

**PROJECT TO STRENGTHEN THE CIVIL REGISTRATION SYSTEM IN ETHIOPIA**

**PLAN OF ACTION/01**

MAY 2024

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# ACRONYMS

AICS- Italian Agency for Development Cooperation

CHIS- Community Health Information System

CR – Civil Registration

CRVS-Civil Registration and Vital Statistics

ESS- Ethiopian Statistics Service

DHIS- Digital Health Information System

DRS- Disaster Recovery Site

HMIS- Health Management Information System

HQ- Head Quarter

ICT-Information Communication Technology

ICS- Immigration and Nationality Service

RRS – Refugee and Returnee Service

MoH- Ministry of Health

NID – National Identification

OCS – Officer of Civil Status

RVERA- Regional Vital Events Registration Agency

SDG- Sustainable Development Goal

UN- United Nations

UNECA- United Nations Economic Commission for Africa

UNICEF- United Nations Children’s Fund

VS- Vital Statistics

# Background

Ethiopia is the second most populous country in Africa following Nigeria with an area extent of 1.1 million square kilometers. According to the population projection from the 2007 population and housing census, as of June 2019 the country has a population of 96.5 million. By now, the population is estimated to be 110 million. Of the total population, 80% is living in rural areas and 20% is living in urban areas. Currently, the national birth rate is 36/1000 population and the death rate is 7.5/1000 population.

The country has diverse ethnic groups and currently 85 different ethnic groups are proved to exist which are divided in to eleven regional states and two city administrations and Amharic, Oromigna, Tigrigna, Somaligna Afarigna and Sidamegna are the most predominant working languages in the respective regions.

Of the total population in the country, 33.9 million are data and internet users and the number of cellular users has shown significant increase with almost 69.5 million people using mobile phones. The coverage of electrification is 44%, which is believed to reach to 80% upon the completion of the Grand Renaissance Dam, expected to be completed in a couple of years.

Ethiopia has enacted the proclamation to the registration of vital events and NID, proclamation 760/2012, and started national registration of vital events such as birth, death, marriage and divorce in 2016. As the proclamation does not give privilege to the registration of vital events among refugees and foreign nationals and was short of saying anything about the use of technology in the registration, it was amended by proclamation no. 1049/2017 to address the mentioned gaps. Since the launch of the conventional registration of vital events on the 10th of August 2016, Ethiopia has been showing progress in geographic coverage of civil registration canters. Currently 90 % of the registration canters are providing vital events registration services. The completeness of registration which is calculated by taking the potential vital events to have occurred has also shown improvement as compared to the 1st year of registration. Namely, birth registration has increased from 8% in 2016/17 to 39.9% in 2023 . Similarly, death registration has increased from 6% to 18%, marriage registration from 4% to 10% and divorce registration from 3% to 6%. Despite this progress, the trend tells us that much has to be done to improve the registration as significant events remain unregistered thereby signaling Ethiopia is still far behind achieving the SDG target 16.9: provide legal identity for all including birth registration by 2030.

The Italian Agency for Development Cooperation /AICS/ has been supporting the Government of Ethiopia to strengthen the CRVS system since 2017. The support was channeled through UNICEF and was mostly directed to Oromia and SNNP regions. Among others the support focused on building the capacity of civil status officers and experts, strengthening interoperability with the health sector through notification of birth and death, creating demand for civil registration and provision of necessary supplies to the regional agencies. Currently, there is a plan to scale up the intervention to a new dimension that is believed to benefit the country’s CRVS system to be more efficient and effective. The first is utilizing technological solutions for registration and linking it with other sectors. The second is through improved institutional and technical capacity of registry offices and the third is through improved cross-sector collaboration, monitoring and supervision for the provision of standardized registry services.

This is a two years project that is expected to commence in the mid of 2024to be implemented directly by the Immigration and Citizenship Service and which will see the transformation of the current paper-based registration to a fully automated system by piloting proven technological solutions in selected regions of the country.

# Objectives

## 2.1 General Objectives

To contribute to the improvement and standardization of the civil registration system in Ethiopia.

## 2.2 Specific Objectives

To provide a standardized civil registration system (births, deaths, marriages, and divorces) in all regions of Ethiopia through the establishment of an efficient information management system.

This Specific Objective will focus on

* Assessing the status of ICT infrastructure that would enable the digitalization of CRVS.
* Increasing the efficiency and effectiveness of electronic registration and transfer of data from the registration centers to RVERA, ICS and ESS.
* Mapping the existing business process of CRVS in the digitization system
* Improving the quality of data for the production of vital statistics
* Creating interface with DHIS, CHIS and national VS systems for improved coverage and quality of registration.
* Build capacity of officers of civil status, health information system officers and health extension workers in the selected weredas.
* Assessing and building an application and database server for New CRVS Information System at regional level, centralized at HQ and DRS

# Project intervention areas

All regions of the country and different social settings are included for the pilot exercise, each with their own local working languages, in order to test the new digital system in real-world scenarios across the country and simply scale it up without requiring major system modifications. To this end, 2 to 10 woredas were selected and from each woreda urban, pastoralist and rural kebeles were purposefully selected from the very distant to the nearby kebele to the center of the woreda. The selection has been made in two phases: in the first phase, ICS established criteria for selecting areas, including rural, urban, pastoralist, hard-to-reach, and areas with and without telecom service coverage. In the second phase, ICS organized a regional consultation session and then chose the intervention areas The classification of regions has been meticulously adjusted to accommodate the recent administrative changes in the former SNNP region. Additionally, following extensive consultations with local authorities, certain areas initially designated in the first PoA have been replaced with new ones, primarily addressing concerns related to accessibility and security. Moreover, to uphold equity across regions, two kebeles have been adeed bringing the total number from 89 to 91.

## 3.1 Target areas

**Table 1: The list of selected target areas**

| S. No | Name of Region | Name of Woreda | Name of Kebele | |  |
| --- | --- | --- | --- | --- | --- |
| Urban | Rural |
| 1 | Tigray | Gulo Mehada | Zalambesa | Sebeya |  |
| Adigrat | 01 |  |  |
| Mereb Leh | 06 | Mihquan |  |
|  |  | Medihin |  |
| Axum | Hawelti |  |  |
|  | Kindeya |  |  |
| 2 | Afar | Dalol | Adokowa | Buada |  |
| Chifra | 01 | Waama |  |
| Dubti | 01 | Tangaye Kuma |  |
| 3 | Amhara | Metema Yohannes | 01 | 02 |  |
| Bure | Wendegi | Wangedam |  |
| Bahirdar | Dasira | Yiganda |  |
| Hayik | 01 | 02 |  |
| Weldiya city adminstration | Adenegur | Debre Gelila |  |
| 4 | Oromiya | Sinana | Hawushoo | Nano Robe |  |
| Saqa chekorsa | Gura Ula Uke | Shashemene |  |
| Tiyo | Qulumsa | Waji Chilalo |  |
| Wenchi | Chitu01 | Meti chitu |  |
| Lume | Nanawa | Tulure |  |
| Sabata | Ilamu | Migira |  |
| Debrelibanos | Sale | Tumano |  |
| Chiro | Yado Gojola | Yado Bobasa |  |
| Kombolcha | Bilusuma | Sibilu |  |
| Kofele | Garmama Shenato | Wege Adamoye |  |
|  |  |  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| 5 | Central Ethiopia | Wolkite Ketema | 01 |  |  |
|  |  | Butajira Ketema | 02 |  |  |
|  |  | Hadiya |  | Masibiya -02 |  |
|  |  | Tunto |  | Lalu |  |
| 6 | Southern Ethiopia | Demba Gofa | Mehal Ketema | Turga |  |
|  |  | Sodo Zuria | Fana Womba | Dalbo Atwaro |  |
| 7 | South West Ethiopia People’s Region | Menit Shasha | Gabi | Baro |  |
| Masha | Yebo | Shibo |  |
| 8 | Sidama | Hawassa | Gudemale | Tula Getere |  |
| Bonsa | Gojowe | Chabe Mazegaja |  |
| 9 | B/Gumuz | Bambasi | Bambasi | 01 Kebele |  |
| Kurmuk | Kurmuk |  |  |
| Guba |  | Bamza |  |
| Agalometi |  | Shimela Kono |  |
| Asossa city Administrative | Wereda 1 Ketena 5 |  |  |
| Mao komo Special wereda |  | Taja jelisi |  |
| 10 | Gambela | Abobo Wereda | 01 kebele |  |  |
| Gambella Tawon | 03 kebele |  |  |
| Godera wereda | 01 kebele |  |  |
| Lare wereda | 01 kebele |  |  |
| Goge wereda |  | O2 kebele |  |
| Gambela wereda (Itang Leyu wereda) | 01 Kebele |  |  |
| 11 | Harari | Shenkor | Kebele 09 |  |  |
| Hakim | Kebele 18 |  |  |
| Sofi |  | Sofi |  |
| Erer |  | Erer Weldiya |  |
|  |  | Kolfe Keranio | 3 |  |  |
|  |  | Kirkos | 9 |  |  |
|  |  | Yeka | 14 |  |  |
| 12 | Addis Ababa | Akaki | 9 |  |  |
|  |  | Lideta | 2 |  |  |
|  |  |
| 13 | Dire Dawa | Wereda 02 |  | Regawedagunufeta |  |
| Wereda 03 |  | Felewa |  |
| wereda 04 |  | Qirimiti |  |
| Diredawa city 05 | Kebele 02 |  |  |
| Kebele 06 |  |  |
| Kebele 04 |  |  |
| 14 | Somali | Wechale | Kebele 01 |  |  |
| Kebele 02 |  |  |
| Danan |  | Kebele 01 |  |
|  | Kebele 03 |  |
|  |  | 52 Woredas | 91 Kebeles | | |
|  |  |  |  | | |

# Strategic Focus

As per the 5-year costed CRVS Strategic plan, the strategic focus is developing a mission critical modernization of the CRVS system.

Digitalization or technologically enabling settings is a potential contributor in the strategic shift required to modernize the CRVS systems in Ethiopia. The upgrading of the systems from the current, outdated, paper-based registration of vital events to one that improves efficiency of service providers will be enhance through modernization. Digitalization provides a cost-effective and secure way to notify occurrence and register vital events, archive them securely and provide greater access to public and private services. Digital solutions make statistical processing and timely dissemination of quality reports at different administrative levels. Mobile phones and cellular network connectivity could be leveraged in rural and other settings where digital vital events registration might be a challenge. Digitalization of the CRVS systems and use of unique identification numbers (UIN) are important steps in establishing a national population register through interoperable CRVS, identity management and other systems

# Target beneficiaries

**Legal benefits**

Individuals can have their existence, identity, and vital events legally recognized, and obtain proof of these legal statuses through valid certificates. This enables people to exercise their civil rights (for example, the right to vote), to secure protection (for example, against child labor or marriage by having proof of age), and to access services (for example, health care, education, social security and cash transfers for the poor). Thus, CRVS serves as an important instrument through which fundamental human rights that are professed in international declarations and conventions are demonstrated in legal ways.

**Administrative benefits**

Governments can gather more accurate and up-to-date information about their populations and therefore offer targeted services. Because CRVS can inform about the condition and needs of small groups of people on a continuous basis, it provides valuable information that can be used for designing, implementing, and evaluating various services, ranging from health, social and protection services, to research and more.

As governments, institutions and businesses (for example, banks and insurance companies) increasingly process data and provide services electronically, linking CRVS with other administrative databases offers great advantages of reducing the response burden on the and allowing institutions to exchange and manage data more efficiently.

A key benefit of the CRVS system is that it provides the foundation for the development of a national population register as well as a system of unique identification. This permits the creation and updating of numerous administrative databases such as electoral registries, land and vehicle registries.

**Statistical benefits**

Universal and continuous coverage of all vital events occurring in the country prevents sampling error and certain types of response error that are common in other sources of vital statistics such as household surveys. Also, statistical analysis of disaggregated population data at any level (for example, national, provincial, and district levels) is possible, enabling better monitoring of population movements, demographic changes, potential health threats and so on. Well-functioning CRVS systems provide data that are up-to-date and reliable, and that can be compared against other data, such as those collected through population census and field surveys.

Recording every life event provides an opportunity to produce the most accurate, complete and timely statistics on the health and demographics of a population. Knowing how many people live in the country, the leading causes of death, fertility rates and life expectancy, enhances administration and provides decision makers with information to better respond to the needs of society through more effective, efficient and directed policies at national and local levels. This data allows the government to identify policy priorities across multiple sectors, particularly health.

## 5.1 Direct beneficiaries

It is assumed that new born children are expected to be registered and certified within 90 days as stipulated in proclamation 760/2012. Furthermore, death, marriage and divorce will be registered within 30 days from the occurrence. As the use of technology alone does not guarantee the registration of vital events, it should be supported by appropriate sensitization and community engagement and linkage with health services. Assuming the actual interoperable registration of vital events using the automated system is realized in the second year of this project, the following segments will be the direct beneficiaries of this project.

1. **Community members of the 91 target kebele –**

As one of the four vital events such as birth, death, marriage or divorce is highly probable to occur in each household, it is assumed that individuals will benefit from the product of the registration, namely, birth certificate for the infant, marriage, divorce and death certificate for the adults. As per the 2021/22-2022/26 strategy and costed plan of action, by 2026, 50 % of births, 30% of deaths, 30 % of marriages and 25 % of divorces will be registered nationally. In this specific project, too, effort will be made in the sampled 91 kebeles to meet the minimum targets set as a national standard.

**b. Health workers ( 91)**

Despite a clear role provided to the health sector to notify birth and death occurring in the facilities to the officer of civil status, the practice is still one of the lowest, below 20% nationally with notable regional variation. Printing of the notification pads is an issue raised as a problem as detected in the various integrated monitoring missions conducted with the Ministry of Health. In this specific project, however, all the sampled kebeles will be electronically connected for notification and registration thereby easing the registration, data quality and time required to reach OCS. The new system will avoid paperwork so that the health worker's burden is minimized.

1. **Registration officers ( 91)**

The current paper-based registration, which is done in four copies in which the last two are usually difficult to read thereby forcing the OCS to write two times. Furthermore, paper-based registration is prone to error and there are many cases in which feedback is sent to OCS for correction following the available CR structure at federal and regional level. Hence, the use of technology in addition to improving data quality, will be influential to enhance efficiency of registration, data transfer and production of statistics. The officers will be trained on how to perform their duties, and the effort to register the data on four copies of the registrar's book will be discontinued. As a result, time and effort are reduced.

1. **IT experts (23)**

Given the fact that CRVS is not automated in-house in the ICS, IT experts working at ICS, RVERA, ESS, MoH, and HMIS experts will acquire knowledge on the study tour, as they develop their skills in the processes of software development, integration with other legacy systems, deployment on selected kebeles, registration process, and production of statistics.

1. **Government of Ethiopia**

Once piloted in the sample kebeles, this project will be an opportunity to scale up the digitization of the CRVS eco system for the government of Ethiopia. It significantly decreases cost of registration, improve data quality and ensure timeliness of reporting and use of data such as generating data for evidence-based planning, programming and decision-making.

## 5.2 Selection criteria for direct beneficiaries. 12

## The IT experts from ICS, MoH, and ESS will be chosen based on their job descriptions and performance to ensure the project’s success. The respective institutions will select them based on their duties in all kebeles of registration centers and health facilities, with a commitment to gender balance.

## 5.3 Indirect beneficiary’s overall summary

This project will see the implementation of actions that could be replicated at national level. To this regard, the entire population of Ethiopia can be considered as an indirect beneficiary. Furthermore, universities and other research institutions may use the data collected by the new system for various studies.

# Project Outputs and Description of Activities

This project is expected to reach the following three results:

i) Increased effectiveness and efficiency of civil registrations through a digitized system capable of guaranteeing uniquely identifiable data in both regional and central databases;

ii)   Improved institutional and technical capacity of registry offices at all levels to effectively conduct and coordinate vital event records; and

iii)  Improved cross-sector collaboration, monitoring, and supervision for the provision of standardized registry services at all levels.

## 6.1 Description of Major activities

**6.1.1 Expected result 1 – Increased effectiveness and efficiency of civil registrations through a digitized system capable of guaranteeing uniquely identifiable data in both regional and central databases**

Activities under expected result one refers primarily to digitalizing the vital events registration system at all administrative levels. An initial assessment will establish a baseline, including an analysis of existing systems at MoH, RVERA, ICS, RRS and ESS. During this phase a gender analysis will also be conducted to provide recommendations on how to enhance the system’s gender sensitivity. Moreover, all data to be collected under this project will be disaggregated by sex and age (activity 1.1 and 1.2). This project will equip 91 kebeles OCS’s with 91 workstations (……………) and registration peripheral devices such as …….., network services etc. (activity 1.4). All equipment to be provided will be based on an initial gap assessment and will be included in a procurement plan to be approved by the project Steering Committee. . To achieve the goal of implementing a standardized Civil Registration and Vital Statistics (CRVS) system and transitioning from the traditional paper-based registration method, it is imperative to adopt a suitable technological solution. In this endeavor, the proposed approach involves leveraging the Open CRVS System, a web-based platform known for its adaptability to diverse national contexts, robust security features, and seamless interoperability with existing government systems (activity 1.3). , . A small-scale and short-term experiment that will help to understand how a large-scale implementation of new system will work across the country will be launched. Accordingly, the piloting exercise will include notification of birth and death from health facilities and community (including cause of death), registration of birth, death, marriage and divorce, validation and verification, issuing certificate, data transfer from kebele to RVERA, from RVERA to ICS and then to ESS(activity 1.5). It is anticipated that statistical report will be generated timely and as per the minimum standards set by the UN principles and recommendations. Raw data will be stored in a cloud and retrieved for different purpose as per the proclamation. . During the piloting period, four programmatic reviews will be conducted and best practices will be documented and shared.

**6.1.2 Expected result 2 – Improved institutional and technical capacity of registry offices at all levels to effectively conduct and coordinate vital event records**

The new Information System will be free from vendor locking, adaptable to the country context, interoperable with health system and courts to share vital event registration notifications and accessible to ESS, Court and other government systems such Voter registration, and NID. Furthermore, the new system will be developed in line with the UN digitization guidebook and under the framework of the African Program on Accelerated Improvement of CRVS (APAI/CRVS). This system will be flexible in such a way that registration can be conducted based on computer systems or mobile solutions and devices, preferably through internet based on secure connections and offline with the possibility for later uploading when connection is available. It is also developed in the context of low resource setting and in such a way that it serves the remote areas where there is no internet connectivity. Interoperable CRVS system has been implemented in different countries. A study tour for CRVS programs is indispensable, offering stakeholders a firsthand look at successful implementations in other countries. By participating in these tours, stakeholders gain insight into both the achievements and obstacles faced. Direct engagement with experts and practitioners also cultivates valuable networks and encourages the exchange of innovative strategies. These study tours serve as invaluable platforms for learning, networking, and fostering continuous improvement within CRVS systems. Therefore, it is imperative for Ethiopia to observe implementation exercises in other countries to enhance its own CRVS program. The study tour will consist of two teams, each comprised of 10 representatives from ICS, ESS, MOH, and other pertinent stakeholders. One team will undertake a visit to an African country, possibly South Africa, while the other will explore an Asian nation, possibly Thailand (activity 2.1). The ToRs of the study tour will be developed once countries to be visited have been determined.

Overall, 91urban and rural kebeles are selected for the pilot project from 52 woredas of all regions of the country. As per this understanding, the registration functionaries from the federal to the kebele level will be engaged in the piloting to see the business process. In addition, the community health program will be an integral part of the CRVS improvement plan and will be considered to see the interoperability of notification with registration. Furthermore, the country DHIS 2 program which is implemented in almost all health facilities will be linked to the registration system in this pilot exercise. Accordingly, all the actors involved in the course of registration, data transfer and statistics production will be trained before the actual registration exercise. It is, therefore, assumed that 91civil status officers, 91health extension workers and 23 IT experts represented from regional vital events registration agency and the ICS will be trained on the registration and data transfer issues.

Two rounds of training are expected to happen. In the first round, local training institutions will train on cyber security and system administration to the 20 federal and regional IT experts (activity 2.2) who in turn will be responsible for the rollout and the operation of project (second round) of the 91 civil status officers , 91 health extension workers , and 52 woreda CRVS coordinators on the new CRVS system, functionality and customization (activity 2.3).

**6.1.3 Expected result 3 – Improved cross-sector collaboration, monitoring and supervision for the provision of standardized registry services at all levels**

Considering the multi-sectorial nature of CRVS and the importance of creating an interoperable CRVS system, various organizations that have a stake on ensuring the establishment of a functional and scalable CRVS system. Accordingly, governmental and multilateral organizations and INGOs who will be part of the project review committee, will meet bi-annually to provide technical advisory services on implementation modalities, reviewing and analyzing documents prepared under the project, providing recommendations and advising on general improvement and supporting the project to integrate cross cutting issues in all its components (activity 3.1).

More specifically, the system that will be used will be linked to DHIS2 and the pilot electronic CHIS program to see how the notification process in the health sector will be an enabler in improving coverage and quality of the vital events registration. The role of Ministry of Health and regional health bureaus will therefore be pivotal in the pilot exercise.

Furthermore, the new information system will be an opportunity to test the production of national statistics on all vital events and the system will be linked to the Ethiopian Statistics Service (ESS) HQ. In the meantime, ESS and ICS will work on harmonization of codes used in the national census and the civil registration for the ease of the production of statistics.

There are also different organizations in the country that can influence the digitization effort. The Information Network and Security Administration (INSA) is to be part of the review committee that will oversee all security issues and take appropriate measures so that all the information pertaining to the CRVS digitization effort are well protected. The Ministry of Innovation and Technology established to support the various innovative measures in relation to digitizing efforts will serve as a technical arm to the country CRVS digitization process. The Ethio-telecom is another partner that can support the data transfer by availing the necessary tools in areas where mobile network doesn’t exist. Accordingly, it will be engaged in the pilot exercise. UNICEF will also work closely with ICS in the country CRVS improvement endeavor and will be part of the technical review team.

Supportive supervision activities will be conducted under this expected result. A close monitoring of the system functionality at all levels in all areas of intervention will be conducted, also with the help of the vehicle that will be bought through this project (activity 3.3). The project will undergo both mid-term and end-line evaluations to ensure comprehensive assessment of its progression and impact. The mid-term evaluation will focus on analyzing the project's trajectory vis-à-vis its predefined objectives and milestones, enabling stakeholders to pinpoint any deviations from the initial plan and devise strategic adjustments as necessary. On the other hand, the end-line evaluation will provide a thorough assessment of the project's overall impact and effectiveness upon its completion (activity 3.4). These evaluations serve as indispensable tools for informed decision-making, facilitating the optimization of project outcomes and informing future project endeavors. The last two quarters of the project will also be dedicated to preparing a roadmap for scaling up project activities.

# Project Implementation Modalities

The FDRE Immigration and Citizenship Service is responsible for the development and

Implementation of the CRVS project. Ethiopian government regulations, rules and procedures

apply to the implementation of the project without contravening the principles of the Italian

Agency for Development Cooperation. The ICS will appoint a Person in Charge (PIC) who will be responsible for the management of the Italian Grant and the coordination of project activities. The PIC will sign all reports and will have the responsibility to ensure the full implementation of the Agreement.

## Project Management and Governance

### 7.1.1 Project Steering Committee.

The Project Steering Committee (PSC) is the highest-level project governance body made up of all leaders of the CRVS eco system stakeholders as well as other designated government bodies. From inception to conclusion, it provides oversight, advice, and support for the project. The Steering Committee determines what the government expects from the project, develops strategies and solutions, and oversees task completion. It will meet bi-annually (two times in a year) in ordinary session and whenever required in extraordinary sessions.

**Members:**

The Steering Committee would include:

the Director General of ICS

the Ministry of Finance

the Italian Agency for Development Cooperation (TAMU) and

UNICEF (for technical support)

The RRS, the ESS, the Ministry of Health and the INSA will participate to the Steering Committee as observers and technical support.

**Responsibilities of the PSC:**

The primary purpose of the Project Steering Committee is to make major decisions in the best interests of the Project and to facilitate project execution.

* Endorse the establishment of the CRVS project Technical Committee;
* Review and approve the project work plan, budget, and operation of the CRVS project, and all subsequent amendments and updates;
* Monitor performance and review the project progress and provide strategic direction as well as corrective actions to the project implementation;
* Review periodic reports to ensure project goals and outcomes are met; ensure quality and coherence of the technical and financial documentations;
* Ensure coordination, harmonization and alignment among stakeholders;
* Promote policy dialogue and advocacy on issues identified by the Project at the highest level;
* Address and resolve the major issues that are perceived to have major implications for the successful completion of the project;
* Consider and review national, regional, and international partnership proposals for the project;
* Support resource mobilization by ensuring that the co-financing agreement between the partners is adhered to;
* Ensures the project close-out procedures are completed.

### 7.1.2 Technical Assistance and Monitoring Unit (TAMU)

The effective implementation of project activities is also ensured through the setup of a **Technical Assistance and Monitoring Unit (TAMU)** at AICS Addis Ababa Office. The TAMU will be staffed with experts designated by AICS Addis Ababa and will be responsible for the monitoring of project activities and technical assistance to the ICS. The Person in Charge from ICS will work in close consultation with the TAMU.

# Administrative arrangements 33

This project will follow the digitalization guide book prepared by Africa Program for the Accelerated Improvement of CRVS, or APAI-CRVS. It has a step by step guidance for planning, analyzing, designing and implementing digitalized system for CRVS. The following table will describe on who will be implementing which activities at the federal, regional, and at stakeholder level in relevant phases of the Information System development and rollout processes.

Table 5 : Administrative arrangement

| No. | Phases | Activities | Actors | Outputs |
| --- | --- | --- | --- | --- |
| 1 | Preparation | Project Team formation from All Stakeholders | Person in Charge (PIC), ICS (Director Generals, R&D Directorate, technical advisors) | List of Team members and their responsibilities |
| Re-define a long-term vision for CRVS digitization | Person in Charge (PIC), MoH, RRS, ICS, RVERA, ESS (CRVS business analyst and IT expert) and Donor representative | Refined long term vision |
| Develop a Business Case for CRVS digitalization | Person in Charge (PIC), MoH, RRS, ICS, RVERA,ESS and Donor representative | Business Case for CRVS Digitalization |
| 2 | Analysis and Design | Initiate CRVS Digitalization Project | Person in Charge (PIC), MoH, RRS, ICS, RVERA,ESS (System analyst, Business analyst, Solution Architect, CRVS experts, Legal expert, and End user representatives ) | Project Initiation Document (PID) |
| Define the CRVS Business Architecture | Person in Charge (PIC), MoH, RRS, ICS, RVERA,ESS (System analyst, Business analyst, Solution Architect, CRVS experts), INSA and MoIT | CRVS Business Architecture  Business Process Model Diagrams |
| Conduct on As-IS Assessment of the CRVS Landscape | Person in Charge (PIC), MoH, RRS, ICS, RVERA, ESS (System analyst, Business analyst, Solution Architect, CRVS experts) , INSA and MoIT | Annotated Business Process Flow Diagram and,  Annotated System Architecture Diagram |
|  | Identify CRVS Digitalization Opportunities and Limitations | Person in Charge (PIC), MoH, RRS, ICS, RVERA, ESS (System analyst, Business analyst, Solution Architect, CRVS experts) , INSA and MoIT | List of CRVS Digitalization opportunities and limitations |
|  | Conduct a gender analysis | Female and Child Directorate of ICS, CSA and MoH. | Analysis report and a gender action plan |
|  | Document the Target CRVS process | Person in Charge (PIC), MoH, RRS, ICS, RVERA,ESS (System analyst, Business analyst, Solution Architect, CRVS experts) , INSA and MoIT | Target CRVS Process  System use cases |
| Re-define the CRVS Information Requirements (by also taking in consideration information from the gender analysis). | Person in Charge (PIC), MoH, RRS, ICS, RVERA, ESS (System analyst, Business analyst, Solution Architect, CRVS experts) , INSA and MoIT | Target Entity-Relationship Diagram  Target Data Dictionary |
| Define Target System Architecture | Person in Charge (PIC), MoH, RRS, ICS, RVERA,ESS (System analyst, Business analyst, Solution Architect, CRVS experts) , INSA and MoIT | Target System Architecture Diagram |
| Define System requirements | Person in Charge (PIC), MoH, RRS, ICS, RVERA,ESS (System analyst, Business analyst, Solution Architect, CRVS experts) , INSA and MoIT | Re-define CRVS digitalization implementation road map  Functional and non-functional requirements, and  Change Control Process |
| 3 | Implementation Planning | Document the CRVS Digitalization Implementation Plan | Project Mana Person in Charge ger (PIC), MoH, RRS, ICS, RVERA,ESS (System analyst, Business analyst, Solution Architect, CRVS experts) , INSA and MoIT | CRVS digitalization Implementation Plan  Updated and Approved Project Initiation Document. |
| Procure the Digital CRVS System | Person in Charge (PIC), MoH, RRS, ICS, RVERA,ESS (System analyst, Business analyst, Solution Architect, CRVS experts) , INSA, MoIT and Donor representative | RFP for digital CRVS System,  Tender Floating,  Evaluation the winner company |
| Follow up CRVS software Development and other Procurements | Person in Charge (PIC), MoH, RRS, ICS, RVERA, ESS (System analyst, Business analyst, Solution Architect, CRVS experts) , INSA and MoIT | Report on the development Process |
| Define The Change Management Approach and Plan | Person in Charge (PIC), MoH, RRS, ICS, RVERA, ESS (System analyst, Business analyst, Solution Architect, CRVS experts) , INSA, MoIT and ICS procurement Directorate | Change Management Plan  Communication Plan |
| Define deployment approach and plan | Person in Charge (PIC), MoH, RRS, ICS, RVERA,ESS (System Admin and Operational Support teams) , INSA and MoIT | Deployment Approach  Deployment Plan |
|  | Define The Training Approach and Plan | Person in Charge (PIC), MoH, RRS, ICS, RVERA,ESS (Operational Support team and Training Directorate) , | Training Approach  Training Plan |
|  | Define the Testing Approach and Plan | Person in Charge (PIC), MoH, RRS, ICS, RVERA, ESS (System admin, Operational Support, and , CRVS experts, RVERA region user representatives) , INSA | Testing Approach  Testing Plan  User Acceptance Test |
| Define the operation approach and plan | Person in Charge (PIC), MoH, RRS, ICS, RVERA,ESS (System admin, Operational Support, and , CRVS experts, RVERA region user representatives) , INSA | Operations and Maintenance Plan |

# Procurement Procedure

The ICS Procurement Directorate will conduct procurement activities in accordance with World Bank procedures and guidelines, with TAMU’s participation and assistance. According to Annex B of the Agreement between THE GOVERNMENT OF THE ITALIAN REPUBLIC AND THE GOVERNMENT OF THE FEDERAL DEMOCRATIC REPUBLIC OF ETHIOPIA, the procedure must adhere to the ethical clauses and general rules for contract procurement and execution.  ICS will choose either the National Competitive Bidding (NCB) or the International Competitive Bidding (ICB) based on the threshold specified in article 9.3. “*Procurement Activities*” of the project agreement with the Donor.

Taxes, VAT, duties, clearing and storage charges, and any other levies will be paid by ICS from other sources as article 3.2 “*Contribution of the GoE*” and article 6.4 “*Taxes*” does not allow their coverage through the provided fund.

The Procurement Procedures will follow the following steps:

1. Need Identification: The Person in Charge (PIC) and technical team members submit a request to the Director General or Deputy Director Generals. The recipients of the request analyze the document and send it to the procurement directorates if they believe the demand is relevant. The request will be based on a procurement plan that has been reviewed by the donor and approved by the PSC.
2. Procurement Cost Level: the procurement directorate, in collaboration with Project Manager and technical team members, will decide whether it lies under NCB or ICB, in compliance with provisions in article 9.3 “*Procurement Activities*”, including *ex ante* and *ex post* controls by AICS.
3. Preparation of tender documents (Request for Proposal): Technical specifications and descriptions laying down the characteristics of the goods, works or services to be procured shall be prepared for the purpose of providing a correct and complete description of the object of procurement and for the purpose of creating conditions of fair and open competition between all candidates. As it is declared in article 3 of Annex B of this Project Agreement with the donor, tender documents shall indicate the required conditions of participation, which may be expressed as a minimum level of ability together with the appropriate means of proof.
4. Winners will be chosen based on the RFP's major selection criteria and the technical and financial evaluation committee will select the best competent proposals and announce them to all bidders.
5. All complaints that may arise during the procurement process may be accepted by the Procurement Directorate and the donor representative. Therefore, competent bidders will file their grievances, and a formal investigation will take place.
6. The contract is then signed and executed.
7. ICS shall keep records of all proceedings of the procurement process in accordance with the requirement of legal agreement.

# 10. Monitoring and Evaluation

**10.1 Monitoring**

The performance monitoring will be executed based on a detailed work plan and log frame, taking into account the baseline indicators that are going to be established with the baseline survey under activity 1.1. This monitoring process will encompass two key aspects throughout the pilot:

1. - Quarterly in-person monitoring activities in all the kebeles that have been selected by an M&E team made up of ICS, ESS, and RVERA business and IT experts

- Remote technical support to the work of registration and notification. All challenges encountered during the registration and notification process will also be properly documented so as to support the scaling up efforts. - Day-to-day technical monitoring will be the responsibilities of zonal and woreda level VERAs.

1. Biannual joint field missions to selected parts of the country to see system functionality by an M&E team composed of ICS, AICS and other key government agencies and relevant development partners .

A gender expert from the ICS Women's Affairs department will assist with the collecting of sex-disaggregated data, as well as the frequent monitoring and reporting of gender issues and behavioral changes that lead to better gender equality.

**Project Review Meetings** shall take place two times a year, for a total of four, at federal level and shall be attended by the ICS, AICS Addis Ababa, ESS, RRS, UNICEF, MoH, INSA and any other relevant actor as decided by ICS. Project Review Meetings shall serve as a platform to review the progress of Project implementation. The conclusions and recommendations from these review meetings will lead to the follow-up action to be taken and any corrective action necessary, including, if indicated, the reorientation of program components. Participants to the review meeting will be informed at least two months in advance of the dates foreseen for the external missions.

**10.2 Evaluation**

This pilot project will be evaluated in terms of its efficiency, effectiveness and reliability in rural/urban and in online and offline settings of the various regions of the country. ICS, ESS and RVERA will, therefore, conduct:

1. A mid-term evaluation
2. End line evaluation

The findings and recommendations arising from the mid-term evaluation will guide the implementation of follow-up actions and any required corrective measures. The endline evaluation will help in giving recommendations for scaling up or further considerations for the nationwide digitization effort. A similar methodology to that of the baseline assessment will be used to evaluate the changes brought by the project intervention.

See Annex B for the M&E Framework

# 11. Reporting

Every six month a Semi-Annual Report (SAR) shall be provided to the Italian Agency for Development Cooperation (AICS) no later than 30 calendar days after the last day of every 6th month. The SAR shall include:

1. A technical section with a detailed description of progress of project activities, achievements against the work plan and indicators, challenges encountered, corrective measures adopted and lessons learnt. This section shall also include a schedule of the activities planned for the next six months.

2. A financial section with a detailed description of the utilization of funds. This section shall include: i) actual expenditure, supported by relevant bank statements, and commitment versus planned budget disaggregated by activity, ii) remaining balance, iii) updated disbursement plan for the following six months, iv) notes, explanations and supporting documents.

The last of the SARs shall serve as Final Technical and Financial Report and should provide all the elements necessary for the project evaluation.

Reports will provide high quality and timely information.

# [12 Project Budget Overview.. 37](#_Toc69243394)

The budget represents the total funds authorized to be spent solely on the project to strengthen Ethiopia's civil registration system, which is listed disaggregated by main activities. The release of funds will be as per the provisions in the Bilateral Technical Agreement: Year 1 – Euro 700,000.00 and Year II – Euro 300,000. Crediting modalities of the two instalments will be as per the provisions in article 6.3 “*Crediting procedures*” of the Agreement.

Table 6 : Budget

|  |  |  |  |
| --- | --- | --- | --- |
| **BUDGET   IMMIGRATION AND NATIONALITY SERVICE** | | | |
| **PROJECT TO STRENGTHEN THE CIVIL REGISTRATION SYSTEM IN ETHIOPIA** | | | |
|  |  | **Estimated Cost** | |
| **Expected Result 1 - increased effectiveness and efficiency of civil registrations through a digitized system capable of guaranteeing uniquely identifiable data in both regional and central databases** | | | |
| 1.1 | Research activities (baseline study, gender analysis, analysis of existing systems at MoH, RVERA, ICA and ESS) | 69,000 | |
| 1.2 | Development of system specification and business requirement | 8,340 | |
| 1.3 | Customization of OpenCRVS system / Application development and testing (unit testing, integration testing, system testing and acceptance testing) | | 283,226 |
| 1.4 | Procurement and deployment of IT software, equipment and infrastructure to federal and regional offices | 206,774 | |
| 1.5 | Product configuration and system testing at field level and piloting of the system in the selected areas | 120,000 | |
| **Subtotal** | | **687,340** | |
| **Expected 2 - improved institutional and technical capacity of registry offices at all levels to effectively conduct and coordinate vital event records** | | | |
| 2.1 | Study-tour (experience sharing visit) abroad to 2 countries with best practices | 47,000 | |
| 2.2 | First round trainings on developed application (federal and regional ICS) | 20,000 | |
| 2.3 | Roll out trainings on application, functionality and customization (RVERAs, civil status officers, HEWs, HMIS officers, woreda CR coordinators) | 55,000 | |
| **Subtotal** | | **122,000** | |
| **Expected 3 - Improved cross-sector collaboration, monitoring and supervision for the provision of standardized registry services at all levels** | | | |
| 3.1 | Project review meetings and M&E missions | 14,000 | |
| 3.2 | Workshops (kick-off/familiarization, mid-term - evaluation results, final - for results dissemination) | 20,000 | |
| 3.3 | Supportive supervision and close monitoring of the system functionality at all levels in all regions including quality of data transfer | 25,000 | |
| 3.4 | Project performance evaluation (mid-term and end line) | 28,000 | |
| 3.5 | Road map preparation for the scale up of activities | 8,000 | |
| **Sub-total** | | **95,000** | |
| **Management costs** | | | |
|  | Consumables (office supplies and utilities) | 5,000 | |
|  | Vehicle | 40,000 | |
|  | Transport costs (fuel, public transport, spare part, maintenance of vehicle, insurance for vehicle etc.) | 50,660 | |
|  | **Sub-total** | **95,660** | |
|  | **Total** | **1,000,000** | |

# [Detailed Project Time Table. 41](#_Toc69243399)

**Table 7: Project Time Frame.**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **TIMEFRAME   IMMIGRATION, NATIONALITY AND VITAL EVENTS AGENCY** | | | | | | | | | | |
| **PROJECT TO STRENGTHEN THE CIVIL REGISTRATION SYSTEM IN ETHIOPIA** | | | | | | | | | | |
| **No** | **Activities** | **YEAR 1** | | | | | **YEAR 2** | | | |
|  |  | **Q1** | **Q2** | | **Q3** | **Q4** | **Q1** | **Q2** | **Q3** | **Q4** |
|  | Formation of National Review Committee and Technical Committee | X |  | |  |  |  |  |  |  |
|  | Project planning (Development of a Plan of Action) | X |  | |  |  |  |  |  |  |
| **Expected Result 1 - increased effectiveness and efficiency of civil registrations through a digitized system capable of guaranteeing uniquely identifiable data in both regional and central databases** | | | | | | | | | | |
| 1.1 | Research activities (baseline study, gender analysis, analysis of existing systems at MoH, RVERA, ICS and ESS) | X | | X |  |  |  |  |  |  |
| 1.2 | Development of system specification and business requirement | X | | X |  |  |  |  |  |  |
| 1.3 | Customization of Open CRVS system and testing (software unit testing, integration testing, system testing and acceptance testing) |  | |  | X | X | X |  |  |  |
| 1.4 | Procurement and deployment of IT software, equipment and infrastructure to federal and regional offices |  | |  | X | X |  |  |  |  |
| 1.5 | Product configuration and system testing at field level and piloting of the system in the selected areas |  | |  |  |  |  | X | X |  |
| **Expected 2 - improved institutional and technical capacity of registry offices at all levels to effectively conduct and coordinate vital event records** | | | | | | | | | | |
| 2.1 | Study-tour (experience sharing visit) abroad to 2 countries with best practices |  | | X |  |  |  |  |  |  |
| 2.2 | First round trainings on New CRVS system, functionality and customization (federal and regional RVERA) |  | |  |  |  | X | X | X |  |
| 2.3 | Roll out trainings on New CRVS system, functionality and customization (RVERAs, civil status officers, HEWs, HMIS officers, woreda CRVS coordinators) |  | |  |  |  |  | X | X | X |
| **Expected 3 - Improved cross-sector collaboration, monitoring and supervision for the provision of standardized registry services at all levels** | | | | | | | | | | |
| 3.1 | Project review meetings and M&E missions |  | | X |  | X |  | X |  | X |
| 3.2 | Workshops (kick-off/familiarization, mid-term - evaluation results, final - for results dissemination) | X | |  |  | X |  |  |  | X |
| 3.3 | Supportive supervision and close monitoring of the system functionality at all levels in all regions including quality of data transfer |  | |  |  |  |  | X | X | X |
| 3.4 | Project performance evaluation (mid-term and end line) |  | |  |  | X |  |  |  | X |
| 3.5 | Road map preparation for the scale up of activities |  | |  |  |  |  |  | X | X |

# Communication and Knowledge Dissemination

ICS will be the front liner in providing guidance and establishing and maintaining communication with stakeholders involved in this project. It will be responsible for providing timely and accurate information to all stakeholders involved in this project. The Steering Committee, and technical committees and the donor will be communicated on each development of the project periodically. Knowledge-related assets such as knowledge in the form of printed documents such as manuals, knowledge stored in electronic repositories such as a “best-practices” database, processes and relationships status and gaps of registration generated by this project will be properly documented. ICS will commit in observing communication and visibility guidelines of AICS when producing visibility materials.

# Risk Management 52

As a government agency, ICS has stringent financial procedures and regularly passes through audit process. Furthermore, there are ongoing good practices in quarter, biannual and annual performance review meetings with key stakeholders and development partners that facilitate the effectiveness of the project. Some of the risks and mitigation mechanisms are stated under.

**Table 8: Risk Management Matrix**

| **Risk** | **Rating of Risk LMH impact on objective** | **Mitigation strategy** | **Rating of risk after mitigation** |
| --- | --- | --- | --- |
| Capacity of ICS , RVERA and ESS  to carry out activities  action plan in a timely manner | Medium | Technical visits to good practice countries to gain hands-on experience; and close support by plan international HQ | Low |
| Technical capacity on the side of registrars and health workers in the use of technology | High | Initial training and frequent monitoring visit | Low |
| Coordination of activities with  national stakeholders and  development partners | Medium | The already established TWG and the ad-hoc committee are expected to appraise the project performance at each level. | Low |
| Delayed Procurement process | Medium | ICS has already secured tablets from the government and the wereda and upward structure is equipped with computers. ICS can start arrangement for procuring of networking materials upon having a green light. | Low |
| Fulfilling the required human power | Medium | Because of turn over some professionals and registrars may not be available during piloting. In consultation with respective federal and regional bodies fulfilling human power by hiring would be solution. | low |
|  |  |  |  |