring overseas.

## 1.1 Methodology

To facilitate the work of Niue's CRVS stakeholders, a National Coordinator took responsibility for coordinating the implementation of Framework activities and lead consultations with the stakeholders. The National Coordinator was supported by a senior CRVS advisor who provided strategic and senior-level input to the process. As agreed with Niue's authorities at the beginning of the project, the scope was enhanced to include the description, analysis and redesign of civil registration data transfer to inform the updates of lists of beneficiaries of relevant social grants.

With COVID-19 restrictions in place, the work was organised as a series of one-on-one consultations between the National Coordinator and the relevant stakeholders and supported by weekly online consultations between the Senior Advisor and the National Coordinator. Additional online consultations expanded to other CRVS stakeholders were organized as required. In line with the Framework, the project was implemented through the following stages:

1. Identifying and documenting current birth and death registration processes, including the use of registered information in developing social allowances distribution lists.
2. Gathering performance information on current birth and death registration business processes and the sharing of that information with social services.
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 registration business processes, and data sharing with social services.
5. Redesigning birth and death registration business processes.
6. Developing birth and death registration process descriptions and process maps for redesigned birth and death registration business processes.
7. Providing suggestions on the optimum manner of sharing of registered information with social services.

This report documents the results of the work of Niue's CRVS stakeholders lead by Country Coordinator from each of these six stages.

# 2

## AS-IS ANALYSIS OF SELECTED BUSINESS PROCESSES

To achieve the first stage of the Framework, as per established methodology in line with the Framework, birth and death registration processes are documented verbally and graphically using the business process description tables (see Table 1, Table 2, Table 3, Table 4, Table 5, Table 6 and Table 7) and business process maps (see below Figure 1, Figure 2, Figure 3, Figure 4, Figure 5, Figure 6 and Figure 7). The content of the tables was defined after extensive consultations between the Country Coordinator and relevant CRVS stakeholders. For each of the selected CRVS business processes, the process description template was filled out by each stakeholder institution of the process and later discussed together with the core team to finalise the process description and the process maps.

### 2.1 Birth Registration process of events occurring at home

| Table 1: Birth Registration Process of events occurring at home |  |                          |            |
|---|--|--------------------------|------------|
| Process Description for Home Birth                              |  | Who                      | Time Taken |
| Name of process   | Registration of Birth occurring at home or elsewhere.  | CRO – Justice Department | 4-14 days  |
| Process actors  | Family member, village member, village nurse, Civil Registration Office (CRO) – Justice Department, Nurse, Principal Nurse Officer, Medical Officer. |                          |            |
| Process purpose   | To ensure the birth is reported, declared and registered formally.   |                          |            |
| Triggers  |  | Who                      | Time Taken |
| <b>1. Report Birth</b>  |  |                          |            |
| 1.0   | Family calls the hospital and informs of imminent birth.   | Family member            | 5-8 min    |
| 1.1   | Nurse receives call and asks for verification of personal details – mother's name, age, home address.  | Nurse                    | 5 min      |
| 1.2   | Nurse checks mother's name on Medtech to verify identity and gestational details.  | Nurse                    | 2 min      |



|      |   |                       |   |
|------|---|-----------------------|---|
| 1.3  | Nurse notifies medical officer on duty.   | Nurse                 | 5-10 min  |
| 1.4  | Medical Officer or Nurse attends birth at home.   | Medical Officer/Nurse | 10-20 min                                       |
| 1.5  | Mother and child brought in for admission into the hospital post-natal ward.  |                       | same day  |
| 1.6  | Nurse fills in notification of birth form- child's date of birth, gender, place of birth and parents' names and residential address.  | Nurse                 | 2 min   |
| 1.7  | Nurse enters birth details under the mother's file in Medtech (both father and mother have separate files already registered in Medtech). This includes name, date of birth, gender, marital status, ethnicity, residence, occupation, and emergency contact. | Nurse                 | 5 min   |
| 1.8  | Principal Nurse Officer (PNO) checks the notification of birth form and verbally confirms with the parents, their names and residential address, gender of child and date of birth.   | PNO                   | 2 min   |
| 1.9  | PNO signs the notification of birth form and hands to the hospital receptionist at the Outpatient reception.  | PNO                   | 1 min   |
| 1.10 | Receptionist asks the Administrative staff, i.e. clerk or driver, to deliver notification to the CRO.   | Receptionist          | 2-5 min   |
| 1.11 | Administrative staff delivers notification to the CRO.  | Clerk/Driver          | 5 -8 min.<br>Sometimes delivers 2-3 days later. |
| 1.12 | PNO enters the birth details into the Hospital Birth Registry spreadsheet – date of birth, gender, gestational age in weeks, birth weight, birth attendant, type of birth (vaginal or caesarean) mother's name, age, village and ethnicity.                   | PNO                   | Next day  |



| 2. Register Birth |  |                  |           |
|-------------------|--|------------------|-----------|
| 2.0               | Civil Registrar (CR) receives notification of birth.   | CR               | 1 min     |
| 2.1               | CR records the date the notification is received and waits for the parents to come forward for registration of the birth, in accordance with the stipulated registration period.   | CR               | 1 min     |
| 2.2               | Parent travels to the CRO to register the child within 14 days after birth.  | Mother or Father | 10-30 min |
| 2.3               | CR hands the registration form to the parent to fill.  | CR               | 30 sec    |
| 2.4               | Parent fills in the registration form – name of child, date of birth, place of birth, name, gender, parents date and place of marriage, father's name, age, race, place of birth, residence, occupation, mother's name, age, race, place of birth, residence, occupation, informant's signature, residence, occupation, relationship to child, date of registration. | Mother or Father | 5-10 min  |
| 2.5               | CR checks the completed form and signs on the "Signature of Registrar" space.  | CR               | 30 sec    |
| 2.6               | CR duplicates manually, the information from the registration form into the 'Register of Births' hard cover book and assigns an entry number.  | CR               | 3-5 min   |
| 2.7               | CR gives the Register of Births book to the parent to sign.  | Mother or Father | 30 sec    |
| 2.8               | CR takes the Register of Births book to the Chief Registrar to counter sign.   | CR               | 2 min     |
| 2.9               | Chief Registrar signs the Register of Births book and seals it with the government stamp.  | Chief Registrar  | 30 sec    |
| 2.10              | CR records the date of registration on the Register of Births book.  | CR               | 1 min     |
| 2.11              | CR archives the documentation on the office filing system.   | CR               | 2 min     |

### 3. Birth Certificate

|                |   |                     |                                    |
|----------------|---|---------------------|------------------------------------|
| 3.0            | Parent travels to the CRO.  | Mother or Father    | 3-5 days after birth is registered |
| 3.1            | Parent requests a Birth Certificate.  | Mother or Father    | 1 min                              |
| 3.2            | CR records an "issue number" prior to processing the birth certificate. (This number is recorded in a separate book. It is different to the 'entry number' recorded in the Register of Births hard cover book). | CR                  | 30 sec                             |
| 3.3            | CR checks the 'Register of Births' book for verification and confirms registration of birth.  | CR                  | 1-2 min                            |
| 3.4            | CR enters the information from the 'Register of Births' book into the electronic birth certificate template.  | CR                  | 5 min                              |
| 3.5            | CR prints the BC, gives it to the Chief Registrar to sign and seal it with the government stamp.  | CR, Chief Registrar | 5 min                              |
| 3.6            | CR hands the signed and stamped copy of the BC to the parent.   | CR                  | 1 min                              |
| 3.7            | Parent pays the fee and receives the Birth Certificate.   | Mother or Father    | 2 min                              |
| 3.8            | CR archives the documentation in the office filing system.  | CR                  | 2 min                              |
| Process output | Birth is registered in Niue and maternal record and family genealogy updated.   |                     |                                    |



## 2.2 Birth Registration process of events occurring in hospital

**Table 2: Birth Registration Process of events occurring in hospital**

| Process Description for Hospital Birth |   | Who                    | Time taken                |
|--|---|------------------------|---------------------------|
| Name of Process                        | Registration of birth event that occurred at the hospital.  | CRO–Justice Department | 5-14 days                 |
| Process Actors                         | Civil Registration Office (CRO), Nurse, Principal Nurse Officer, Medical Officer.   |                        |                           |
| Process Purpose                        | To ensure that the birth is registered within the stipulated registration period.   |                        |                           |
| Triggers                               |   | Who                    | Time taken                |
| <b>1. Report Birth</b>                 |   |                        |                           |
| 1.0                                    | Mother arrives at the hospital in labor.  | Mother                 | Anytime                   |
| 1.1                                    | Nurse greets the mother and admits her into the birthing unit.  | Nurse                  | 5 min                     |
| 1.2                                    | Nurse checks the mother’s personal details and obstetric status on Medtech – name, age, gestational age, expected due date, residence, emergency contact. | Nurse                  | 5 min                     |
| 1.3                                    | Nurse confirms with the mother the personal details and obstetric status.   | Nurse                  | 3 min                     |
| 1.4                                    | Nurse notifies the Medical Officer on duty.   | Nurse                  | 5 min                     |
| 1.5                                    | Medical Officer assesses the mother and enters obstetric findings in Medtech.   | Medical officer        | 20-30 min every 2-4 hours |
| 1.6                                    | After the mother gives birth, time of birth, date of birth and gender of child are recorded by the Nurse.   | Nurse                  | 10-15 min                 |

|      |  |                        |          |
|------|--|------------------------|----------|
| 1.7  | Birth Attendant (Nurse or Medical Officer) enters birth details in Medtech.  | Medical officer, Nurse | 5-10 min |
| 1.8  | Nurse fills in the Notification of Birth – date of birth, place of birth, gender, parents’ names and residence.  | Nurse                  | 2 min    |
| 1.9  | PNO checks and verbally confirms with the parents their names, residential address, gender of child and date of birth.   | PNO                    | 2 min    |
| 1.10 | PNO signs the notification form and hands to the receptionist.   | PNO                    | 1 min    |
| 1.11 | Receptionist advises the Administrative staff to deliver the notification to the CRO.  | Receptionist           | 2-5 min  |
| 1.12 | Notification is delivered by the Administrative staff to the CRO.  | Clerk/Driver           | 5-8 min  |
| 1.13 | PNO enters the birth details into the Hospital Birth Registry spreadsheet – date of birth, gender, gestational age in weeks, birth weight, place of birth, birth attendant, type of birth (normal or assisted), mother’s name, age, village and ethnicity. | PNO                    | Next day |

## 2. Register Birth

|     |  |                  |           |
|-----|--|------------------|-----------|
| 2.0 | Civil Registrar (CR) receives notification of birth.   | CR               | 1 min     |
| 2.1 | CR records the date the notification is received and waits for the parents to come forward for registration of the birth, in accordance with the stipulated registration period. | CR               | 1 min     |
| 2.2 | Parent travel to the CRO to register the child within 14 days after birth.   | Mother or Father | 10-30 min |
| 2.3 | CR hands the registration form to the parent to fill.  | CR               | 30 sec    |



|                             |   |                  |                                    |
|-----------------------------|---|------------------|------------------------------------|
| 2.4                         | Parent fills in the registration form and gives it to the CR – name of child, date of birth, place of birth, name, gender, parents date and place of marriage, father’s name, age, race, place of birth, residence, occupation, mother’s name, age, race, place of birth, residence, occupation, informant’s signature, residence, occupation, relationship to child, date of registration. | Mother or Father | 5-10 min                           |
| 2.5                         | CR checks the completed form and signs on the ‘Signature of Registrar’ space.   | CR               | 30 sec                             |
| 2.6                         | CR duplicates manually, the information from the registration form into the ‘Register of Births’ hard cover book and assigns an entry number.   | CR               | 3-5 min                            |
| 2.7                         | CR gives the Register of Births book to the parent to sign.   | Mother or Father | 30 sec                             |
| 2.8                         | Then the CR takes the Register of Births book to the Chief Registrar to counter sign.   | CR               | 2 min                              |
| 2.9                         | Chief Registrar signs the Register of Births book and seal with the government stamp.   | Chief Registrar  | 30 sec                             |
| 2.10                        | CR records the date of registration in the Register of Births book.   | CR               | 1 min                              |
| 2.11                        | CR archives the documentation in the office filing system.  | CR               | 2 min                              |
| <b>3. Birth Certificate</b> |   |                  |                                    |
| 3.0                         | Parent travels to the CRO.  | Mother or Father | 3-5 days after birth is registered |
| 3.1                         | Parent requests a Birth Certificate (BC).   | Mother or Father | 1 min                              |



|                |   |                     |         |
|----------------|---|---------------------|---------|
| 3.2            | CR records an 'issue number' prior to processing the birth certificate. (This number is recorded in a separate book. It is different to the 'entry number' recorded in the Register of Births hard cover book). | CR                  | 30 sec  |
| 3.3            | CR checks the 'Register of Births' book for verification and confirms registration of birth.  | CR                  | 1-2 min |
| 3.4            | CR enters the information from the 'Register of Births' book into the electronic birth certificate template.  | CR                  | 5 min   |
| 3.5            | CR prints the BC, gives it to the Chief Registrar to sign and seal with the government stamp.   | CR, Chief Registrar | 5 min   |
| 3.6            | CR hands the signed and stamped BC to the parent.   | CR                  | 1 min   |
| 3.7            | Parent pays the fee and receives the BC.  | Mother or Father    | 2 min   |
| 3.8            | CR archives the documentation in the office filing system.  | CR                  | 2 min   |
| Process Output | Birth is registered in Niue and maternal record and family genealogy updated.   |                     |         |



## 2.3 Death Registration process of events occurring at home

**Table 3: Death Registration Process of events occurring at home**

| Process Description for Home Death |  | Who                                    | Time taken |
|------------------------------------|--|--|------------|
| Name of Process                    | Registration of death that occurred at home and/or elsewhere.  | CR Office-Justice Department           | 1-2 days   |
| Process Actors                     | Family member, Police Officer, Village member, Witness, Civil Registration Office (CRO), Nurse, Principal Nurse Officer, Medical Officer, Justice of Peace Commissioner.         |  |            |
| Process Purpose                    | To ensure that the death is reported, certified and declared to the Civil Registrar to be registered formally.   |  |            |
| Triggers                           |  | Who                                    | Time Taken |
| <b>1. Report Death</b>             |  |  |            |
| 1.0                                | a. Family informs the hospital of the death that occurs at home.<br>b. Police officer, village member or eyewitness report the death that occurs elsewhere, e.g., road accident. | Family member, Police Officer, Witness | 5-10 min   |
| 1.1                                | Nurse receives the call and record the details of the deceased – name, age, residential address, time and date of death.   | Nurse                                  | 3-5 min    |
| 1.2                                | Nurse notifies the medical officer on duty.  | Nurse                                  | 3-8 min    |
| 1.3                                | Nurse checks the deceased existing record on Medtech for verification – name, date of birth, gender, residence, illness and duration of illness, and emergency contact.          | Nurse                                  | 5 min      |
| 1.4                                | Medical Officer (MO) attends to the deceased.  | MO                                     | 10-20 min  |
| 1.5                                | MO checks with the family and verbally confirms the identity of the deceased.  | MO                                     | 2-3 min    |



|                              |   |                 |           |
|------------------------------|---|-----------------|-----------|
| 1.6                          | MO assesses the body and certifies the death.   | MO              | 5-10 min  |
| 1.7                          | MO records the deceased name, age, gender, date of death, place of death, date last seen alive, causes of death, MOs full name and qualification, residence, signature and date on the Medical Certificate of Cause of Death (MCCOD). | MO              | 10-20 min |
| 1.8                          | Principal Nurse Officer (PNO) enters the ICD-10 code for the cause on the MCCOD.  | PNO             | 5 min     |
| <b>Non-medicolegal death</b> |   |                 |           |
| 1.9                          | PNO puts the certificate inside a A4 envelope and hands it to the Police Officer.   | PNO             | 1 min     |
| 1.10                         | Police Officer delivers the MCCOD to the CRO.   | Police Officer  | 5-8 min   |
| 1.11                         | PNO enters the death details in the Hospital Death Registry spreadsheet – name, gender, age, date of death, place of death, cause of death, ICD-code, village and ethnicity. (Death Registry Spreadsheet is not a part of Medtech).   | PNO             | Next day  |
| <b>Medicolegal death</b>     |   |                 |           |
| 1.12                         | Police delivers 3 documents which are recorded by the Medical Officer in attendance to the Justice of the Peace Commissioner (JP). These are: 1) the MCCOD, 2) a Life Extinct form, and 3) a medical report for the coroner.          | Police          | 5-10 min  |
| 1.13                         | The JP Commissioner examines the reports and will use his jurisdiction to authorize the registration of death and burial ceremony.  | JP Commissioner | 10-15 min |
| 1.14                         | Police hands the JP Commissioner's authorization letter to the CR.  | Police          | 1-5 min   |



| 2. Register Death |   |                      |                      |
|-------------------|---|----------------------|----------------------|
| 2.0               | CR receives the MCCOD and other documents from the Police Officer.  | CR                   | 1 min                |
| 2.1               | CR checks the MCCOD and verifies documents against the birth register.  | CR                   | 5 min                |
| 2.2               | <p>CR records the information written on the medical death certificate into the 'Register of Death' hard cover book and assigns an entry number. This includes:</p> <ul style="list-style-type: none"> <li>– Deceased name, gender, date of death, place of death, residence, date and place of birth, name of husband or wife if any, number and gender of children living if any.</li> <li>– Causes of death, duration of last illness, name of medical officer who completed the medical death certificate, and date last seen by medical officer.</li> <li>– the deceased parents (father and mother) names, residence, occupations, and place of birth, the informant's (police or family member) residence, occupation, and degree of relationship if any to the deceased.</li> </ul> | CR                   | 5-10 min             |
| 2.3               | CR takes the Register of Deaths book to the Chief Registrar to counter sign.  | CR                   | 1-2 min              |
| 2.4               | Chief Registrar signs the Register of Deaths book and seal with the government stamp.   | Chief Registrar      | 30 sec-1 min         |
| 2.5               | Chief Registrar signs letter of authorization for burial.   | Chief Registrar      | 2 min                |
| 2.6               | CR issues the authorization letter to the Minister of Religion for the funeral service and burial ceremony.   | CR                   | 30 sec-1 min         |
| 2.7               | CR records the date of registration on the Register of Deaths book and archives the documentation in the office filing system.  | CR                   | 5 min                |
| 2.8               | Minister of Religion certifies the burial and returns the signed burial certificate to the CRO.   | Minister of Religion | Same day or next day |
|                   | *Autopsy is not performed in Niue.  |                      |                      |

### 3. Death Certificate

|                |   |                        |           |
|----------------|---|------------------------|-----------|
| 3.0            | Family travels to the CRO for the Death Certificate (DC).   | Family member          | 10-20 min |
| 3.1            | Family requests the DC.   | Family member          | 1-2 min   |
| 3.2            | CR requests that family member sign the entry in the Death Registration Book.   | CR/Family member       | 1 min     |
| 3.3            | CR records an 'issue number' prior to processing the death certificate. (This number is recorded in a separate book. It is different to the 'entry number' recorded in the Register of Deaths hard cover book). | CR                     | 30 sec    |
| 3.4            | CR checks the Register of Deaths for verification and confirms registration of death.   | CR                     | 1-2 min   |
| 3.5            | CR enters the information from the Register of Deaths into the electronic death certificate template.   | CR                     | 3-5 min   |
| 3.6            | CR prints the DC, gives it to the Chief Registrar to sign and seal with the government stamp.   | CR and Chief Registrar | 5 min     |
| 3.7            | CR hands the signed and stamped DC to the family.   | CR                     | 1 min     |
| 3.8            | Family pays the fee and receives the DC.  | Family member          | 2 min     |
| 3.9            | CR archives the documents in the office filing system.  | CR                     | 2 min     |
| Process output | Death is manually registered in the Death Register Book, DC printed and given to the family.  |                        |           |



## 2.4 Death Registration process of events occurring in hospital

**Table 4: Death Registration Process of events occurring in hospital**

| Process Description for Hospital Death |   | Who                    | Time taken |
|--|---|------------------------|------------|
| Name of Process                        | Registration of death that occurred at the hospital.  | CRO–Justice Department | 1-2 days   |
| Process Actors                         | Family member, Police Officer, Civil Registration Office (CRO), Nurse, Principal Nurse Officer, Medical Officer, Justice of Peace Commissioner.   |                        |            |
| Process Purpose                        | To ensure that the death is certified, reported and registered within the specified time, i.e., 24 hours.   |                        |            |
| Triggers                               |   | Who                    | Time taken |
| <b>1. Report Death</b>                 |   |                        |            |
| 1.0                                    | Death occurs and the nurse notifies the medical officer on duty.  | Nurse                  | 5 min      |
| 1.1                                    | MO assesses and certifies deceased.   | MO                     | 5-10 min   |
| 1.2                                    | Nurse enters death details into the deceased's existing records in Medtech – the time of death, date of death and medical officer in attendance.  | Nurse                  | 3-5 min    |
| 1.3                                    | MO fills in the Medical Certificate of Cause of Death (MCCOD) – name of the deceased, gender, age, date of death, place of death, date of last seen alive and causes of death, as well as MO's name, qualification, residence, signature, and date. | MO                     | 5-10 min   |
| 1.4                                    | MO updates the existing records of the deceased in Medtech – cause of death.  | MO                     | 5-10 min   |
| 1.5                                    | Principal Nurse Officer (PNO) checks the MCCOD and enters the ICD-10 code for the cause on the MCCOD.   | PNO                    | 3-5 min    |

|                              |  |                 |           |
|------------------------------|--|-----------------|-----------|
| <b>Non-medicolegal death</b> |  |                 |           |
| 1.6                          | PNO puts the MCCOD inside a A4 envelope and places it on the Nurses Station for pick up.   | PNO             | 1-3 min   |
| 1.7                          | Police Officer collects the medical death certificate and delivers it to the Civil Registration Office (CRO).  | Police          | 5-8 min   |
| 1.8                          | PNO enters the death information into the Hospital Death registry spreadsheet – name, gender, age, village, ethnicity, date of death, cause of death, MO in attendance and the ICD-10 code.                                  | PNO             | Next day  |
| <b>Medicolegal death</b>     |  |                 |           |
| 1.9                          | Police delivers 3 documents which are recorded by the Medical Officer in attendance to the Justice of the Peace Commissioner (JP). These are: 1) the MCCOD, 2) a Life Extinct form, and 3) a medical report for the coroner. | Police          | 5-10 min  |
| 1.10                         | The JP Commissioner examines the reports and will use his jurisdiction to authorize the registration of death and burial ceremony.   | JP Commissioner | 10-15 min |
| 1.11                         | Police hands the JP Commissioner's authorization letter to the CR.   | Police          | 1-5 min   |
| <b>2. Register Death</b>     |  |                 |           |
| 2.0                          | Civil Registrar (CR) receives the MCCOD and other documents from the Police Officer.   | CR              | 1 min     |
| 2.1                          | CR checks the MCCOD and verifies documents against the birth register.   | CR              | 5 min     |



|     |  |                      |                      |
|-----|--|----------------------|----------------------|
| 2.2 | <p>CR records the information written on the MCCOD into the 'Register of Death' hard cover book and assigns an entry number. This includes:</p> <ul style="list-style-type: none"> <li>– Deceased name, gender, date of death, place of death, residence, date and place of birth, name of husband or wife if any, number and gender of children living if any.</li> <li>– Causes of death, duration of last illness, name of medical officer who completed the medical death certificate, and date last seen by medical officer.</li> <li>– The deceased parents (father and mother) names, residence, occupations, and place of birth, the informant's (police or family member) residence, occupation and degree of relationship if any to the deceased.</li> </ul> | CR                   | 5-10 min             |
| 2.3 | CR then takes the Register of Deaths book to the Chief Registrar to counter sign.  | CR                   | 1-2 min              |
| 2.4 | Chief Registrar signs the Register of Deaths book and seals it with the government stamp.  | Chief Registrar      | 30 sec-1 min         |
| 2.5 | Chief Registrar signs the letter of authorization for burial.  | Chief Registrar      | 2 min                |
| 2.6 | CR issues the authorization letter to the Minister of Religion for the funeral service and burial ceremony.  | CR                   | 30 sec-1 min         |
| 2.7 | CR records the date of registration in the Register of Deaths book and archives the documentation in the office filing system.   | CR                   | 5 min                |
| 2.8 | Minister of Religion certifies the burial and returns the signed burial certificate to the CRO.  | Minister of Religion | Same day or next day |
|     | *Autopsy is not performed in Niue.   |                      |                      |

### 3. Death Certificate

|                |  |                        |           |
|----------------|--|------------------------|-----------|
| 3.0            | Family travels to the CRO for the Death Certificate (DC).  | Family member          | 10-20 min |
| 3.1            | Family requests the DC.  | Family member          | 1-2 min   |
| 3.2            | CR requests that family member signs the entry in the Death Registration Book.   | CR/Family member       | 1 min     |
| 3.3            | CR records an 'issue number' prior processing the death certificate. (This number is recorded in a separate book. It is different to the 'entry number' recorded in the Register of Deaths hard cover book). | CR                     | 30 sec    |
| 3.4            | CR checks the Register of Deaths for verification and confirms registration of death.  | CR                     | 1-2 min   |
| 3.5            | CR enters the information from the Register of Deaths into the electronic death certificate template.  | CR                     | 3-5 min   |
| 3.6            | CR prints the DC, gives it to the Chief Registrar to sign and seal with the government stamp.  | CR and Chief Registrar | 5 min     |
| 3.7            | CR hands the signed and stamped DC to the family.  | CR                     | 1 min     |
| 3.8            | Family pays the fee and receives the DC.   | Family member          | 2 min     |
| 3.9            | 3.9 CR archives the documents in the office filing system.   | CR                     | 2 min     |
| Process Output | Death is manually registered in the Death Register Book, then the DC is printed and given to the family.   |                        |           |



## 2.5 Reflecting births and deaths registered overseas in Niue's birth and death register

**Table 5:**

### Process of reflecting birth by Niuean residents registered overseas in the Niue's birth registration book

| Process Description for Birth Overseas |   | Who                      | Time taken                              |
|--|---|--------------------------|---|
| Name of Process                        | Registration of Birth event that occurred overseas.   | CRO – Justice Department | 0-6 months from date of arrival to Niue |
| Process Actors                         | Family member, legal guardian, Civil Registration Office (CRO).   |                          |   |
| Process Purpose                        | To ensure the birth is registered accordingly and within 6 months from date of arrival.   |                          |   |
| Triggers                               |   | Who                      | Time Taken                              |
| <b>1. Register Birth</b>               |   |                          |   |
| 1.0                                    | Mother and child arrive in Niue from overseas.  |                          |   |
| 1.1                                    | Family member enquiries with the CRO regarding the birth registration process.  | Father or Mother         | Within 6 months of arrival to Niue      |
| 1.2                                    | CR advises the family member of the birth registration process.   | CR                       | 5-10 min                                |
| 1.3                                    | Informant travels to the CRO to register the child within 6 months from date of arrival.  | Father or Mother         | 10-20 min                               |
| 1.4                                    | CR hands the re-registration of birth form to the informant (this registration form is separate from the registration form given for registration of Niue born children). | CR                       | 30 sec                                  |
| 1.5                                    | Informant fills the re-registration form – child's full name, date of birth, parents' names, and signatures.  | Father or Mother         | 5-10 min                                |



|                |  |                  |         |
|----------------|--|------------------|---------|
| 1.6            | Informant completes the re-registration form and gives it to the CR.   | Father or Mother | 30 sec  |
| 1.7            | CR requests for the child's Birth Certificate (BC) from country of birth for verification, and informant's passport to check the date of arrival to Niue.      | CR               | 30 sec  |
| 1.8            | CR signs the re-registration form on the Registrar of Births & Deaths space.   | CR               | 20 sec  |
| 1.9            | CR copies the information from the BC into the 'Register of Births' hard cover book, assigns an entry number and records it as Overseas Birth on top the page. | CR               | 5-8 min |
| 1.10           | CR gives the Register of Births book to the Informant to sign.   | Father or Mother | 30 sec  |
| 1.11           | Then the CR takes the Register of Births book to the Chief Registrar to counter sign.  | CR               | 2 min   |
| 1.12           | Chief Registrar signs the Register of Births book and seals it with the government stamp.  | Chief Registrar  | 30 sec  |
| 1.13           | CR records the date of registration in the Register of Births book.  | CR               | 1 min   |
| 1.14           | CR archives the documentation in the office filing system.   | CR               | 2 min   |
|                | *BC is not required because the child already has a BC from the country of birth overseas.   |                  |         |
| Process Output | Process Output: Birth is registered in Niue and maternal record and family genealogy updated.  |                  |         |



**Table 6:**

**Reflecting deaths of Niuean residents registered overseas in the Niue's death registration book**

| Process Description for Death Overseas |  | Who                      | Time taken |
|--|--|--------------------------|------------|
| Name of Process                        | Registration of Death that occurred overseas.  | CRO – Justice Department | 1 to 2 day |
| Process Actors                         | Family member, Village Pastor, Village Councilor.  |                          |            |
| Process Purpose                        | To ensure that the overseas death is registered accordingly, so that the family can get clearance for the deceased to be buried in Niue. |                          |            |
| Triggers                               |  | Who                      | Time taken |
| <b>1.Register death</b>                |  |                          |            |
| 1.0                                    | Body of the Deceased is repatriated to Niue for burial.  |                          |            |
| 1.1                                    | Deceased body is transported to the family residence.  |                          |            |
| 1.2                                    | Family member enquires to the CRO regarding death registration process.  | Family member            | 10-20 min  |
| 1.3                                    | CR advises family member about the funeral and burial arrangements.  | Family member            | 5-10 min   |
| 1.4                                    | Informant travels to the CRO with the deceased's Death certificate (DC).   | CR                       | 5-10 min   |
| 1.5                                    | CR checks the document to verify that the deceased was a Niue resident.  | CR                       | 1-2 min    |



|      |  |                 |              |
|------|--|-----------------|--------------|
| 1.6  | <p>CR copies the information from the DC into the 'Register of Death' hard cover book and assigns an entry number.</p> <p>Other details entered:</p> <ul style="list-style-type: none"> <li>– Deceased name, gender, date of death, place of death, residence, date and place of birth, name of husband or wife if any, number and gender of children living if any.</li> <li>– Causes of death, duration of last illness, name of medical officer who completed the medical death certificate and date last seen by medical officer.</li> <li>– The deceased parents (father and mother) names, residence, occupations and place of birth.</li> <li>– The informant's (family member) residence, occupation and degree of relationship if any to the deceased.</li> </ul> | CR              | 5-10 min     |
| 1.7  | CR gives the Register of Deaths book to the informant to sign.   | Family member   | 1 min        |
| 1.8  | CR takes the Register of Deaths book to the Chief Registrar to counter sign.   | CR              | 1-2 min      |
| 1.9  | Chief Registrar signs the Register of Deaths book and seals it with the government stamp.  | Chief Registrar | 30 sec-1 min |
| 1.10 | Chief Registrar signs the letter of authorization for burial.  | Chief Registrar | 2 min        |
| 1.11 | CR issues the letter of authorization to the family member.  | CR              | 30 sec-1 min |
| 1.12 | Family member hands in the letter of authorization to the officiating Minister of Religion for the funeral service and burial ceremony.  | Family member   | 10-15 min    |
| 1.13 | CR records the date of registration in the Register of Deaths book, notes it as overseas death and archives the documentation.   | CR              | 5 min        |



|                |   |                      |                      |
|----------------|---|----------------------|----------------------|
| 1.14           | Minister of Religion certifies the burial and returns the signed burial certificate to the Civil Registration Office. | Minister of Religion | Same day or next day |
|                | * DC is not required because the family already has the deceased's DC from the place of death overseas.               |                      |                      |
| Process Output | Death is registered, deceased buried in Niue and family records updated.  |                      |                      |

## 2.6 Procedure for adding entries on the social allowances' distribution lists

Registration of vital events is important for proving eligibility to benefit from receiving tailored social allowances as follows:

### 1. Child Allowance: For children of Niuean Descent and Foreigners with Permanent Residency (PR) status.<sup>2</sup>

The allowance is payable to parents of children from the time of birth until 18 years of age. Although education is free, the allowance is to support the child's other needs, including lunches, school uniforms, sports uniforms, etc. If the child drops out of school before turning 18 years old the allowance will be ceased. The child is encouraged to return to school and complete education or otherwise look for a job.

The child must be registered first before being entitled to receive the allowance. The Director must check the Birth entry number in the Birth Registry, the parents birth certificate and parents' entry in the family tree for verification purpose.

For PR children, the Director must check the parents' PR certificates, passports, and letter of justification from the Immigration Department.

### 2. Newborn Grant – approved in 2016.

There is a one-off payment made available in installments. The grant is payable to parents of newborns of Niuean descendant and foreigners with PR status.

The Director must check the Birth Certificate, Birth entry number in the Birth Registry, parents' Birth Certificate and entry in the genealogy register. For newborns of foreigners, the Director must check the Birth Certificate, parents' PR certificate, passport and justification letter from the Immigration Department.

<sup>2</sup> PR status is awarded to foreigners who live in Niue for more than 10 years.

### 3. Pension Benefit.

The pension is payable from 60 years of age. The future pensioner must complete and submit the application form and Birth Certificate or passport before turning 60 years old. Foreigners with PR status will have to submit the Birth Certificate, Permanent Resident Certificate and justification letter from the Immigration Department.

For Overseas Niueans who return to live permanently, they will need to stay consecutively in Niue for 6 months before being eligible to apply for the benefit. The Director will check the BC, Passport stamp for the date of arrival, entry number in Birth Registry and entry in the genealogy register.

For Niueans who changed their names in New Zealand before returning to live permanently in Niue, the Director needs proof of the deed poll by requesting it through the office of the New Zealand High Commissioner (NZHC) to Niue. The NZHC will contact their counterpart in New Zealand and confirm the change of name.

The Community services department also supports the funeral expenses for the pensioners, particularly the coffin and the materials for the grave. The Death Certificate, however, is needed for verification.

At present, the procedure for accessing these allowances relies entirely on citizens who need to demonstrate with appropriate documentary evidence that they meet eligibility criteria and formally request to be added on list of beneficiaries.

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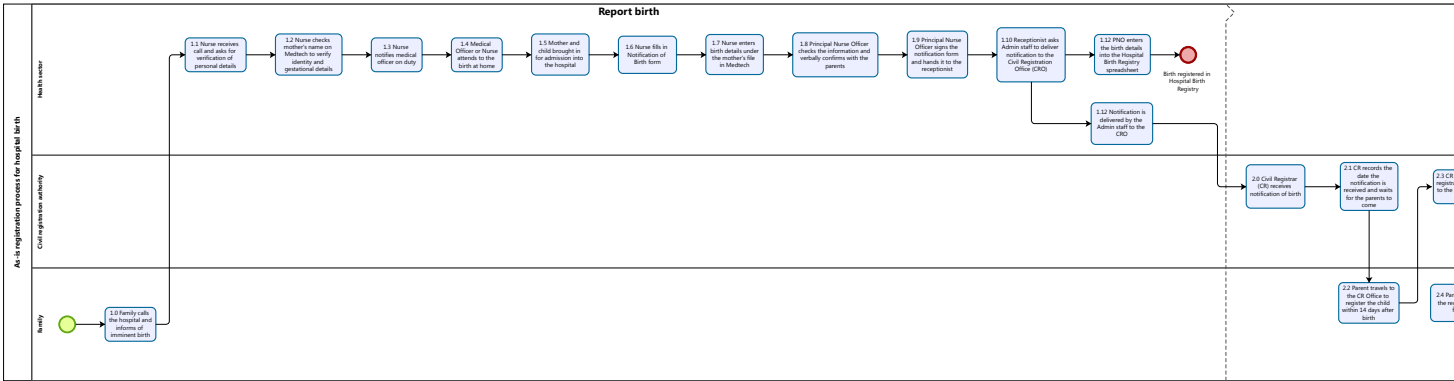
**Table 7: Adding new-borns on the social allowances' distribution lists**

| Process Description for Updating Social Allowances Distribution Lists |  | Who                    | Time taken |
|---|--|------------------------|------------|
| Name of Process   | Adding entries on the social allowances' distribution lists.   | Community Services     | Same day   |
| Process Actors  | Niue residents, Civil registration Office (CRO), Community Services.   |                        |            |
| Process Purpose   | To enable Niue residents to be added to distribution list of the allowances that they are eligible for under the existing regulations.                                   |                        |            |
| Triggers  |  | Who                    | Time taken |
| <b>1. Child allowance and newborn grant registration</b>              |  |                        |            |
| 1.0   | Applicant visits the Community Services office and requests to have her/his child added to the child allowance distribution list.  |                        |            |
| 1.1   | Community Services official checks if the applicant is Niuean descendant or a foreigner with permanent resident status.  | Community services     | 5 min      |
| <b><i>For Niuean descendants</i></b>                                  |  |                        |            |
| 1.2a  | If applicant is Niuean descendant, Community Services official requests birth certificate of the child and the parents.  | Community services     | 5 min      |
| 1.3a  | Community Services Director visits CRO and verifies the Birth entry number in the Birth Registry, the parents' birth certificates and parents' entry in the family tree. | Community services, CR | 1 hour     |
| 1.4a  | If verification is successful, Community Services Director adds the child to the child allowance distribution list.  | Community services     | 5 min      |

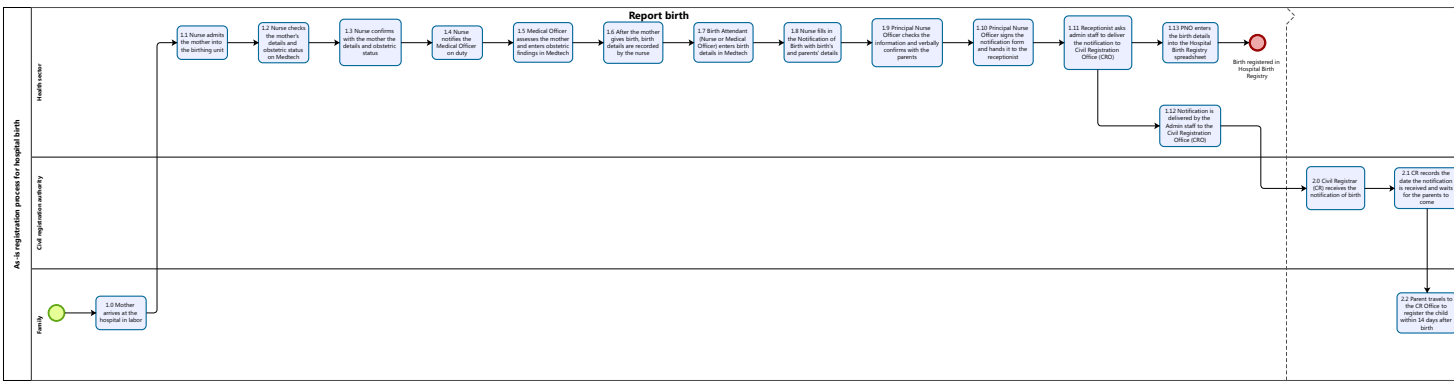
|   |  |                    |       |
|---|--|--------------------|-------|
| 1.5a                                      | If verification is unsuccessful, the Community Services Director declines the request and instructs the applicant to submit documents that can pass verification.  | Community services | 5 min |
| <b><i>For foreigner's descendants</i></b> |  |                    |       |
| 1.2b                                      | If applicant is a foreigner with permanent resident status, Community Services official request child's birth certificate, parent's Permanent Resident Certificate and justification letter from the Immigration Department. | Community services | 5 min |
| 1.3b                                      | Community Services Director reviews submitted documents.   | Community services | 5 min |
| 1.4b                                      | Community Services Director adds the child to the distribution lists if documents are found to be valid.   | Community services | 5 min |
| 1.5b                                      | If Community Services Director finds the presented document to be incomplete or not relevant, the application is declined, and the applicant is asked to obtain relevant and complete documentation.                         | Community services | 5 min |
| Process Output                            | Child name is added to the list for distribution of child allowance and newborn grant.   |                    |       |



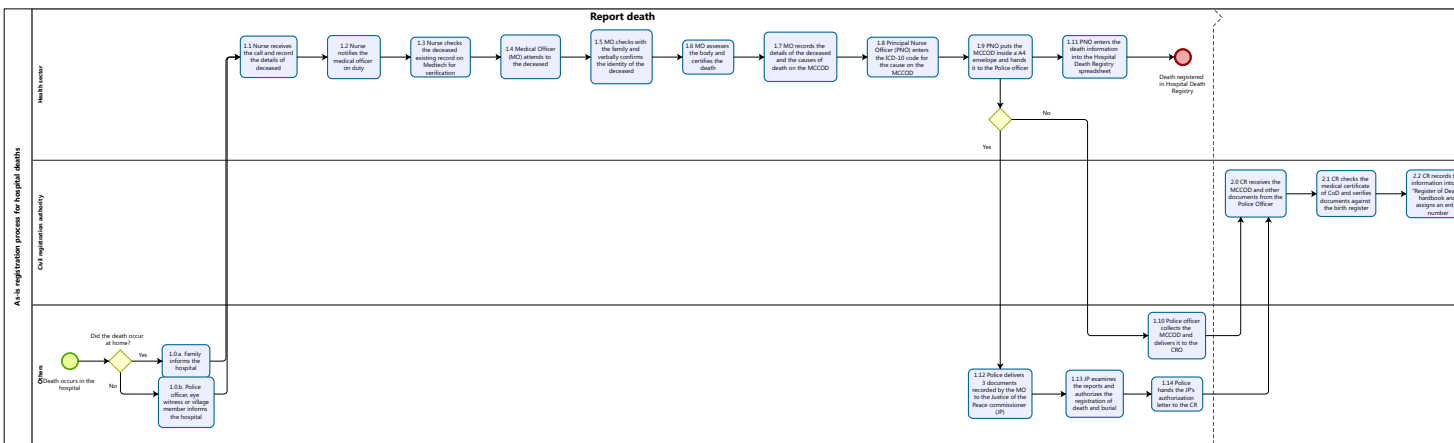
**Figure 1: Birth at home registration process map**



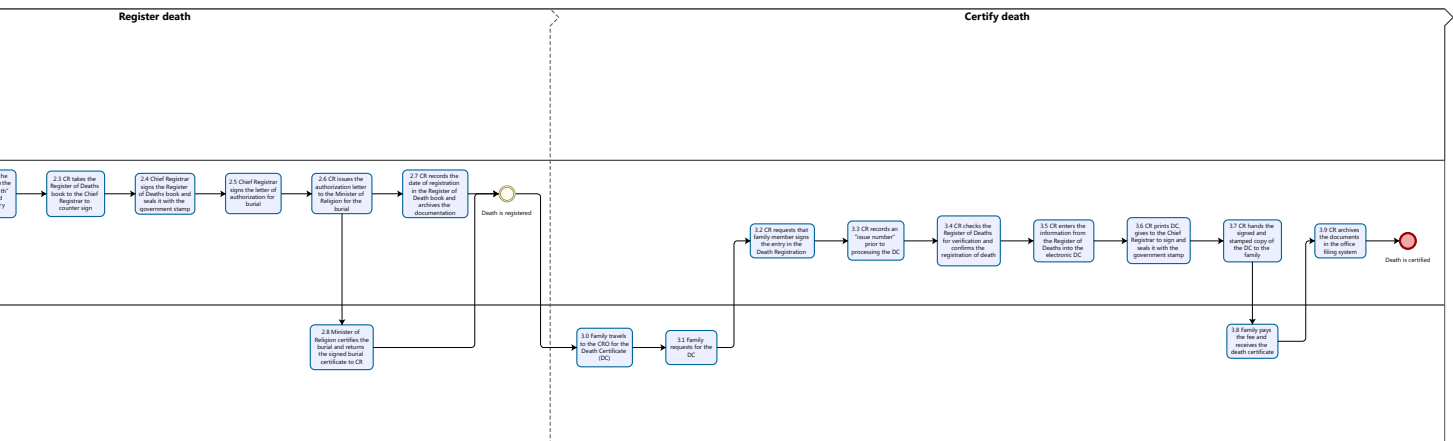
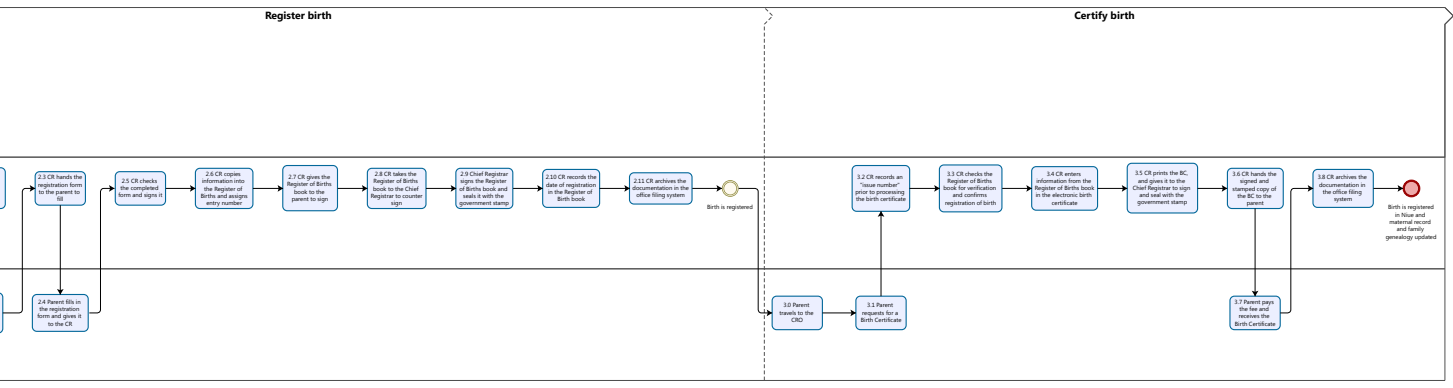
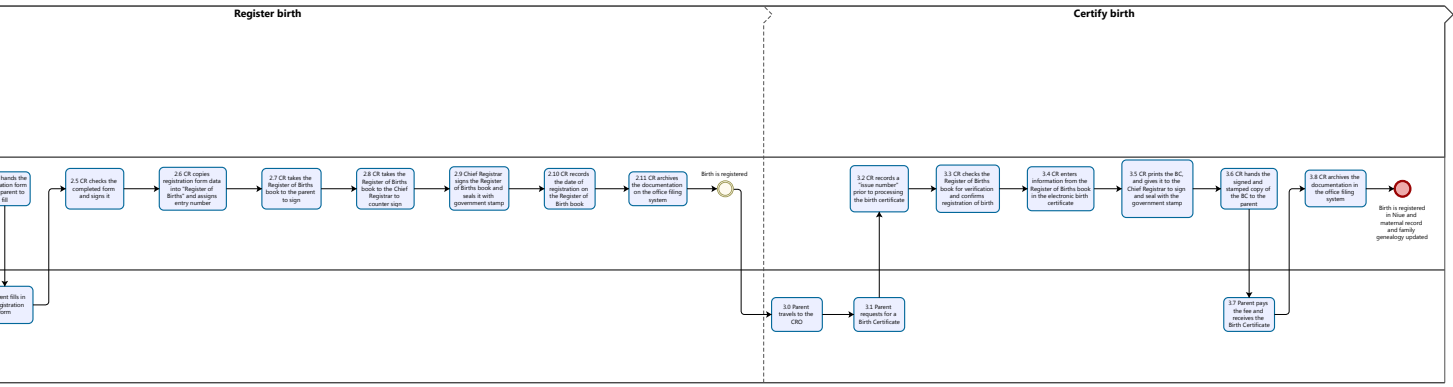
**Figure 2: Birth in health facility registration process map**



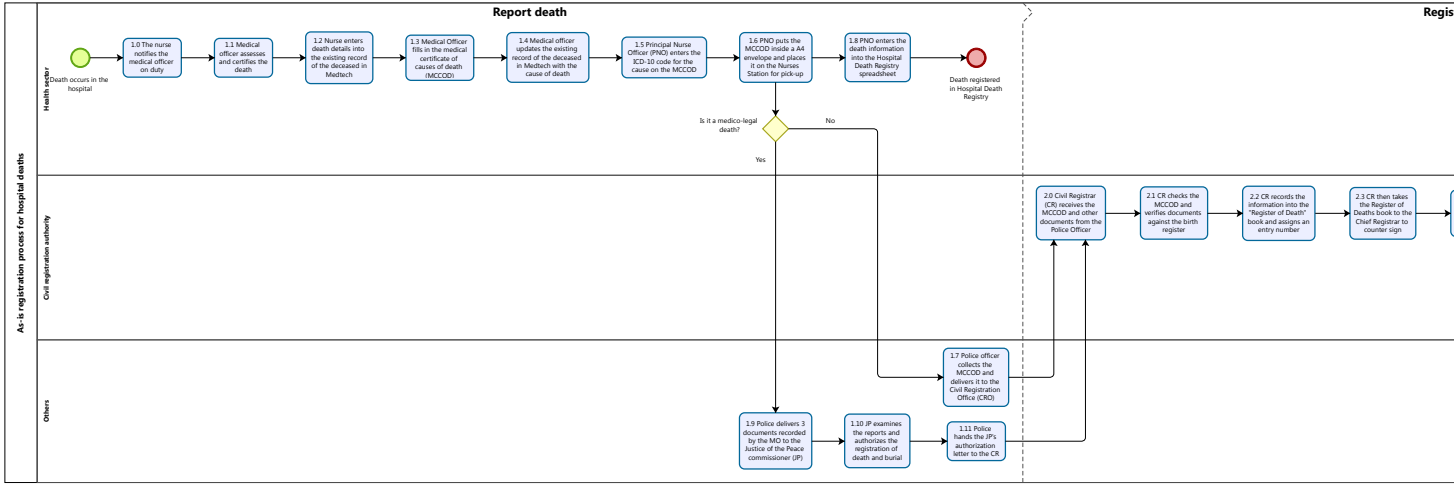
**Figure 3: Death at home registration process map**



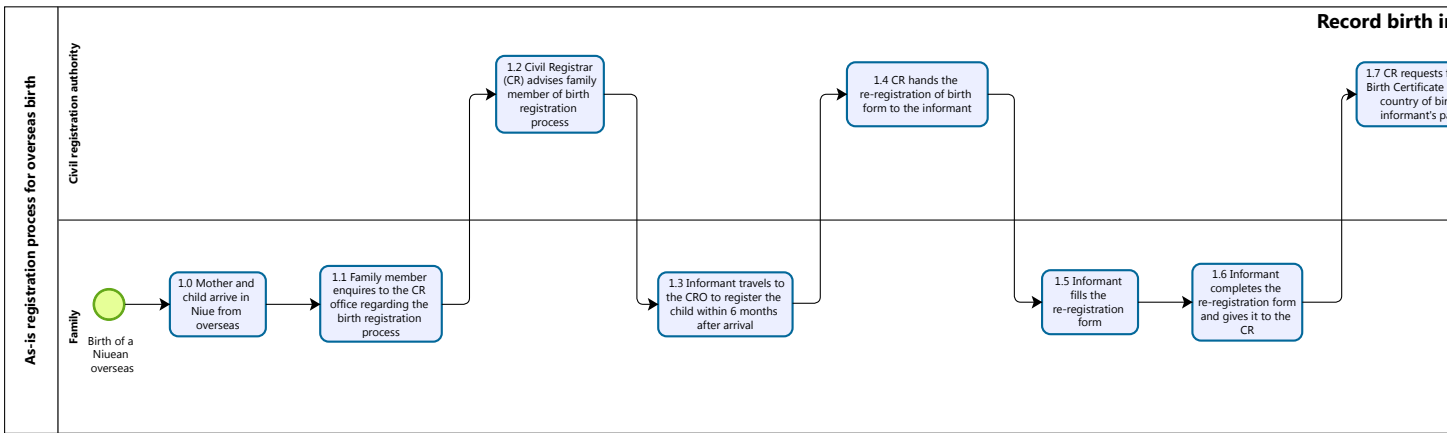


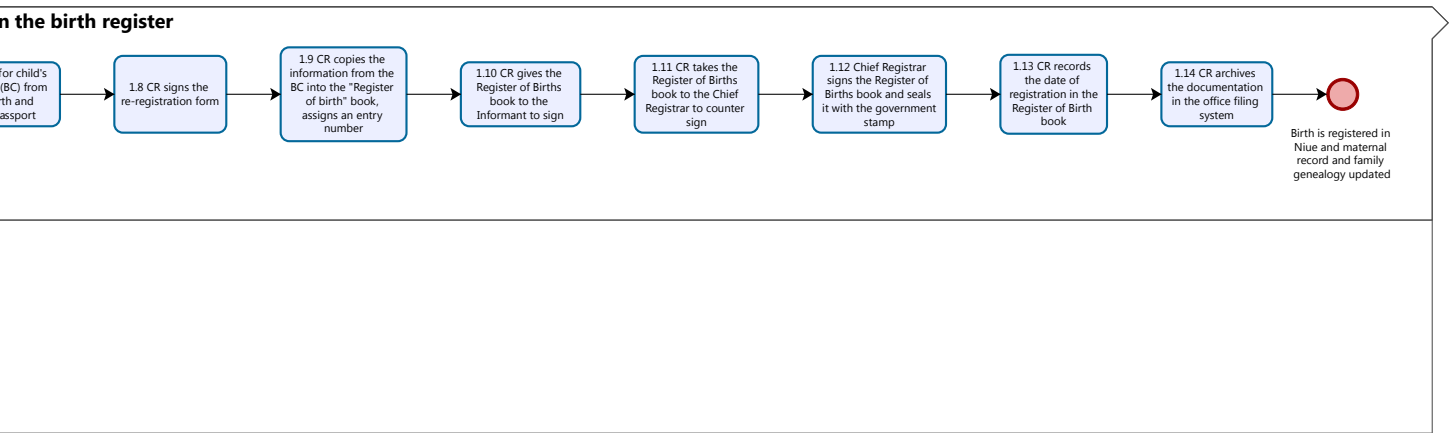
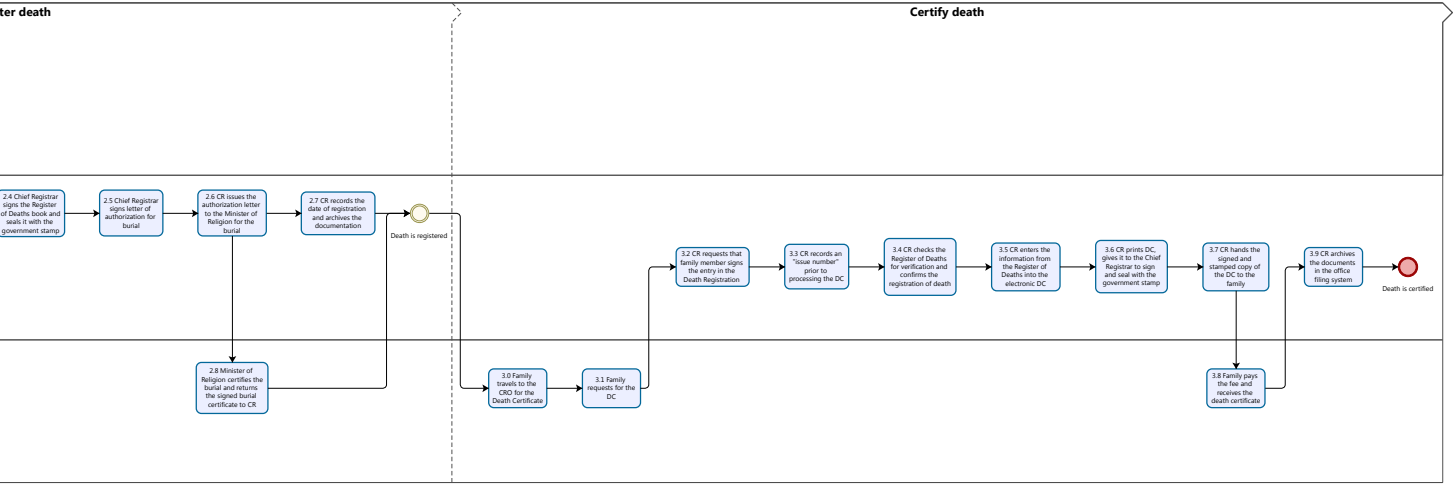


**Figure 4: Death in health facility registration process map**

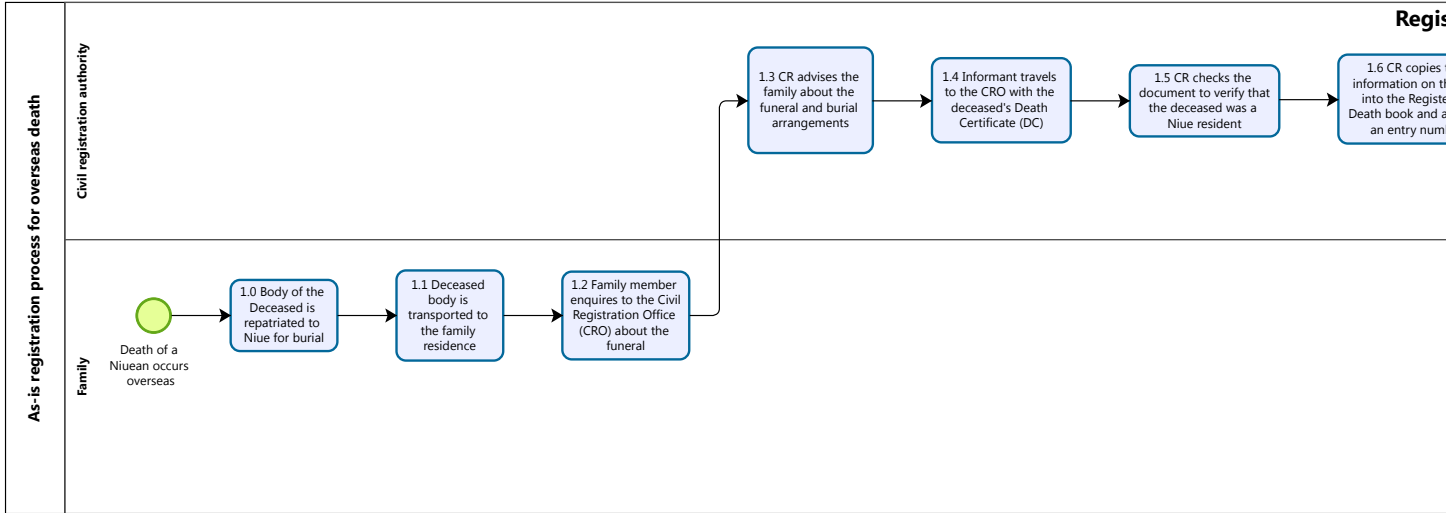


**Figure 5: Process for reflecting in Niue's birth registration books, birth events of Niuean residents registered overseas**

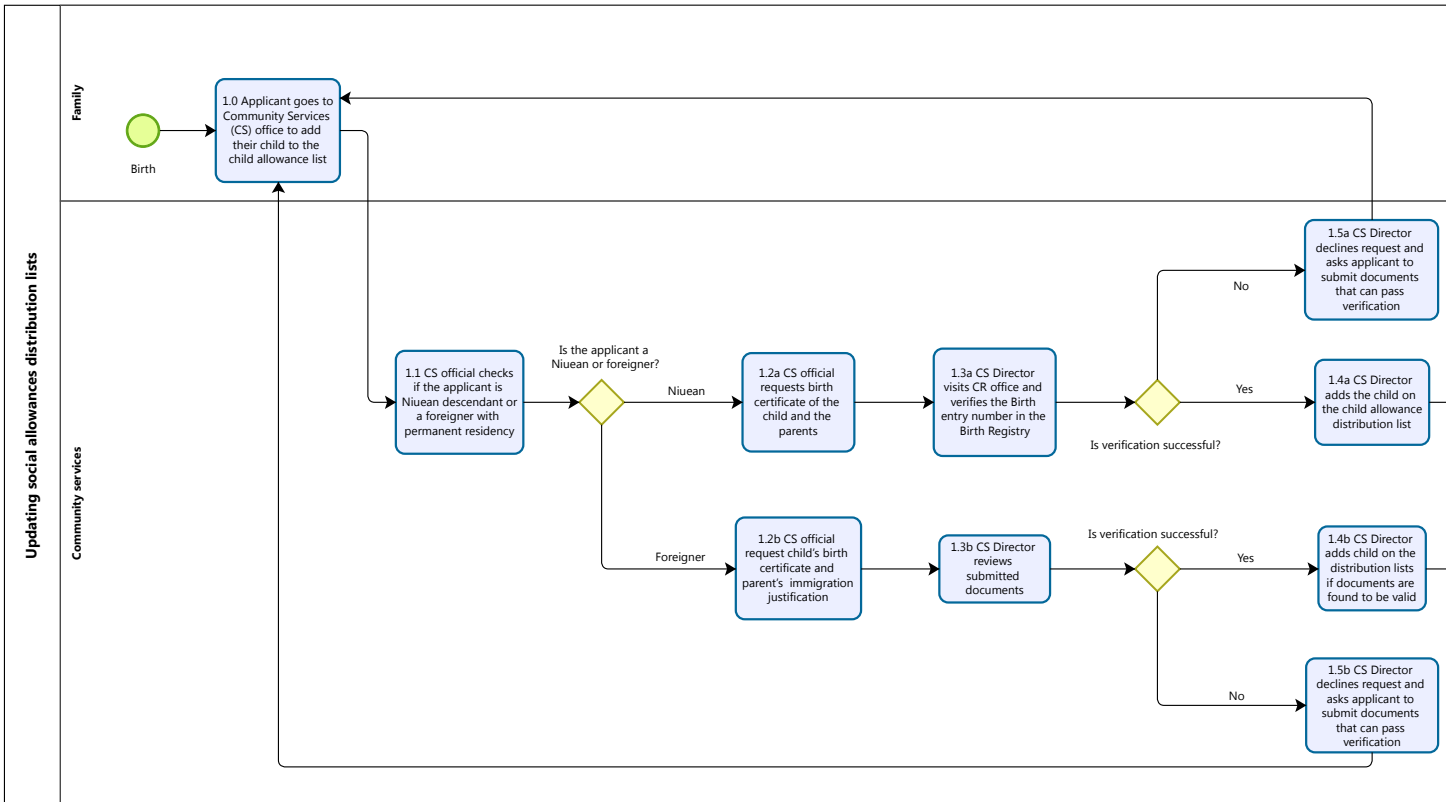




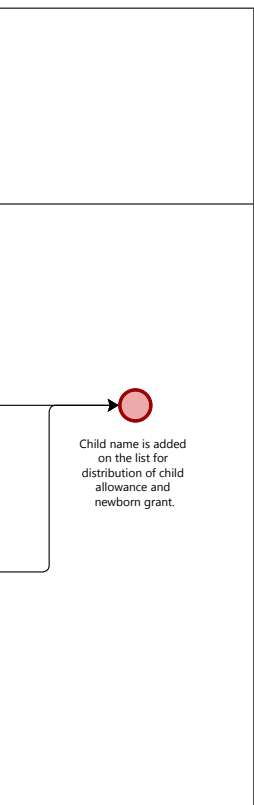
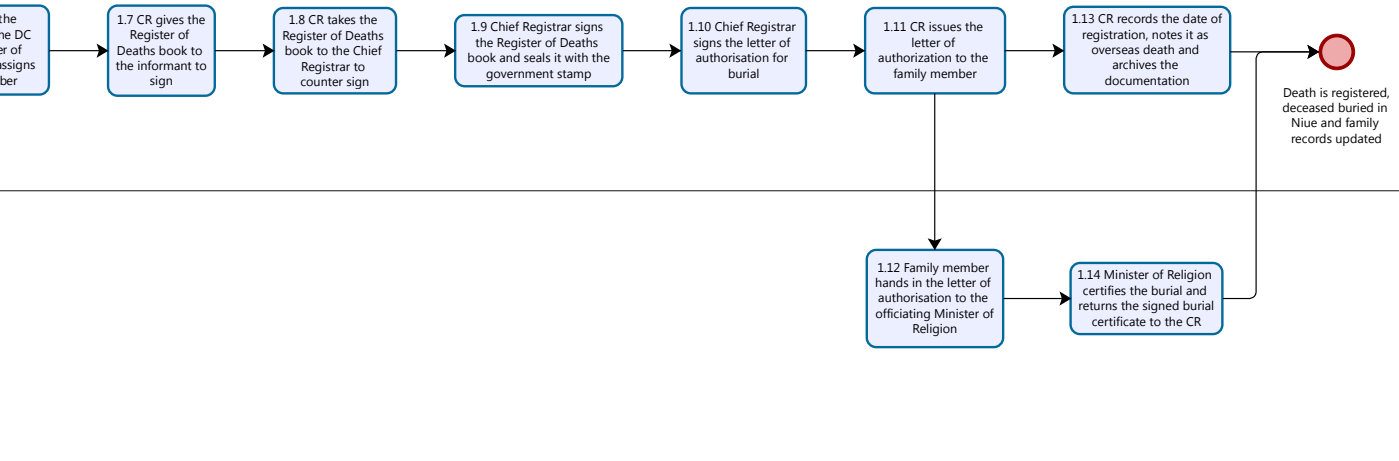
**Figure 6: Process for reflecting in Niue's death registration book death, events of Niuean residents registered overseas**



**Figure 7: Process Description – Updating social allowances distribution lists**



ster death



# 3

## KEY PERFORMANCE INDICATORS AND PROCESS ANALYSIS

In line with the Framework methodology, the development of key performance indicators (KPIs) are a central element of the analysis and redesign of the registration processes. KPIs are the metrics used to measure the performance of the CRVS business process. By defining KPIs, Niue CRVS stakeholders established references for monitoring progress towards specific targets.

The discussions among the stakeholders focused on determining the below elements of the CRVS-System Analysis and Redesign tool. This determination of these element allowed the stakeholders to document the root causes of performance issues and the redesigns to address those root causes. In the process, for each defined KPI, the stakeholders determined:

- **Baseline performance** – the level of current performance that was compared to target performance levels to test if the performance of the as-is process meets expectations.
- **Data Collection methods/sources** – the source of the data used as the baseline level for the KPI, such as a previously completed comprehensive or rapid assessment, vital statistics report, etc.
- **Desired target** – the desired level of performance of the CRVS business process for a particular KPI. The target will be determined using the vision and mission of the CRVS system, relevant legislation or policies, and/or senior decision-makers in the CRVS System
- **Performance issues** – a substantial gap between the current or as-is performance of the CRVS business process and the desired target performance indicates a performance issue that needs to be addressed as part of the improvement effort.
- **Root causes** – the fundamental contributory factor or factors leading to the poor performance of the CRVS business process for the relevant KPI, identified using a root cause analysis. If the root cause is resolved, the performance issue is less likely to recur.
- **Root cause category** – this is the classification of root causes as they relate to a process or organizational capability (i.e. policies, laws, and regulations; management and coordination; human resources; physical infrastructure; and/or information technologies).
- **Redesign ideas** – recommendations and ideas to resolve the root causes of any performance. Redesign ideas were used to discuss and agree on improvement policies that are explained at greater level of detail in the section 4 – Improvement policies.

**Table 8: CRVS System Analysis and Redesign Tool**

| Registration business process | KPI  | Baseline Information          | Data Collection methods/sources               | Desired target                  |
|-------------------------------|--|-------------------------------|---|---------------------------------|
| Birth and death registration  | Duplication of information from the Register of Births and Deaths hardcover books into the electronic template for the certificates.                 | More than an hour             | Interview with the CR and direct observation. | Within 30 mins to 1 hour        |
| Birth and death registration  | Paperwork is time consuming. (To reduce the amount of time spent on paperwork).  | More than an hour             | Interview with the CR                         | Within an hour                  |
| Birth and death registration  | Adequate office space.   | More than many years          | Direct observation                            | Within a year                   |
| Birth registration            | Parents late to register birth. (Average time to register birth).  | More than 14 days after birth | As reported by the CR                         | Within 14 days                  |
| Birth registration            | Timely registration of Birth.  | More than 14 days             | Interview with the mother of 3.               | Within 14 days                  |
| Death registration            | Death that occurs in the weekend` and need to be buried on the same day.   | More than 12 hours            | Observation of past experiences               | Within 8 to 12 hours            |
| Birth registration            | Birth notification to reach CRO on time.   | More than 3-5 days            | Discussion with PNO                           | Within 24-48 hours              |
| Death registration            | Family late to sign the Register of Death book after the deceased is buried. (Average time to sign the Register of Death book after burial).         | More than a week              | As reported by the CRs                        | Within a week after burial      |
| Death registration            | Information sharing with New Zealand's Department of Internal Affairs (DIA) for deaths of Niue's 'usual residents' who died and bury in New Zealand. | More than 2 years             | Discussion with the 2 CR Officers             | As soon as the MOU is endorsed. |
| Death registration            | Dedicated person to deliver Death documents to the CRO.  | More than 24 hours            | Discussion with PNO                           | Within 24 hours                 |



**Table 8:** CRVS System Analysis and Redesign Tool

| Registration business process | Performance issues  | Root causes   | Root cause category                 | Redesign ideas  |
|-------------------------------|---|---|-------------------------------------|---|
| Birth and death registration  | Risk of human error in extracting information from the books and entry into the electronic template.  | Especially when in a rush due to other demanding work. (The 2 CR Officers have other roles and responsibilities in the Justice department apart from being registrars). | Business Process.<br>Human Resource | Switch to digitized registration processing             |
| Birth and death registration  | Time spent filling different forms. (Maternal card, Register of Births and Deaths book, Authorisation form for burial).                                 | Competing roles and responsibilities and having to prioritise work accordingly.<br>Filing paper forms is a non-value activity.  | Business process                    | Switch to digitized registration processing             |
| Birth and death registration  | Overcrowded office.   | Registers of Birth and Death books (volumes) taking up space.   | Infrastructure                      | Digitize registration records processing                |
| Birth registration            | Time spent reminding parents.   | Valuable time wasted reminding parents through phone calls.<br>Parents not aware of the stipulated registration period.   | Coordination                        | Aim to collect all relevant data already in hospital    |
| Birth registration            | Unaware of the registration period, penalty for late registration and fee for a birth certificate.<br>(Parents taking their time to register the birth) | Lack of awareness regarding stipulated registration period and penalty incurred for late registration.  | Management                          | Provide information card upon discharge from hospital.  |
| Death registration            | Time spent looking for the CR to register death and issue burial permit.  | CRO close in the weekend.<br>CR sometimes out at the bush garden or sea.  | Human Resource                      | Expedite the process through electronic data processing |



**Table 8: CRVS System Analysis and Redesign Tool**

| Registration business process | Performance issues  | Root causes   | Root cause category              | Redesign ideas   |
|-------------------------------|---|---|----------------------------------|--|
| Birth registration            | Delay in delivering the notification form to the CRO after it is completed.                                   | Administrative staff is busy. Driver not available. Hospital vehicle out on other errands.  | Human resource                   | To Share documents electronically                                      |
| Death registration            | Register of Death is incomplete.  | During the Mourning period, the family are usually too busy hosting visitors paying their last respects. This may have caused the delay to sign the Death Register. | Business process<br>Coordination | Abolish the need for the family to sign the book                       |
| Death registration            | Lack of information caused delay in processing closure of assets, government support and update of genealogy. | New Zealand DIA has yet to endorse the MOU between the two governments to share information.  | Governance                       | Develop a digitally based system for the data sharing with New Zealand |
| Death registration            | Confusion of who is responsible to deliver the documents to the CRO.  | Especially deaths that occur in the weekend and the Police officer is not aware. This cause Delay in delivering the documents.                                      | Human resource.<br>Coordination. | To share documents electronically.                                     |



# 4

## IMPROVEMENT POLICIES

### CRVS Redesign ideas

Using the as-is analysis process maps as a starting point, consultations were held to identify problems affecting performance of the birth registration and death registration processes, including how to improve the process of reflecting births and deaths of Niue’s residents occurring and registered overseas. The results of these consultations were summed up in the CRVS – System Analysis and Redesign tool elaborated in the previous section. During the consultations individual root causes of these problems were discussed and common route causes were assessed to identify possible solutions for the re-design of each of the processes. Following the completion of the CRVS – System Analysis and Redesign tool, the stakeholders proceeded with discussing how to translate their redesign ideas into concrete policies allowing for their realization.

The policies for processes redesign were discussed, determined and prioritized by frequency, as well as by expected impact on the performance of the birth and death registration processes. These policies are presented ranked by implementation priority in the tables 9, 10 and 11.

#### 4.1 Birth and death occurring at home and hospital registration process

**Table 9: Birth and death registration improvement policies ranked by priority**

| No. | Ranking of priority policies   | Description  | Benefit  |
|-----|--|--|--|
| 1   | Create an independent civil registration digital platform for the processing and storing of registration data. | Consultations confirmed that the paper-based registration is outdated, whereas digital processing can facilitate increased performance and integrity of the systems. | The time period to register births both in hospital and at home will be reduced.   |
| 2   | Prioritize registration data entry already at the hospital.  | Citizens provide all required documents and information already in the hospital.   | It is expected that in most cases, information collected in the hospital will suffice to complete the registration and parents would not need to submit a formal application for registration. |

| No. | Ranking of priority policies   | Description   | Benefit  |
|-----|--|---|--|
| 3   | Enable interoperability between Medtech and the civil registration digital platform. | The data collected in the hospital is stored in the Medtech application. Relevant data can be automatically transferred into the civil registration digital platform. | There will be no need to manually transfer the data from a Medtech application into the civil registration digital platform. The risk of errors as a result of manually copying the data would be minimized. |

## 4.2 Births and deaths registered overseas

**Table 10: Death registration improvement policies ranked by priority**

| No. | Ranking of priority policies   | Description  | Benefit  |
|-----|--|--|--|
| 1   | Initiate consultations with New Zealand civil registration authority with the view to conclude data sharing agreement and share ALL registered birth and death events data of Niue citizens. | An agreement would allow Niue to periodically receive relevant data on registered birth and death events in New Zealand of Niue residents.   | Returning Niue residents would no longer be the only source of information for registered events overseas; instead comprehensive update would be received periodically directly from New Zealand civil registration authority. |
| 2   | Prepare detailed criteria for determining events that belong to Niue's residents so that only those could be reflected in the registration books.  | To process information on Niue citizens who died abroad it is important to know precisely which criteria should be used to determine if that citizen also qualifies as Niue resident so that the event can be reflected in the death register. | Precise criteria will allow for faster and expedited processing of request for death registration of Niue citizens who died abroad.  |
| 3   | Digital civil registration platform upgraded to process information periodically submitted by New Zealand registration authority.  | All received updates will be processed digitally in parts automatize the process.  | Risk of error from manual data processing would be further minimized. Overall efficiency of the process of information updating would increase.  |

### 4.3 Births and deaths data sharing with social services

**Table 11:** Data sharing with social services improvement policies ranked by priority

| No. | Ranking of priority policies   | Description   | Benefit  |
|-----|--|---|--|
| 1   | Following the introduction of the civil registration digital platform, enable a digitally generated report on all new birth and death events (both in Niue and oversees) and share the list with the social service. | Generating a report would enable social services to add new beneficiaries without the need for formal application or to remove deceased beneficiaries upon receiving the information on registered death. | Citizens would not need to collect a lengthy list of documentary evidence, for them the process would become much simpler and more seamless. Financial losses would be averted as a result of potential financial transfers to already deceased beneficiaries. |
| 2   | Develop the platform for digital verification of birth certificates.   | When adding new beneficiaries, parents' birth certificates can be confirmed directly in the civil register without requesting paper certificate.  | The process is more friendly and facilitates an easier process for the beneficiaries.  |
| 3   | Digital platform for the processing of social allowances beneficiaries is developed.   | At this point social service workers will need to manually process each data received from the civil register against their paper-based lists of beneficiaries.   | Updating (deleting entries) of list of benefiter based on received updates could become fully automatized.   |

## REDESIGNED BUSINESS PROCESSES

This section provides a detailed description of redesigned business process. The processes as described in Table 12, Table 13, Table 14, Table 15, Table 16, Table 17 and Table 18, and the corresponding business process maps (see below Figures 8 to 14) will emerge as a result of the implementation of all improvement policies as determined by the Core Team. As the implementation of the determined policy improvements will be based on the established priority, all elements of redesigned processes will not be implemented at once. That means that new elements of the redesigned processes will be added gradually as the conditions for their implementation are in place. The redesigned business processes provide a blueprint and the guidance for the adoption and practical implementation of the determined improvement policies.

**Table 12: Redesigned Birth Registration Process of events occurring at home**

(Text in **red** points to the new elements of the process introduced as part of the process redesign. 'It' indicates long term priority steps, 'im' indicates immediate priority steps.)

| Redesigned Process Description – Home Birth |  | Who                      | Time Taken |
|---|--|--------------------------|------------|
| Name of Process                             | Registration of Birth event that occurred at home or elsewhere.  | CRO – Justice Department | 1-14 days  |
| Process Actors                              | Family member, village member, village nurse, Civil Registration Office (CRO) – Justice Department, Nurse, Principal Nurse Officer, Medical Officer. |                          |            |
| Process Purpose                             | To ensure that the birth is reported, declared and registered formally.  |                          |            |
| Triggers                                    |  | Who                      | Time Taken |
| <b>1. Report Birth</b>                      |  |                          |            |
| 1.0   | Family calls the hospital and informs of imminent birth.   | Family member            | 5-8 min    |
| 1.1   | Nurse receives call and asks for verification of personal details – mother's name, age, home address.  | Nurse                    | 5 min      |

|                           |  |                       |           |
|---------------------------|--|-----------------------|-----------|
| 1.2                       | Nurse checks mother's name on Medtech to verify identity and gestational details.  | Nurse                 | 2 min     |
| 1.3                       | Nurse notifies medical officer on duty.  | Nurse                 | 5-10 min  |
| 1.4                       | Medical Officer or Nurse attends the birth at home.  | Medical Officer/Nurse | 10-20 min |
| 1.5                       | Mother and child brought in for admission in the hospital post-natal ward.   |                       | Same day  |
| 1.6                       | Nurse enters birth details under the mother's file in Medtech. (Both father and mother have separate files already registered in Medtech – name, date of birth, gender, marital status, ethnicity, residence, occupation, emergency contact.   | Nurse                 | 5 min     |
| <b>Long-term priority</b> |  |                       |           |
| 1.7                       | .It Nurse opens Notification of Birth Form on Medtech and adds child's date of birth, gender, place of birth and parents' names and residential address.   | Nurse                 | 5 min     |
| 1.8                       | .It Principal Nurse Officer (PNO) checks all data entered in Notification of Birth Form on Medtech and verbally confirms with the parents, their names and residential address, gender of child and date of birth.   | PNO                   | 2 min     |
| 1.9                       | .It Parents are asked if they are ready to declare the name of the child and, if provided, the PNO adds the name on the notification. Parent's contact mobile phone number also added on the record.   | PNO                   | 2 min     |
| 1.10                      | .It Birth notification receipt is printed from Medtech.<br>– If any information is missing (e.g. the name of the child), the receipt contains the list of missing information and includes a message to parents to visit the registration office within 14 days.<br>– If no information is missing the form contains the message that parents can approach the registration office to collect birth certificate. | PNO                   | 2 min     |

|                           |  |               |         |
|---------------------------|--|---------------|---------|
| 1.11                      | .It PNO instructs Medtech to submit electronic Notification of Birth Form to Digital Civil Registration Platform.  | PNO           | 1 min   |
| 1.12                      | .It The Hospital Birth Notification spreadsheet is integrated into Medtech. Medtech automatically creates new record on the Hospital Birth Notification spreadsheet. The record contains date of birth, gender, gestational age in weeks, birth weight, birth attendant, type of birth (vaginal or caesarean), mother's name, age, village and ethnicity.  | Automatically | Instant |
| <b>Immediate priority</b> |  |               |         |
| 1.7                       | .im Nurse opens Notification of Birth Form on Digital Civil Registration Platform. Nurse copies from Medtech the relevant data – child's date of birth, gender, place of birth and parents' names and residential address.   | Nurse         | 2 min   |
| 1.8                       | .im Principal Nurse Officer (PNO) checks all data entered in Notification of Birth Form on Digital Civil Registration Platform and verbally confirms with the parents, their names and residential address, gender of child and date of birth.   | PNO           | 1 min   |
| 1.9                       | .im Parents are asked if they are ready to declare name of the child and the PNO adds the name on the notification if provided. Parents' contact mobile phone number is also added on the record.  | PNO           | 2 min   |
| 1.10                      | .im Birth notification receipt is printed from Digital Civil Registration Platform.<br><ul style="list-style-type: none"> <li>– If any information is missing (e.g. the name of the child), the form contains list of missing information and the message to parents to visit registration office within 14 days.</li> <li>– If no information is missing the form contains the message that parents can approach the registration office to collect birth certificate.</li> </ul> | PNO           | 2 min   |



|                          |   |                  |           |
|--------------------------|---|------------------|-----------|
| 1.11                     | .im PNO marks Notification of Birth Form on Digital Civil Registration Platform as final.   | PNO              | 2 min     |
| 1.12                     | .im PNO enters the birth details into the Hospital Birth Notification spreadsheet – date of birth, gender, gestational age in weeks, birth weight, birth attendant, type of birth (vaginal or caesarean) mother’s name, age, village, and ethnicity.  | PNO              | Next day  |
| <b>2. Register Birth</b> |   |                  |           |
| 2.0                      | Civil Registrar (CR) starts Digital Civil Registration Platform and checks for received notifications of birth  | CR               | 1 min     |
| 2.1                      | CR initiates birth registration record.<br>– If there are missing data fields in the received notification, CR/Digital Civil Registration Platform sends mobile text message to parents to come forward within 14 days and submit missing information.<br>– If there are no missing fields in the notification, Digital Civil Registration Platform shows the form as pending in the ‘Birth Registration’ module and CR proceeds with step 2.7. | CR               | 1 min     |
| 2.2                      | Parent travels to the CRO to register the child within 14 days after birth.   | Mother or Father | 10-30 min |
| 2.3                      | CR prints out the registration form prefilled with information already provided by parents and gives it to the parents.   | CR               | 30 sec    |
| 2.4                      | Parent fills in the missing information in the form.  | Mother or Father | 5-10 min  |
| 2.5                      | Parent gives the completed form to the CR.  | Mother or Father | 20 sec    |



|                             |   |                     |                      |
|-----------------------------|---|---------------------|----------------------|
| 2.6                         | CR checks the completed form and signs on the 'Signature of Registrar' space.   | CR                  | 30 sec               |
| 2.7                         | <p>CR opens 'Birth Registration' module on the Digital Civil Registration Platform and selects the pending registration case by selecting corresponding birth notification form, the module assigns an entry number.</p> <ul style="list-style-type: none"> <li>– a. In case of missing information, CR enters missing information from the form submitted at step 2.5 and completes the registration record.</li> <li>– b. In case no data is missing, the record is automatically populated.</li> </ul> | CR                  | 3-5 min              |
| 2.8                         | Chief Registrar marks 'registration completed' option. (can be delegated to CR)   | CR, Chief Registrar | 30 sec               |
| 2.9                         | CR sends a mobile text message to parents informing them to visit the registration office to collect birth certificate.   | CR                  | 1 min                |
| 2.10                        | <p>CR prints the completed record and adds the copy in the Birth register.</p> <p>Use of Register of Births book is discontinued. Instead, the Birth register is created as binder of printed registration forms.</p>   | CR                  | 30 sec               |
| <b>3. Birth Certificate</b> |   |                     |                      |
| 3.0                         | Parent travels to the CRO.  | Mother or Father    | 3-5 days after birth |
| 3.1                         | Parent requests for a Birth Certificate.  | Mother or Father    | 1 min                |
| 3.2                         | CR opens 'Issue birth certificate module' module on the Digital Civil Registration Platform, select the corresponding registration record, and activates 'print birth certificate.'   | CR                  | 30 sec               |



|                |  |                     |       |
|----------------|--|---------------------|-------|
| 3.3            | CR gives birth certificate to the Chief Registrar to sign, and seals it with the government stamp. | CR, Chief Registrar | 5 min |
| 3.4            | CR hands the signed and stamped copy of the birth certificate to the parent.                       | CR                  | 1 min |
| 3.5            | Parent pays the fee and receives the Birth Certificate.  | Mother or Father    | 2 min |
| 3.6            | CR archives the documentation in the office filing system.   | CR                  | 2 min |
| Process output | Process Output: Birth is registered in Niue and maternal record and family genealogy updated.      |                     |       |

**Table 13: Redesigned Birth Registration Process of events occurring in hospital**

(Text highlighted in red points to the new elements of the process introduced as part of the process redesign. 'It' indicates long term priority steps, 'im' indicates immediate priority steps.)

| Redesigned Process Description for Hospital Birth |  | Who                      | Time taken |
|---|--|--------------------------|------------|
| Name of Process                                   | Registration of birth event that occurred at the hospital.   | CRO – Justice Department | 1-14 days  |
| Process Actors                                    | Mother, Civil Registration Office (CRO), Nurse, Principal Nurse Officer, Medical Officer, Justice of Peace Commissioner. |                          |            |
| Process Purpose                                   | To ensure that the birth is registered within the stipulated registration period.  |                          |            |
| Triggers  |  | Who                      | Time taken |
| <b>1. Report Birth</b>                            |  |                          |            |
| 1.0   | Mother arrives at the hospital in labor.   | Mother                   | Anytime    |
| 1.1   | Nurse greets the mother and admits her into the birthing unit.   | Nurse                    | 5 min      |

|                          |   |                 |                           |
|--------------------------|---|-----------------|---------------------------|
| 1.2                      | Nurse checks the mother's personal details and obstetric status on Medtech – name, age, gestational age, expected due date, residence, emergency contact.   | Nurse           | 5 min                     |
| 1.3                      | Nurse confirms with the mother the personal details and obstetric status.   | Nurse           | 3 min                     |
| 1.4                      | Nurse notifies the Medical Officer on duty.   | Nurse           | 5 min                     |
| 1.5                      | Medical Officer assesses the mother and enters obstetric findings in Medtech.   | Medical officer | 20-30 min every 2-4 hours |
| 1.6                      | Mother gives birth and time of birth, date of birth and gender of child are recorded by the Nurse.  | Nurse           | 10-15 min                 |
| 1.7                      | Nurse enters birth details under the mother's file in Medtech. (Both father and mother have separate files already registered in Medtech: name, date of birth, gender, marital status, ethnicity, residence, occupation, emergency contact. |                 |                           |
| <b>Longterm priority</b> |   |                 |                           |
| 1.8                      | .It Nurse opens Notification of Birth Form on Medtech and adds child's date of birth, gender, place of birth and parents' names and residential address.  | Nurse           | 5 min                     |
| 1.9                      | .It Principal Nurse Officer (PNO) checks all data entered in Notification of Birth Form on Medtech form and verbally confirms with the parents, their names and residential address, gender of child and date of birth.                     | PNO             | 2 min                     |
| 1.10                     | .It Parents are asked if they are ready to declare the name of the child and, if provided, the PNO adds the name on the notification. Parent's contact mobile phone number also added on the record.  | PNO             | 2 min                     |



|                           |   |               |         |
|---------------------------|---|---------------|---------|
| 1.11                      | <p>.It Birth notification receipt is printed from Medtech.</p> <ul style="list-style-type: none"> <li>– If any information is missing (e.g. the name of the child), the form contains list of missing information and the message to parents to visit registration office within 14 days.</li> <li>– If no information is missing, the form contains the message that parents can approach the registration office to collect birth certificate.</li> </ul> | PNO           | 2 min   |
| 1.12                      | .It PNO instructs Medtech to submit electronic Notification of Birth Form to Digital Civil Registration Platform.   | PNO           | 1 min   |
| 1.13                      | .It The Hospital Birth Notification spreadsheet is integrated into Medtech. Medtech automatically creates new record on the Hospital Birth Notification spreadsheet. The record contains date of birth, gender, gestational age in weeks, birth weight, birth attendant, type of birth (vaginal or caesarean), mother's name, age, village and ethnicity.   | Automatically | Instant |
| <b>Immediate priority</b> |   |               |         |
| 1.8                       | .im Nurse opens Notification of Birth Form on Digital Civil Registration Platform. Nurse copies from Medtech the relevant data – child's date of birth, gender, place of birth and parents' names and residential address.  | PNO           | 2 min   |
| 1.9                       | .im Principal Nurse Officer (PNO) checks all data entered in Notification of Birth Form on Digital Civil Registration Platform and verbally confirms with the parents their names and residential address, gender of child and date of birth.   | PNO           | 1 min   |
| 1.10                      | .im Parents are asked if they are ready to declare the name of the child and, if provided, the PNO adds the name on the notification. Parent's contact mobile phone number also added on the record.  | PNO           | 2 min   |

|                          |   |                  |           |
|--------------------------|---|------------------|-----------|
| 1.11                     | .im Birth notification receipt is printed from Digital Civil Registration Platform.<br><ul style="list-style-type: none"> <li>– If any information is missing (i.e. the name of the child), the form contains list of missing information and the message to parents to visit registration office within 14 days.</li> <li>– If no information is missing the form contains the message that parents can approach the registration office to collect birth certificate.</li> </ul>                          | PNO              | 2 min     |
| 1.12                     | .im PNO marks Notification of Birth Form on Digital Civil Registration Platform as final.   | PNO              | 2 min     |
| 1.13                     | .im PNO enters the birth details into the Hospital Birth Notification spreadsheet – date of birth, gender, gestational age in weeks, birth weight, birth attendant, type of birth (vaginal or caesarean), mother’s name, age, village and ethnicity.  | PNO              | Next day  |
| <b>2. Register Birth</b> |   |                  |           |
| 2.0                      | Civil Registrar (CR) starts Digital Civil Registration Platform and checks for received notifications of birth.   | CR               | 1 min     |
| 2.1                      | CR initiates birth registration record.<br><ul style="list-style-type: none"> <li>– If there are missing data fields in the received notification, CR/Digital Civil Registration Platform sends mobile text message to parents to come forward and within 14 days and submit missing information.</li> <li>– If there are no missing fields in the notification, Digital Civil Registration Platform shows the form as pending in the ‘Birth Registration’ module and CR proceeds with step 2.7.</li> </ul> | CR               | 1 min     |
| 2.2                      | Parent travels to the CRO to register the child within 14 days after birth.   | Mother or Father | 10-30 min |



|      |   |                     |          |
|------|---|---------------------|----------|
| 2.3  | CR prints out the registration form prefilled with information already provided by the parents and gives it to them.  | CR                  | 30 sec   |
| 2.4  | Parent fills in the missing information on the form   | Mother or Father    | 5-10 min |
| 2.5  | Parent gives the completed form to the CR.  | Mother or Father    | 20 sec   |
| 2.6  | CR checks the completed form and signs on the 'Signature of Registrar' space.   | CR                  | 30 sec   |
| 2.7  | <p>CR opens 'Birth Registration' module on the Digital Civil Registration Platform and selects the pending registration case by selecting corresponding birth notification form, the module assigns an entry number.</p> <ul style="list-style-type: none"> <li>– a. In case of case of missing information, CR enters missing information from the form submitted at step 2.5 and completes the registration record.</li> <li>– b. In case no data is missing, the record is automatically populated, and CR sends mobile text message to parents informing them to visit the registration office to collect birth certificate.</li> </ul> | CR                  | 3-5 min  |
| 2.8  | Chief Registrar marks 'registration completed' option. (can be delegated to CR).  | CR, Chief Registrar | 30 sec   |
| 2.9  | CR sends a mobile text message to parents informing them to visit the registration office to collect birth certificate.   | CR                  | 1 min    |
| 2.10 | CR prints the completed record and adds printed copy in the Birth register. Use of Register of Births book is discontinued. Instead, the Birth Register is created as binder of printed registration record. Printing can be activated only after Chief Register activates 'registration completed' option.   | CR                  | 30 sec   |

### 3. Birth Certificate

|                |   |                     |                      |
|----------------|---|---------------------|----------------------|
| 3.0            | Parent travels to the CRO.  | Mother or Father    | 3-5 days after birth |
| 3.1            | Parent requests for a Birth Certificate.  | Mother or Father    | 1 min                |
| 3.2            | CR opens 'Issue birth certificate module', selects the corresponding registration record, and activates print birth certificate'. | CR                  | 30 sec               |
| 3.3            | CR gives birth certificate to the Chief Registrar to sign, and seals it with the government stamp.                                | CR, Chief Registrar | 5 min                |
| 3.4            | CR hands the signed and stamped copy of the birth certificate to the parent.  | CR                  | 1 min                |
| 3.5            | Parent pays the fee and receives the Birth Certificate.   | Mother or Father    | 2 min                |
| 3.6            | CR archives the documentation in the office filing system.  | CR                  | 2 min                |
| Process Output | Birth is registered in Niue and maternal record and family genealogy updated.   |                     |                      |



**Table 14: Redesigned Death Registration Process of Events Occurring at Home**

(Text highlighted in red points to the new elements of the process introduced as part of the process redesign. 'It' indicates long term priority steps, 'im' indicates immediate priority steps.)

| Redesigned Process Description for Hospital Death |   | Who                                    | Time taken |
|---|---|--|------------|
| Name of Process                                   | Registration of death that occurred at the hospital   | CRO – Justice Department               | Same day   |
| Process Actors                                    | Family member, Police Officer, Civil Registration Office (CRO), Nurse, Principal Nurse Officer, Medical Officer, Justice of Peace Commissioner.                         |  |            |
| Process Purpose                                   | To ensure that the death is certified, reported and registered within the specified time i.e. 24 hours.   |  |            |
| Triggers  |   | Who                                    | Time taken |
| <b>1. Report Death</b>                            |   |  |            |
| 1.0   | Family informs the hospital if the death occurs at home. Police Officer, village member or eyewitness report if the death occurs elsewhere, e.g., road accident.        | Family member, Police Officer, Witness | 5-10 min   |
| 1.1   | Nurse receives the call and records the personal details of the deceased - name, age, residential address, time and date of death.                                      | Nurse                                  | 3-5 min    |
| 1.2   | Nurse notifies the medical officer on duty.   | Nurse                                  | 3-8 min    |
| 1.3   | Nurse checks the deceased existing record on Medtech for verification - name, date of birth, gender, residence, illness and duration of illness, and emergency contact. | Nurse                                  | 5 min      |
| 1.4   | Medical Officer (MO) attends to the deceased.   | Medical Officer (MO)                   | 10-20 min  |
| 1.5   | MO checks with the family and verbally confirms the identity of the deceased.   | MO                                     | 2-3 min    |
| 1.6   | 1.6 MO assesses the body and certifies the death.   | MO                                     | 5-10 min   |



|                              |   |               |           |
|------------------------------|---|---------------|-----------|
| 1.7                          | MO records the deceased name, age, gender, date of death, place of death, date last seen alive, causes of death of the Medical Certificate of Cause of Death (MCCOD), MO's full name and qualification, residence, signature and date on the MCCOD.   | MO            | 10-20 min |
| 1.8                          | Principal Nurse Officer (PNO) enters the Code using ICD-10 on the MCCOD.  | PNO           | 5 min     |
| <b>Non-medicolegal death</b> |   |               |           |
| <b>Long-term priority</b>    |   |               |           |
| 1.9                          | .It <b>(Requires for Medtech software to be upgraded to enable generating of Death Notification Form)</b><br>MO instructs Medtech to generate and submit Death Notification Form where data fields are automatically compiled from the available Medtech record.  | MO            | 1 min     |
| 1.10                         | .It The Hospital Death Registry spreadsheet is integrated into Medtech. Medtech automatically creates new record on the Hospital Birth Notification spreadsheet. The record contains name, gender, age, village, ethnicity, date of death, cause of death, Medical Officer in attendance and the ICD-10 code. | Automatically | Instant   |
| <b>Immediate priority</b>    |   |               |           |
| 1.9                          | .im PNO opens Death Notification Form on Digital Civil Registration Platform. Nurse copies relevant data from MCCOD and marks 'notification complete'.  | PNO           | 2 min     |
| 1.10                         | .im PNO enters the death information into the Hospital Death registry spreadsheet – name, gender, age, village, ethnicity, date of death, cause of death, Medical Officer in attendance and the ICD-10 code.  | PNO           | Next day  |
| <b>For medicolegal death</b> |   |               |           |
| 1.11                         | If the case is medicolegal, medical officer in attendance hands over to the Police three documents that are then taken to the Justice of the Peace Commissioner (JP). These are: 1) the MCCOD, 2) Life Extinct form, 3) Medical report for the Coroner.   | MO            | 1 day     |



|                          |  |                 |           |
|--------------------------|--|-----------------|-----------|
| 1.12                     | The JP Commissioner examines the reports and will use his jurisdiction to authorize the registration of death and burial ceremony.   | JP Commissioner | 10-15 min |
| 1.13                     | Police hands the JP Commissioner's authorization letter to the CR. CR proceeds to step 2.1b.   | Police          | 1-5 min   |
| <b>2. Register Death</b> |  |                 |           |
| 2.1a                     | <p>CR opens 'Death Registration' module on the Digital Civil Registration Platform and initiates new death registration records by selecting a pending received Death Notification Form. The module assigns an entry number. Death Registration Record is populated automatically with data from the Death Notification Form:</p> <ul style="list-style-type: none"> <li>– Deceased name, gender, date of death, place of death, residence, date and place of birth, name of husband or wife if any, number and gender of children living if any, causes of death, duration of last illness.</li> <li>– Name of medical officer who completed the medical death certificate and date last seen by medical officer.</li> <li>– The deceased parents (father and mother) names, residence, occupations, and place of birth.</li> <li>– The informant's (police or family member) residence, occupation and degree of relationship if any to the deceased.</li> </ul> | CR              | 2 min     |
| 2.1b                     | (For medicolegal death) CR opens 'Death Registration' module on the Digital Civil Registration Platform and initiates new death registration records by selecting 'Medicolegal death' and manually copies data fields from the MCCOD.  | CR              | 30-60 min |
| 2.2                      | CR copies the data to the Register of Deaths book then takes the Register of Deaths book to the Chief Registrar to counter sign.   | CR              | 1-2 min   |

|                             |  |                        |                      |
|-----------------------------|--|------------------------|----------------------|
| 2.3                         | CR prints the completed record and adds printed copy in the Death register. Each printed record is stamped with the government stamp.<br><br>Use of Register of Deaths book is discontinued. Instead the Death register is created as binder of printed registration record. | CR                     | 5 min                |
| 2.4                         | Chief Registrar signs letter of authorization for burial.  | Chief Registrar        | 2 min                |
| 2.5                         | CR issues the authorization letter to the Minister of Religion for the burial  | CR                     | 30 sec-1 min         |
| 2.6                         | Minister of Religion certifies the burial and returns the signed burial certificate to the Civil Registration Office.  | Minister of Religion   | Same day or next day |
| <b>3. Death Certificate</b> |  |                        |                      |
| 3.0                         | Family travels to the CRO for the Death Certificate (DC).  | Family member          | 10-20 min            |
| 3.1                         | Family requests for the DC.  | Family member          | 1-2 min              |
| 3.2                         | CR opens 'Death certificate' module, selects the corresponding registration record, and activates 'print death certificate'.   | CR                     | 30 sec               |
| 3.3                         | CR prints DC, gives it to the Chief Registrar to sign and seal with the government stamp.  | CR and Chief Registrar | 5 min                |
| 3.4                         | CR hands the signed and stamped copy of the DC to the family.  | CR                     | 1 min                |
| 3.5                         | Family pays the fee and receives the death certificate.  | Family member          | 2 min                |
| 3.6                         | CR archives the documents in the office filing system.   | CR                     | 2 min                |
| Process Output              | Death is manually registered in the Death Register Book, Death Certificate printed and given to the family.  |                        |                      |



**Table 15: Redesigned Death Registration Process of Events Occurring in Hospital**

(Text highlighted in red points to the new elements of the process introduced as part of the process redesign. '.lt' indicates long term priority steps, '.im' indicates immediate priority steps.)

| Redesigned Process Description for Hospital Death |  | Who                     | Time taken |
|---|--|-------------------------|------------|
| Name of Process                                   | Registration of death that occurred at the hospital  | CRO –Justice Department | Same day   |
| Process Actors                                    | Family member, Police Officer, Civil Registration Office (CRO), Nurse, Principal Nurse Officer, Medical Officer, Justice of Peace Commissioner.  |                         |            |
| Process Purpose                                   | To ensure that the death is certified, reported and registered within the specified time i.e. 24 hours.  |                         |            |
| Triggers  |  | Who                     | Time taken |
| <b>1. Report Death</b>                            |  |                         |            |
| 1.0   | Death occurs and the nurse notifies the medical officer on duty.   | Nurse                   | 5 min      |
| 1.1   | Medical Officer (MO) assesses and certifies the death.   | MO                      | 5-10 min   |
| 1.2   | Nurse enters death details into the deceased's existing records in Medtech– the time and date of death and medical officer in attendance.  | Nurse                   | 3-5 min    |
| 1.3   | MO fills in the Medical Certificate of Cause of Death (MCCOD) – name of the deceased, gender, age, date of death, place of death, date of last seen alive, causes of death, MO's name, qualification, residence, signature and date. | MO                      | 5-10 min   |
| 1.4   | Medical officer updates the existing records of the deceased in Medtech – cause of death.  | MO                      | 5-10 min   |
| 1.5   | Principal Nurse Officer (PNO) checks the MCCOD and enters the code using ICD-10 on top of the certificate.   | PNO                     | 3-5 min    |

|                              |   |                 |           |
|------------------------------|---|-----------------|-----------|
| <b>Non-medicolegal death</b> |   |                 |           |
| <b>Long-term priority</b>    |   |                 |           |
| 1.6                          | .It (Requires for Medtech software to be upgraded to enable generating of Death Notification Form).   | PNO             | 5 min     |
| 1.7                          | .It The Hospital Death Registry spreadsheet is integrated into Medtech. Medtech automatically creates new record on the Hospital Birth Notification spreadsheet. The record contains name, gender, age, village, ethnicity, date of death, cause of death, Medical Officer in attendance and the ICD-10 code. | Automatically   | Instant   |
| <b>Immediate priority</b>    |   |                 |           |
| 1.6                          | .im PNO opens Death Notification Form on Digital Civil Registration Platform. Nurse copies relevant data from MCCOD and marks 'notification complete'.  | PNO             | 2 min     |
| 1.7                          | .im PNO enters the death information into the Hospital Death registry spreadsheet – name, gender, age, village, ethnicity, date of death, cause of death, Medical Officer in attendance and the ICD-10 code.  | PNO             | Next day  |
| <b>For medicolegal death</b> |   |                 |           |
| 1.8                          | If the case is medicolegal, medical officer in attendance hands over to the Police three documents that are then taken to the Justice of the Peace Commissioner (JP). These are: 1) the MCCOD, 2) Life Extinct form, 3) Medical report for the Coroner.   | MO              | 1 day     |
| 1.9                          | The JP Commissioner examines the reports and will use his jurisdiction to authorize the registration of death and burial ceremony.  | JP Commissioner | 10-15 min |
| 1.10                         | Police hands the JP Commissioner's authorization letter to the CR. CR proceeds to step 2.1b   | Police          | 1-5 min   |



## 2. Register Death

|      |  |    |           |
|------|--|----|-----------|
| 2.1a | <p>CR opens 'Death Registration' module on the Digital Civil Registration Platform and initiates new death registration records by selecting a pending received Death Notification Form. The module assigns an entry number. Death Registration Record is populated automatically with data from the Death Notification Form:</p> <ul style="list-style-type: none"> <li>– Deceased name, gender, date of death, place of death, residence, date and place of birth, name of husband or wife if any, number and gender of children living if any, causes of death, duration of last illness.</li> <li>– Name of medical officer who completed the medical death certificate and date last seen by medical officer.</li> <li>– The deceased parents (father and mother) names, residence, occupations, and place of birth.</li> <li>– The informant's (police or family member) residence, occupation and degree of relationship if any to the deceased.</li> </ul> | CR | 2 min     |
| 2.1b | (For medicolegal death) CR opens 'Death Registration' module on the Digital Civil Registration Platform and initiates new death registration records by selecting "Medicolegal death" and manually copies data fields from the MCCOD.  | CR | 30-60 min |
| 2.2  | CR copies the data to the Register of Deaths book then takes the Register of Deaths book to the Chief Registrar to counter sign.   | CR | 1-2 min   |
| 2.3  | <p>CR prints the completed record and adds printed copy in the Death register. Each printed record is stamped with the government stamp.</p> <p>Use of Register of Deaths book is discontinued. Instead the Death register is created as binder of printed registration record.</p>  | CR | 5 min     |

|                             |  |                        |                      |
|-----------------------------|--|------------------------|----------------------|
| 2.4                         | Chief Registrar signs letter of authorization for burial.  | Chief Registrar        | 2 min                |
| 2.5                         | CR issues the authorization letter to the Minister of Religion for the burial  | CR                     | 30 sec-1 min         |
| 2.6                         | Minister of Religion certifies the burial and returns the signed burial certificate to the Civil Registration Office.        | Minister of Religion   | Same day or next day |
| <b>3. Death Certificate</b> |  |                        |                      |
| 3.0                         | Family travels to the CRO for the Death Certificate (DC).  | Family member          | 10-20 min            |
| 3.1                         | Family requests for the DC.  | Family member          | 1-2 min              |
| 3.2                         | CR opens "Death certificate" module, selects the corresponding registration record, and activates "print death certificate". | CR                     | 30 sec               |
| 3.3                         | CR prints DC, gives it to the Chief Registrar to sign and seal with the government stamp.                                    | CR and Chief Registrar | 5 min                |
| 3.4                         | CR hands the signed and stamped copy of the DC to the family.  | CR                     | 1 min                |
| 3.5                         | Family pays the fee and receives the death certificate.  | Family member          | 2 min                |
| 3.6                         | CR archives the documents in the office filing system.   | CR                     | 2 min                |
| Process Output              | Death is manually registered in the Death Register Book, Death Certificate printed and given to the family.                  |                        |                      |



**Table 16:**

**Redesigned Process for Reflecting in Niue’s Birth Registration Book Birth Events of Niuean Residents Registered Overseas**

(Text highlighted in red points to the new elements of the process introduced as part of the process redesign.)

| Redesigned Process Description – Birth Overseas |  | Who                                      | Time taken                              |
|---|--|--|---|
| Name of Process                                 | Registration of Birth event that occurred overseas.  | CRO – Justice Department                 | 0-6 months from date of arrival to Niue |
| Process Actors                                  | Family member, legal guardian, Civil registration office (CRO), New Zealand civil registration authority.  |  |   |
| Process Purpose                                 | To ensure the birth is registered accordingly and within 6 months from date of arrival.  |  |   |
| Triggers  |  | Who                                      | Time taken                              |
| <b>1. Register Birth</b>                        |  |  |   |
| <i>For births occurring in New Zealand</i>      |  |  |   |
| 1.0a  | New Zealand civil registration authority generates on monthly basis a dataset that contains birth certificate data of all of Niue citizens whose birth was registered in a given month.  | New Zealand civil registration authority | 1 day                                   |
| 1.1a  | New Zealand civil registration authority compiles a digital and encrypted version of the list and sends it to Niue civil registration authority.   | New Zealand civil registration authority | 1 day                                   |
| 1.2a  | CR opens and decrypts the digital list of registered births, for each identified Niue’s resident opens ‘Birth Registration’ module and manually transfers the data into the software and marks the entry as ‘completed record’ and marks the field ‘Overseas Birth’. | CR                                       | 5 min                                   |





| <b>For births occurring elsewhere</b> |   |                  |                                    |
|---------------------------------------|---|------------------|------------------------------------|
| 1.0b                                  | Mother and child arrive in Niue from overseas   |                  |                                    |
| 1.1b                                  | Family member enquiries to the CR office regarding the birth registration process.  | Father or Mother | Within 6 months of arrival to Niue |
| 1.2b                                  | CR advises family member on the birth registration process.   | CR               | 5-10 min                           |
| 1.3b                                  | Informant travels to the CRO to register the child and within the stipulated registration period i.e. 6 months from date of arrival.  | Father or Mother | 10-20 min                          |
| 1.4b                                  | CR requests for the child's birth certificate from country of birth for verification, and passport to check the date of arrival to Niue.  | CR               | 30 sec                             |
| 1.5b                                  | CR collects original birth registration certificate from the informant, opens 'Birth Registration' module and manually transfers the data into the software and marks the entry as 'completed record' and marks the field 'Overseas Birth.'   | CR               | 5 min                              |
| <b>For all births</b>                 |   |                  |                                    |
| 1.6                                   | CR prints the completed record and adds printed copy in the Birth Register.<br>Use of 'Register of Births book' is discontinued. Instead the Birth Register is created as binder of printed registration record. Printing can be activated only after Chief Register activates 'registration completed' option. | CR               | 30 sec                             |
| 1.7                                   | CR archives the documents in the office filing system.  | CR               | 2 min                              |
|                                       | *Birth Certificate is not required because the child already has a Birth Certificate from the country of birth overseas.  |                  |                                    |
| Process Output                        | Process Output: Birth is registered in Niue and maternal record and family genealogy updated.   |                  |                                    |



**Table 17:**

**Redesigned Process for Reflecting in Niue’s Death Registration Book Death Events of Niuean Residents Registered Overseas**

(Text highlighted in red points to the new elements of the process introduced as part of the process redesign.)

| Redesigned Process Description for Death Overseas |  | Who                                      | Time taken |
|---|--|--|------------|
| Name of Process                                   | Registration of Death that occurred overseas.  | CRO–Justice Department                   | Same day   |
| Process Actors                                    | Family member, Civil registration office (CRO), New Zealand civil registration authority.  |  |            |
| Process Purpose                                   | Process Purpose: To ensure that the overseas death is registered accordingly, so that the family can get clearance for the deceased to be buried in Niue.  |  |            |
| Triggers  |  | Who                                      | Time taken |
| <b>1.Register Death</b>                           |  |  |            |
| 1.0   | Body of the Deceased is repatriated to Niue for burial.  |  |            |
| 1.1   | Deceased body is transported to the family residence.  |  |            |
| <b><i>For deaths occurring in New Zealand</i></b> |  |  |            |
| 1.2a  | New Zealand civil registration authority generates on monthly basis a dataset that contains death certificate data of all of Niue citizens whose death was registered in a given month.                                      | New Zealand civil registration authority | 1 min      |
| 1.3a  | New Zealand civil registration authority compiles a digital and encrypted version of the list and sends it to Niue civil registration authority.   | New Zealand civil registration authority | 1 min      |
| 1.4a  | CR opens and decrypts digital version of death certificate, opens ‘Death Registration’ module and manually transfers the data into the software, marks the entry as ‘completed record’ and marks the field ‘Overseas Birth’. | CR                                       | 5 min      |

| <b>For deaths occurring elsewhere</b> |   |               |           |
|---------------------------------------|---|---------------|-----------|
| 1.2b                                  | Family member travels to the CRO and is greeted by the CRO Staff.   | Family member | 10-20 min |
| 1.3b                                  | Family member enquiries about the funeral and burial arrangements.  | Family member | 5-10 min  |
| 1.4b                                  | 1.4.b CR advises family member on the death registration process.   | CR            | 5-10 min  |
| 1.5b                                  | Family approaches civil registration office with the original death certificate.  | Family member | 5-10 min  |
| 1.6b                                  | CR requests for the child's death certificate from country of death for verification.   | CR            | 30 sec    |
| 1.7b                                  | <p>CR collects original death registration certificate from the informant, opens 'Death Registration' module and manually transfers the data into the software. Details entered are:</p> <ul style="list-style-type: none"> <li>– Deceased name, gender, date of death, place of death, residence, date and place of birth, name of husband or wife if any, number and gender of children living if any.</li> <li>– Causes of death, duration of last illness, name of medical officer who completed the medical death certificate and date last seen by medical officer.</li> <li>– The deceased parents (father and mother) names, residence, occupations, and place of birth.</li> <li>– The informant's (family member) residence, occupation and degree of relationship if any to the deceased.</li> </ul> <p>CR marks the entry as 'completed record' and marks the field 'Overseas Death.'</p> | CR            | 5 min     |



| <i>For all deaths</i> |  |                      |                      |
|-----------------------|--|----------------------|----------------------|
| 1.8                   | CR prints the completed record and adds printed copy information in the Register of Deaths<br>Use of 'Register of Deaths book' is discontinued. Instead, the Register of Deaths is created as a binder of printed registration records. Printing can be activated only after Chief Register activates 'registration completed' option. | CR                   | 30 sec               |
| 1.9                   | Chief Registrar signs letter of authorization for burial.  | Chief Registrar      | 2 min                |
| 1.10                  | CR issues the letter of authorization to the family member.  | CR                   | 30 sec-1 min         |
| 1.11                  | Family member hands in the letter of authorization to the officiating Minister of Religion for the funeral service and burial ceremony.  | Family member        | 10-15 min            |
| 1.12                  | CR records the date of registration, notes it as overseas death in the Digital Civil Registration Platform and archives the documentation in the office filing system.   | CR                   | 5 min                |
| 1.13                  | Minister of Religion certifies the burial and returns the signed burial certificate to the Civil Registration Office.  | Minister of Religion | Same day or next day |
|                       | * Death Certificate is not required because the family already has the deceased's DC from the place of death overseas.   |                      |                      |
| Process Output        | Death is registered, deceased buried in Niue and family records updated.   |                      |                      |

**Table 18:**

**Redesigned Process for adding new-borns on the Social Allowances Distribution Lists**

(Text highlighted in red points to the new elements of the process introduced as part of the process redesign.)

| Redesigned Process Description for Updating Social Allowances Distribution lists |  | Who                    | Time taken |
|--|--|------------------------|------------|
| Name of Process  | Adding/removing entries on the social allowances distribution lists.   | Community Services     | Same day   |
| Process Actors   | Niue residents, Civil registration office, Community Services.   |                        |            |
| Process Purpose  | To enable Niue residents to be added to distribution list of the allowances that they are eligible for under the existing regulations.   |                        |            |
| Triggers   |  | Who                    | Time taken |
| <b>1.Child allowance and newborn grant registration</b>                          |  |                        |            |
| 1.1a   | CR office generates form the Digital Civil Registration Platform a list of all registered new-born children of Niuean descendants in each month that includes information on the child’s birth certificate and her/his parents birth certificates and sends it to the Community Services Director. | CR                     | 5 min      |
| 1.2a   | Community Services Director visits Civil Registration Office and for each entry on the list validates the entry on the family tree.  | Community services, CR | 1 day      |
| 1.3a   | If the entry on the family tree is found the name of the child is added on the distribution list.  | Community services, CR | 5 min      |
| 1.1b   | Foreigner with permanent resident status must apply in person to the Community Services official and submit child’s birth certificate, parent’s Permanent Resident Certificate and justification letter from the Immigration Department.   | Community services     | 5 min      |



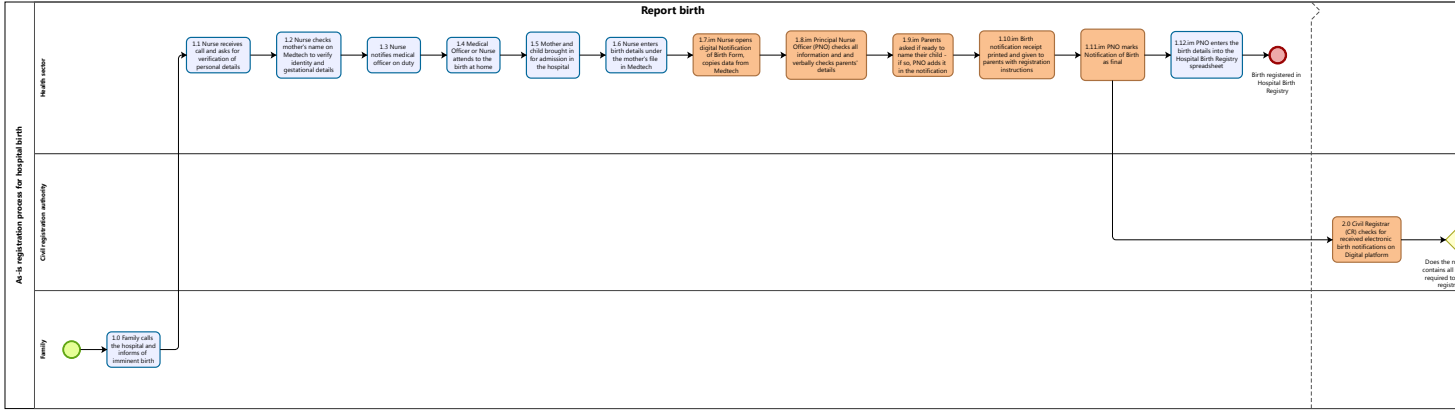
|      |  |                    |       |
|------|--|--------------------|-------|
| 1.2b | Community Services Director reviews submitted documents  | Community services | 5 min |
| 1.3b | Community services Director adds child on the distribution lists provided that the documents are found to be valid.  | Community services | 5 min |
| 1.4b | If Community Services Director finds presented document to be incomplete or not relevant, application is declined, and the applicant is asked to obtain relevant and complete documentation. | Community services | 5 min |

## 2. Removal of entries from social allowances distribution lists

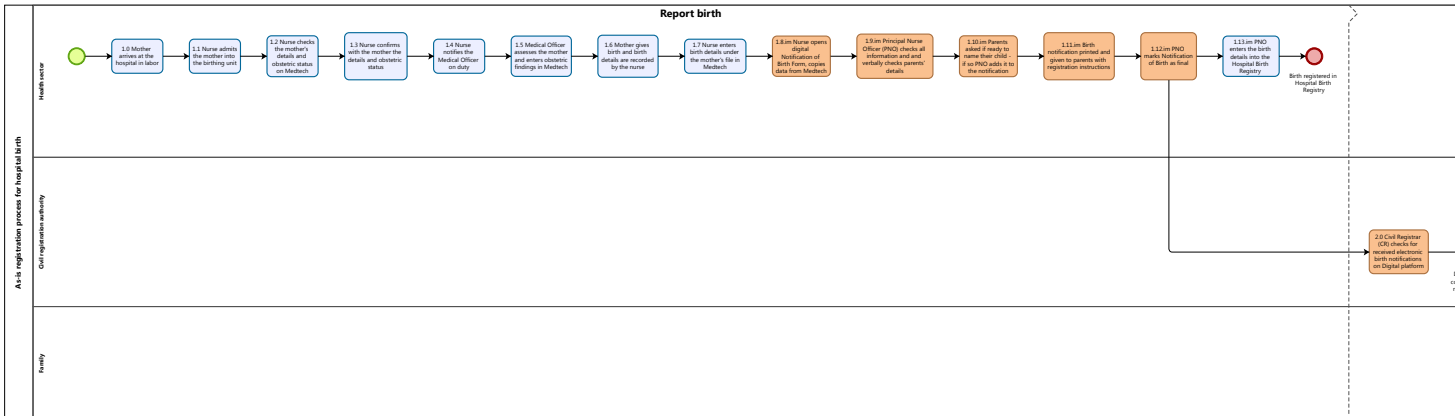
|                |   |                    |       |
|----------------|---|--------------------|-------|
| 2.1            | CR office generates form the Digital Civil Registration Platform a list of all registered deaths of Niuean descendants and foreigners with Permanent Resident status in a given month, including their birth certificate information and sends it to the Community Services Director. | CR                 | 5 min |
| 2.2            | Community Services Director reviews the deceased lists against the entries on the distribution lists and removes deceased beneficiaries from the distribution list.   | Community services | 1 day |
| Process Output | Child name is added on the list for distribution of child allowance and newborn grant. Deceased beneficiaries removed from the distribution lists.  |                    |       |



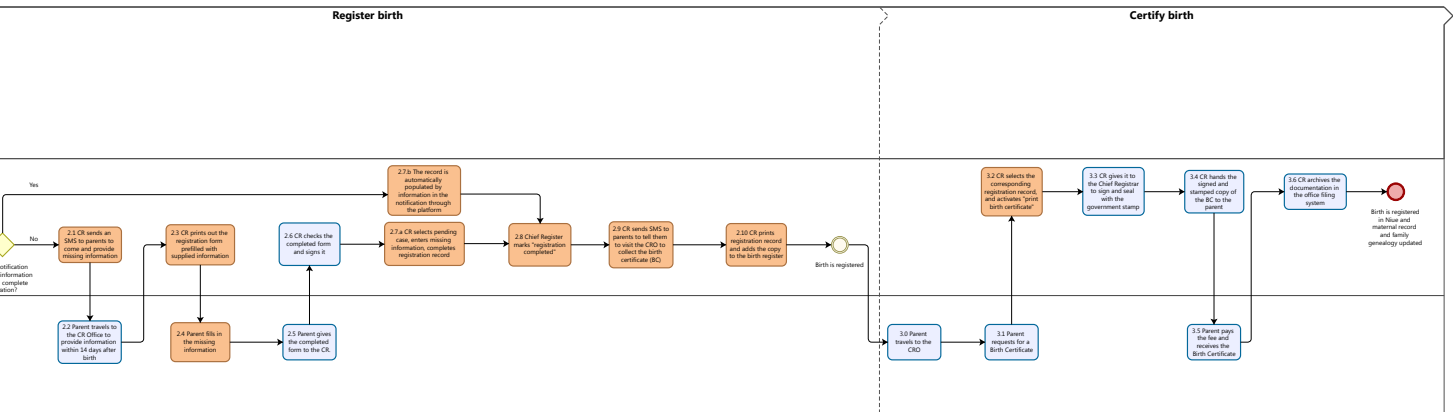
**Figure 8: Redesigned birth at home registration process map**



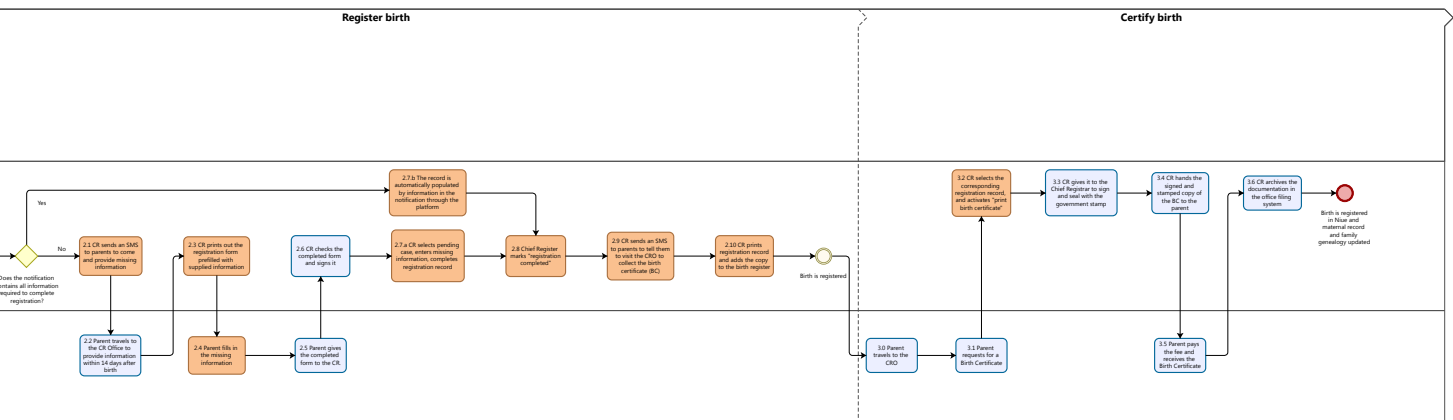
**Figure 9: Redesigned birth in health facility registration process map**







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Figure 10: Redesigned birth at home registration process map

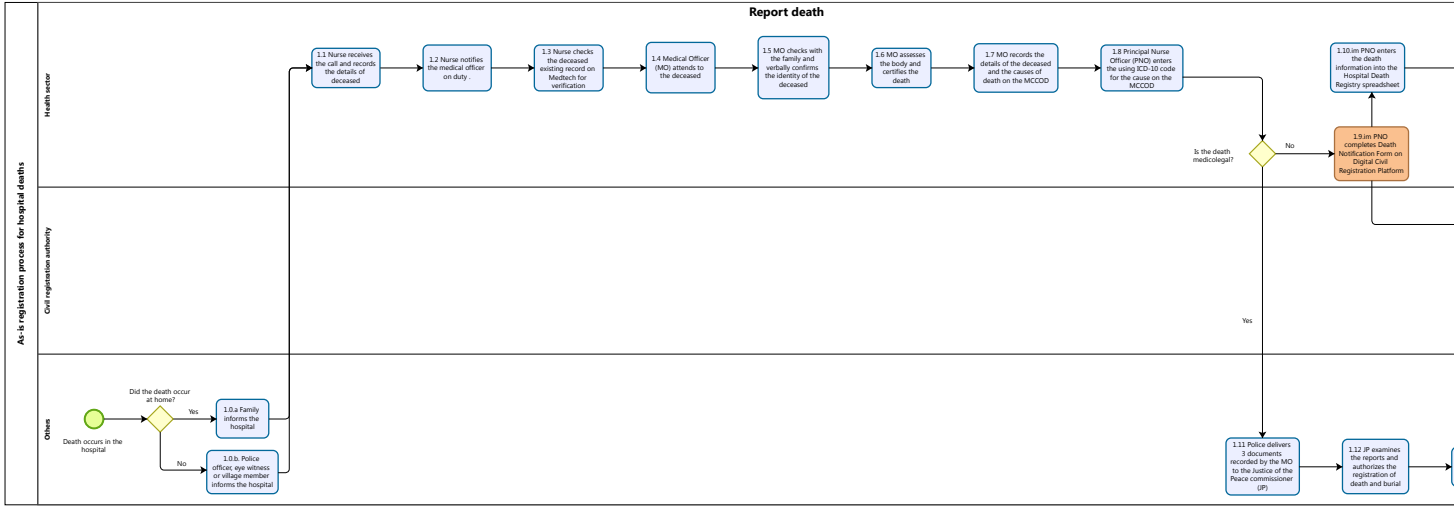
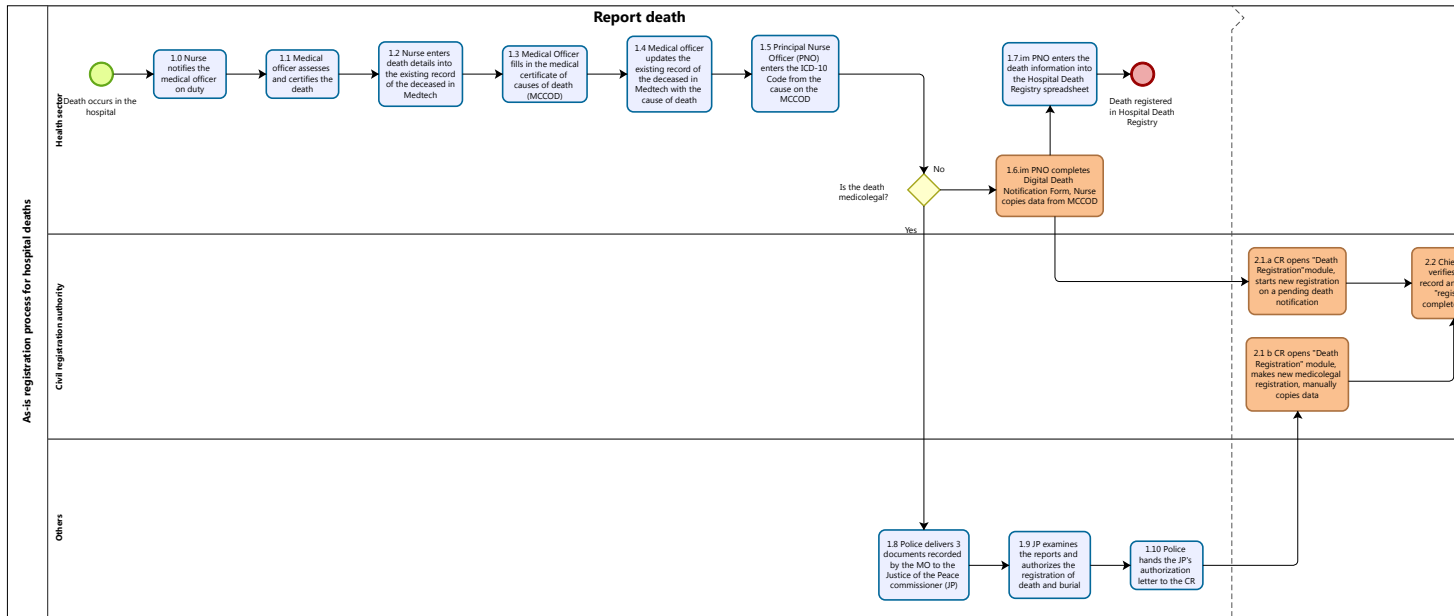
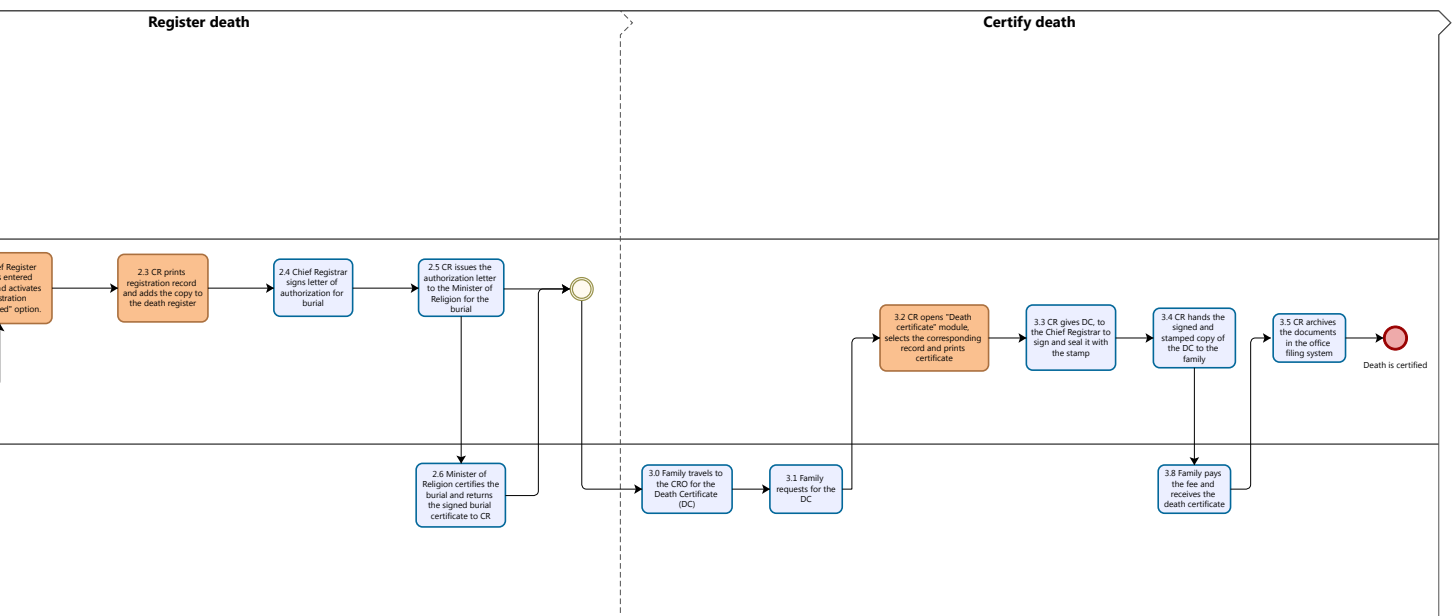
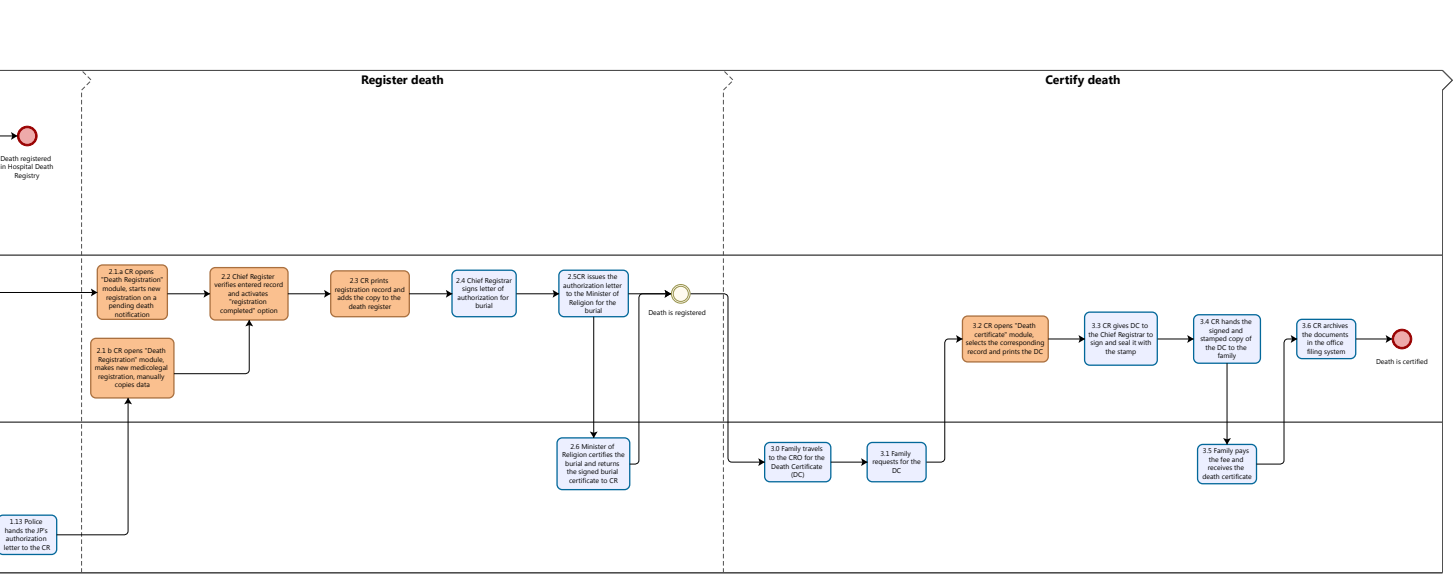
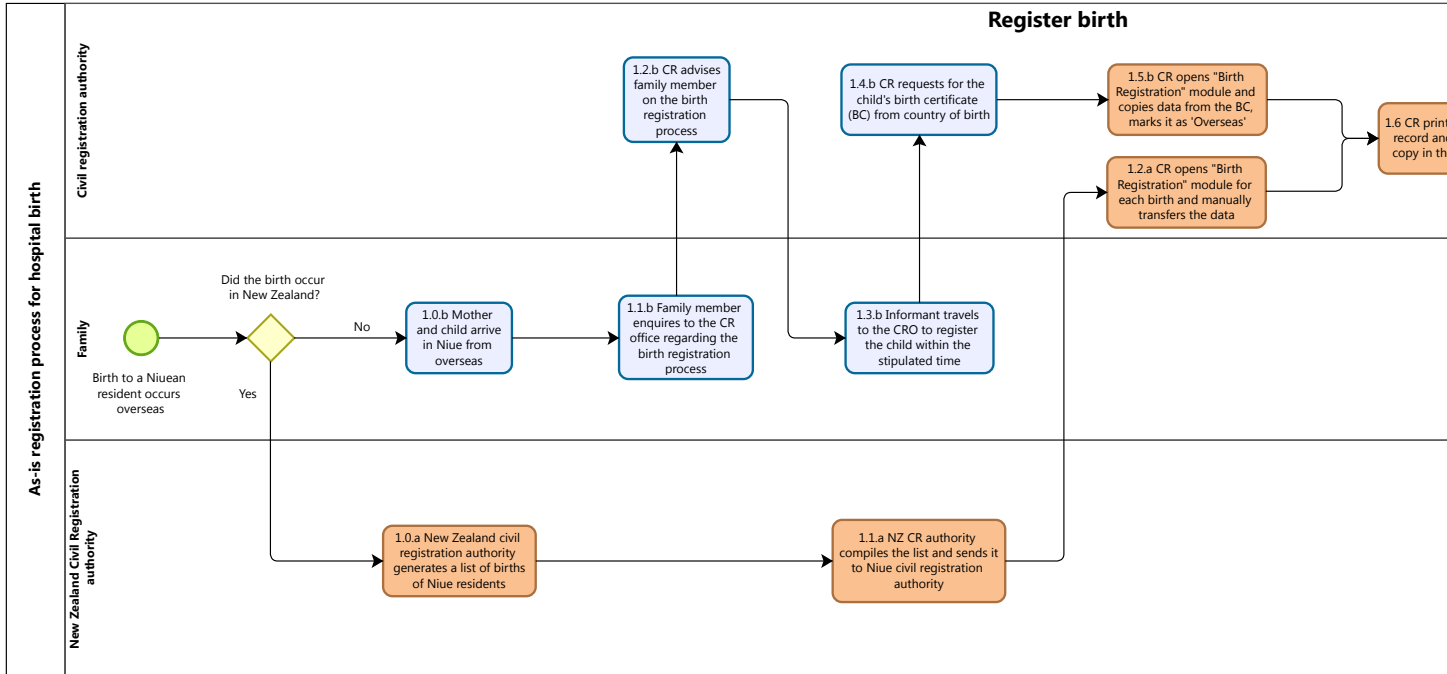


Figure 11: Redesigned death in health facility registration process map

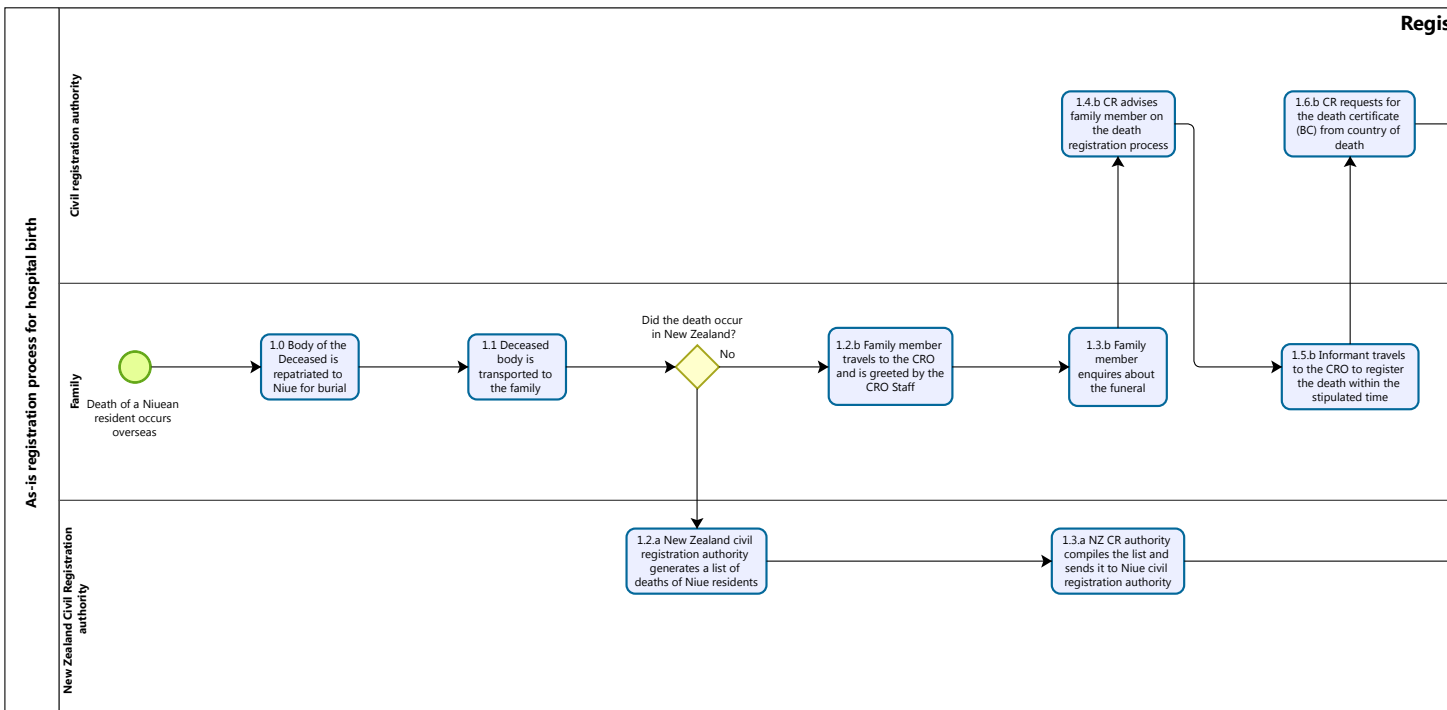


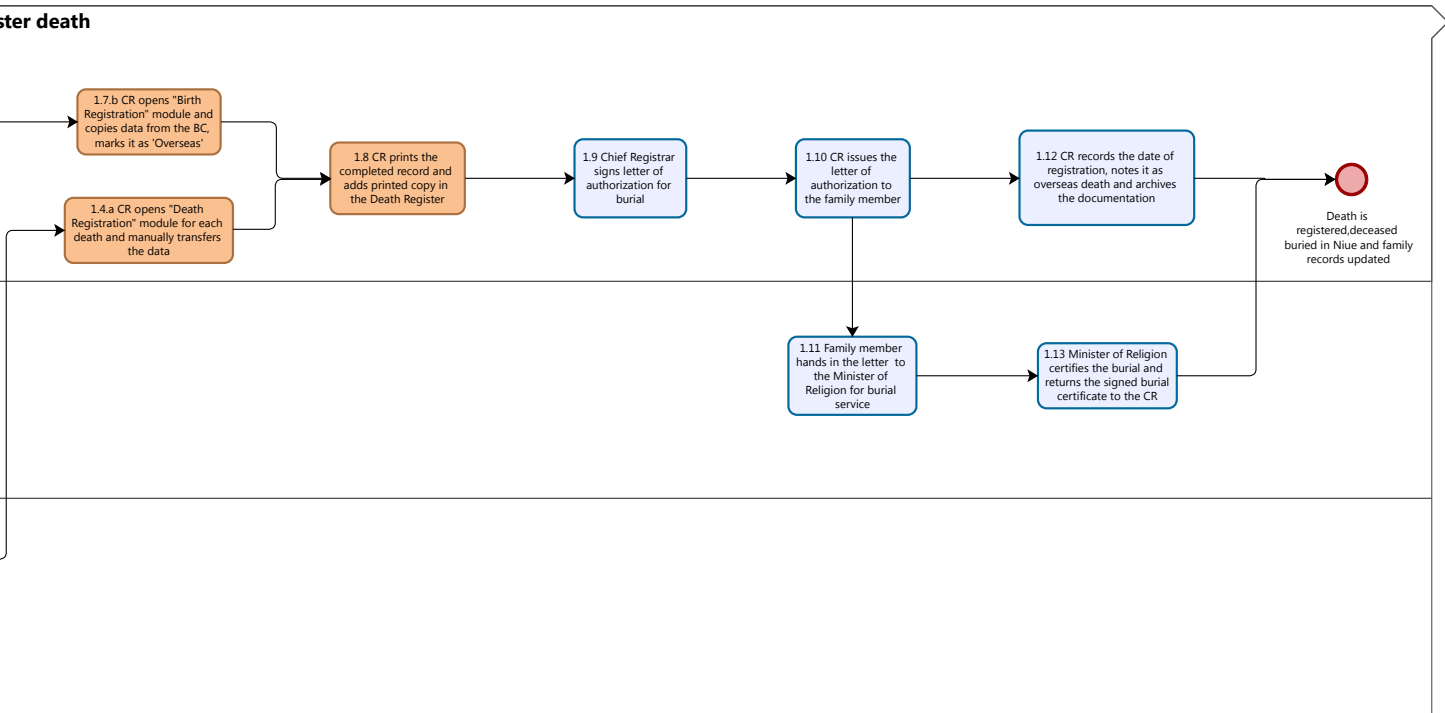
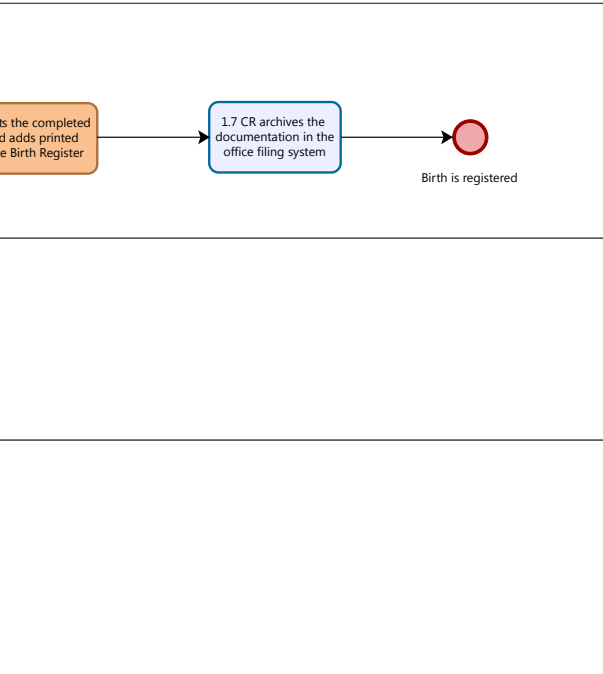


**Figure 12: Redesigned process for reflecting in Niue's birth registration books birth events of Niuean residents registered overseas**

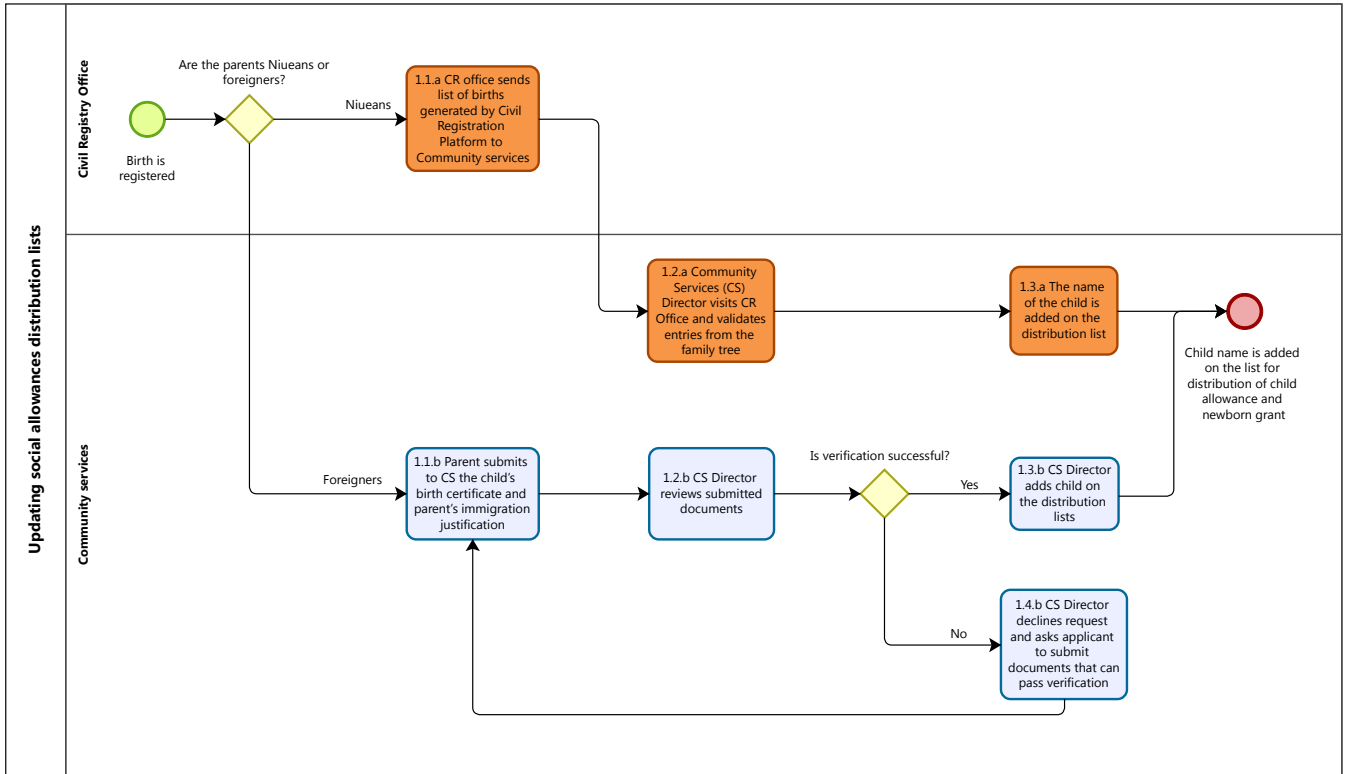


**Figure 13: Redesigned process for reflecting in Niue's death registration book, death events of Niuean resident's registered overseas**





**Figure 14: Redesigned process for adding new-borns on the social allowances' distribution lists**



# 6 CONCLUSION

The assessment, analysis and redesign of the birth and death registration business processes presented in this report are the result of two months of intensive consultations and discussions on challenges and areas of improvements with Niue's CRVS stakeholders. The discussions were informed by a clear understanding of the entire birth and death registration processes, from the notification of the events to the delivery of the certificates and developed as part of the project.

The CRVS system of Niue is a well-performing system, registering all births and deaths occurring on Niue territory. The implementation of a digital civil registration platform will improve the efficiency of stakeholders, allow for timely registration of births and deaths, and make the registration process simpler for citizens.

Niue demonstrated commitment to implementing the improvement policies listed in this report and is already taking steps to do so. Acting on this commitment the stakeholders in Niue decided to implement Plan International's Open CRVS, which is an open-source, digitized registration platform. As a result, some of the improvement policies suggested in this report will be implemented relatively soon. Other improvement policies requiring data sharing agreement with New Zealand civil registration authority may be implemented as part of a longer term CRVS improvement strategy.

The distribution of social services will also benefit from improved birth and death registration business processes. Improved handling of the registration records resulting from the digitization of registration services will enable timely transfer of the most up to date list of registered vital events from the civil registration office to social service delivery mechanisms. As a result, social services will be able to timely update the beneficiaries lists and eliminate the need from citizens to formally request services. Potential digitization of social allowances system would further expedite and automatize this process.



# ANNEX 1

## **Implementation CRVS Business Process Improvement Framework in Niue CRVS Stakeholders**

**Mrs. Gaylene Tasmania,**  
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**Mr. Kimray Vaha,**  
Chief Statistician &  
Immigration Officer.

**Ms. Fanuma Sioneholo,**  
Statistician & immigration  
Officer.

**Mrs. Puasina Tatui,**  
Principal Nursing Officer.

**Mrs. Toe Tukutama,**  
Administration Manager,  
Department of Justice.

**Mrs. Goretti Strickland,**  
Registry Officer, Department  
of Justice.

**Mr. Darren Tohovaka,**  
Secretary of Justice.

## **Country Coordinator**

**Ms. Puasina Tatui**

## **Senior Advisor**

**Mr. Zoran Djokovic**





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