

CASE STUDY: BDRIS

The Birth and Death Registration information system of Bangladesh

Submitted by:

1805061- Noshin Nawal

1805072- Fabiha Tasneem

1805076- Maneesha Rani Saha

1805079- Sumaiya Sultana Any

1805104- Swarnali Saha

1805117- Mashiyat Mahjabin Prapty

Introduction:

This report is a study on the website <https://bdris.gov.bd/home>. The mentioned website is the official portal of birth and death registration of Bangladesh. There are multiple functionalities of the site. We are going to highlight the functionalities, the facilities and the problems of this website in this report.

Functionalities:

1. Birth/death registration
2. Checking the status of the application
3. Checking the online copy of the certificate
4. Applying for birth/death record correction
5. Applying for birth/death certificate cancellation
6. Printing the application

Method of Study:

We conducted a survey among general users about the usability of the website. After that, we conducted our own analysis on the website. Moreover, we have taken help from some news article that we obtained from the Internet news portals. Since we could not access some of the pages on our own, we had to depend on the survey result. The discussion below is done on the basis of the above mentioned sources.

Facilities:

1. A user can check the online copy of someone's birth/death certificate through this website providing the registration number and date of birth.
2. A user can register the birth/death of any person providing necessary information and documents.

Problems:

Regarding Functionalities-

- i) Though there are options given of different functionalities, none of them works correctly online except checking the online copy of the certificate. People can register their birth/death but the process never gets complete only online, rather they have to suffer the hassle of going to the local authorities not once, but many times.
- ii) There are many irrelevant information taken in the form especially for elderly people who were born in British/Pakistan reign.
- iii) Birth and death registration certificates are still taken from the local authorities due to the lack of usability of the website.
- iv) Many handwritten certificates are not yet uploaded in the website, as a result, many people are facing problems while submitting a birth certificate somewhere.

Related to UI Design-

- i) The UI is very simple and not user friendly, especially for people who are not used to technology.
- ii) There are no manual for the users on how to use the site.
- iii) Links do not work properly.

Related to Website Content-

- i) Most of the users do not find the content clear and easy to understand.
- ii) The website does not serve its purpose completely, so its meaningfulness is unclear.

Recommendations:

The website should be made more useable by mending the errors. Dependency on the local authority should be decreased and the main aim of having an online portal should be established. There should be a manual page on how to operate the website on the homepage so that any person, even someone not used to technology can use the website without any problems.

Conclusion:

BDRIS is one of the most important websites of Bangladesh. The government can easily use this website as a research tool in census and other birth/death related researches. Alas, the website is not enough useable yet to reach this goal. It is creating more hassle in people's lives instead of mitigating them. We hope the government will take initiatives of improving the website very soon and make it functional for all level of citizens.

References:

1. <https://bdnews24.com/bangladesh/bangladeshs-birth-certificate-trouble-irritates-citizens>
2. <https://www.thedailystar.net/tech-startup/news/how-register-birth-certificate-online-3140251>
3. <https://www.tbsnews.net/thoughts/navigating-labyrinth-online-birth-certificate-registration-331357>

Appendix:

Survey Form

BDRIS Website Satisfaction Survey

Greetings to you! Thank you for giving us your valuable time. If you have used the BDRIS website(Birth and Death Registration) please fill up the form below.

Please rate how strongly you agree or disagree with each of the statements related to website design.

	Totally Disagree	Disagree	Agree	Totally Agree	Not Applicable
I love the website design.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can easily differentiate links.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can easily navigate between pages.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

On a scale of 1-5, how would you rate the usability of the website?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

Worst Best

Please rate how strongly you agree or disagree with each of the statements related to website performance.

	Totally Disagree	Disagree	Agree	Totally Agree	Not Applicable
It took too long to load the website.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Size of web controls was appropriate.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please rate how strongly you agree or disagree with each of the statements related to website content.

	Totally Disagree	Disagree	Agree	Totally Agree	Not Applicable
I find the website meaningful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I find the content relevant.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The website helped me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The content is clear and easy to understand.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The content presented in the right format.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What was your purpose to visit the website?

- ☐ Birth Registration ☐ Death Registration ☐ Checking the online copy of birth/death registration

Overall, how satisfied are you with your experience on the website lately?



What do you like or dislike about the website?

Type here...

Submit