

**“Support to Civil Registration System Reform in Tajikistan”**

**ANNUAL PROJECT REPORT**

**1 January 2016 – 31 December 2016**

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| **Project ID**:00097519  **Duration**: 4 years  **Implementing Partners/Responsible parties: (**UNDP Tajikistan, in close cooperation with the Ministry of Justice of the Republic of Tajikistan) |

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# LIST OF ABBREVIATIONS

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| --- | --- |
| CR Project | ‘Support to Civil Registration System Reform’ Project |
| CRVS | Civil registration and vital statistics |
| CPAP | Country Programme Action Plan |
| HMIS | Strengthening of the Health Information System |
| GoT | Government of Tajikistan |
| JLRP | Judicial and Legal Reform Programme |
| ILRC | International Legal Resource Centre |
| IRC | Innovations and Reforms Center |
| MFA | Ministry of Foreign Affairs |
| MoJ | Ministry of Justice |
| MTDS | Mid-Term Development Strategy |
| NDS | National Development Strategy |
| NGO | Non-governmental organization |
| PO | Public Organisation |
| RoL | Rule of Law |
| SDC | Swiss Agency for Development and Cooperation |
| ToR | Terms of Reference |
| UAGS | Main Department of Civil Registration (in Dushanbe) |
| UNDAF | United Nations Development Assistance Framework |
| UNDP | United Nations Development Programme |
| UNFPA | United Nations Population Fund |
| UN Women | United Nations Entity for Gender Equality and the Empowerment of Women |
| WG | Working Group |
| ZAGS | Civil Registration Office |

# CONTEXT

Over the last decade, the Government of Tajikistan (GoT) has undertaken a number of legal reforms to establish a framework for an effective and efficient justice system. Rule of law and access to justice issues remain a high priority for the country, serving as root causes of vulnerability, social exclusion and inequalities. A weak civil registry system is only exacerbating these problems. The United Nations defines civil registration as “the continuous, permanent, compulsory and universal recording of the occurrence and characteristics of vital events provided through decree or regulation in accordance with the legal requirements of each country.” It is universally recognized that a functional and reliable civil registration and vital statistics (CRVS) system is necessary for every country. A functional CRVS system forms the foundation for a modern public administration system that documents judicial facts, which are crucial for exercising human (legal, economic, social and political) rights. The Project outlines the main problems in the functioning of the ZAGS system in Tajikistan and proposes certain measures to address the existing gaps. The measures proposed include institutional development, introduction of new mechanisms to provide services to clients; simplification of the system by removing requirements for submitting certain unnecessary documents by citizens; commitment to providing additional resources including building and furnishing new premises for ZAGS structures in the country, and commitment to building the staff competency by providing continuous training.

The Support to Civil Registration System Reform in Tajikistan Project (CR Project) intends to address these needs and support the Government of Tajikistan in implementing the civil registry system reforms. The project was developed to facilitate and support the implementation of the ZAGS Reform Programme (2014-2019), as part of the Government’s broader efforts in legal and judicial reform. The project supports the government to reform the civil registry system by improving its functioning nationwide and making it responsive to the needs of the population, especially the most vulnerable groups. The project was launched in January 2016 in close cooperation with the Ministry of Justice of the Republic of Tajikistan and funding from the Swiss Agency for Development and Cooperation (SDC). The stated overall goal of the project is *“Women’s, men’s and children’s human rights (civil, social, political and economic) are better protected by strengthened provision of civil registration services and by increased public access to the system”*.

*Contribution to Country Programme objectives and Action Plan:*

The CR Project is in line with the United Nations Development Assistance Framework (UNDAF, 2016-2020) and the Country Programme Document (CPD, 2016-2020). The CR Project contributes to the following outcomes of UNDAF and CPD:

* UNDAF: “People in Tajikistan have their rights protected and benefit from improved access to justice and quality services delivered by accountable, transparent, and gender responsive legislative, executive and judicial institutions at all levels”, and
* CPD: “Justice sector institutions enabled to uphold rule of law in compliance with international commitments; promote and protect Human Rights and improve access to justice and civil registration of vulnerable population groups, especially women, youth and persons with disabilities”

The Project is contributing to the ZAGS Reform Programme (2014-2019) through simplification of the ZAGS system, introducing an electronic system of civil registration, and archiving of data, harmonization of legislation and procedures streamlined to be people centred, developing instructions/by-laws introduced at all ZAGS offices, introducing the comprehensive system of training for ZAGS and jamoat staff, and conducting legal awareness for the population.

*Main outcome and output(s) expected as per the Project Document:*

The overall goal of the CR Project is *“Women’s, men’s and children’s human rights (civil, social, political and economic) are better protected by strengthened provision of civil registration services and by increased public access to the system”*. The Project has 2 Outcomes contributing to the overall goal:

*Outcome 1:* The reformed civil registry system of Tajikistan is effectively managed, provides quality and affordable services to the population and qualitative vital statistical data for the State.

*Outcome 2:* The population of Tajikistan know how to have their vital events timely recorded in the civil registry system.

Outcome 1 intervenes at the national, regional and local levels on the supply side, whereas Outcome 2 will intervene at the national, regional and local level on the demand side.

The Project is composed of 6 interrelated and mutually reinforcing outputs contributing to the overall project goal. Responsibilities for the outcomes are assigned to UNDP in close cooperation with the Ministry of Justice of the Republic of Tajikistan:

* *Output 1:* Legislative framework for civil registration is compliant with international best practices;
* *Output 2:* New internal regulations defining roles, responsibilities and processes are applied by civil registry offices and jamoats;
* *Output 3:* Civil registry offices and jamoat staff have enhanced capacities to provide quality services to the population;
* *Output 4:* Civil registration and archiving of data is managed through an electronic system;
* *Output 5:* Ministry of Justice makes use of new communication strategies to proactively incentivize the population to register their vital acts;
* *Output 6:* Outreach awareness rising campaigns by selected civil society organizations complement the Ministry of Justice communication strategies.

*Specific development challenges addressed by the Project*

During the design of the main phase of the CR Project, the following major challenges were identified posing risks towards timely project implementation and meeting the set outcomes and targets:

* Capacities of the government to implement reforms beyond commitments on paper;
* Insufficient budgetary resources to ensure sustainable project outcomes; and,
* Uneven Capacities of the Service Providers to implement the reforms;
* Feasibility of introducing and maintaining an electronic system of registration and digital archives;
* Interest and Commitment of other Institutions to the Reform.

These challenges were stipulated in the ‘Support to Civil Registration System Reform in Tajikistan’ Project Document and remain valid during the current reporting period. The measures and approaches put in place by the Project to address the identified challenges are described in corresponding sections of the report below.

*Key partners and beneficiaries*

1. *Key partners*

The CR Project is implemented in close cooperation with the Ministry of Justice of the Republic of Tajikistan.

The lead government counterpart for the project is the Ministry of Justice (MoJ). Moreover, in addition to MoJ, the Ministry of Foreign Affairs, Ministry of Health and Social Protection of Population, the Ministry of Interior, Agency on Statistics under the President of the Republic of Tajikistan and the Committee of Women and Family Affairs as well as the local governments (Jamoats) are the strategic partners of the Project.

1. *Beneficiaries*

The *primary beneficiaries* are (i) Ministry of Justice of Tajikistan. (ii) Civil Registration Service Providers. (iii) the Population of Tajikistan, especially in remote areas of Tajikistan and in particular marginalized people, and women who are more likely to be undocumented and may face legal problems as a result of this.

The *secondary beneficiaries* include jamoats and consular offices of Tajikistan.

The *indirect beneficiaries* include Ministry of Interior, Ministry of Health and Social Protection of population, Ministry of Education, the Agency on Statistics under the President of the Republic of Tajikistan and other state institutions, whose work is related to the system of civil acts registration.

# RESULTS SUMMARY AND IMPLEMENTATION REVIEW

The present report covers the period of January – December 2016. The report covers the main activities carried out during the reporting period and highlights results achieved to date, as well as challenges and lessons learnt. The project work plan was developed in such a way that the first 6 months of the project are focused on preparatory work and the tangible work began during the 2nd half of 2016. The preparatory work mostly included recruitment of the project team, conducting tenders, drawing up agreements etc.

Important developments related to the Project have taken place during this reporting period were:

1. **Baseline survey:** Baseline survey was conducted between September - October 2016 and established baseline data for the indicators were specified in the Project Logical Framework taking into account findings of the inception survey conducted as part of the project formulation phase. The Baseline survey report suggested revision and baseline value for Key Project Indicators established in the Project Documents.
2. **Feasibility Study 1.1. on Introduction the Unify Electronic System of Civil Acts Registration in Tajikistan:** the studyassessed the existing potential and challenges in Civil Registration Offices (CRO)s in terms of introducing an electronic system of civil registration, its technical and financial impact, and what the potential of this service delivery process reform has. The study identified the state of the existing system, analysed key issues faced by the system and assessed technical, human and financial resources, the existing legislative basis, the software put in place by the EU/EPOS project, and recommended whether the electronic system was feasible in the current reality of the Republic of Tajikistan. The findings of the Feasibility Study indicated that there is a lack of uniformity in service provision as defined by the CAR Law and as implemented in practice, civil acts recorded highly depend on the good will of applicants. Government has showed willingness to shift to an e-governance model, however it lacks financial resources to implement the system independently without external funding support. In terms of information and communication technology readiness the study identified that the current processes, infrastructure and architecture are characterized by low readiness with regards to electrification and automation. However, taken together with other factors such as political will, already spent financial and human resources, experience which has already been gained through the EPOS project, and experience gained by the staff of the civil acts registration division, its structural units in the piloting phase, it provides a good point of departure for further development of the electronic system.
3. **Feasibility Study 1.2 to Define the Most Optimal Model of Civil Registration Service Provision in Tajikistan:** The study discussed two models: the most optimal model which responds to the challenges of the CAR system, and a possible model – which improves the current status quo, however does not respond to *all* challenges of the system. Thus the study proposed the following two models:

* **Model 1** – The most optimal model – The entire Civil Acts’ Registration System works as one and is powered with an electronic CAR system – As the recommended model the proposed main instrument for the Model 1 is a fully electronic CAR system. Key features of this proposed best model is that work is split between front and back offices, where all activities are performed in an electronic form, territorial restrictions are removed, birth and death registrations take place proactively, procedures are optimized, services standardised, and terms clarified. An electronic CAR database is gradually formed over time and completed with electronically born records as well as digitized records.
* **Model 2** – Involves optimisation of the existing model – where every participant performs their functions separately. However better coordination allows for comparatively better outcomes for this enhanced system. Model 2 is an attempt to optimise the existing paper-based model to the maximum level possible. The main tool used by this alternative model is improving paper-based workflows, where civil acts are registered manually and handwritten documents are issued across the country. The model proposes the use of courier services for document transfer and information exchange between CAR offices across the territory of Tajikistan. This will require a courier service dedicated exclusively for the CAR system. Information and document exchange between consular offices and CAR sectors also happens by electronic means where CAR sectors are contact points for consular offices with regards to the CAR system.

The study has included SWOT and risk analyses, financial planning, cost benefit analysis for each of the proposed models. The Report provides the following recommendations which apply to *both* models:

* Human Resources: increase capacity of the CAR system employees – conducting training in technical skills, work with computer equipment, work with software; training in service delivery, service standards, understanding and implementing legislative changes, and working with the new system;
* Physical infrastructure: the existing physical infrastructure requires some refurbishment, however not all offices would require substantial renovation;
* Optimisation of business processes: a flow-diagram for every single process should be prepared separately, discussions should be held on what additional tasks are expected and new processes should be developed which will eliminate all that is extra (superfluous) and leave only the necessary steps. Based on these proposed optimised business processes all services should be standardised;
* Gender mainstreaming in civil registration services: Conduct actions/measures that directly promote gender equality and women’s empowerment to make public services more gender-inclusive, and avoid gender bias to minimize gender-related vulnerabilities and risks.

1. **Study of Legislative Frameworks, Coordination Mechanisms and Institutional Structure of Civil Registration System in Tajikistan** has produced the followingFive Reports:

* **Report on Review of Legislation in the field of Civil Registration in the Republic of Tajikistan**: key results arising from the observation of the Law of the Republic of Tajikistan “On State Registration of Civil Status Acts,” Family Code of RT, other Laws and by-laws regulating registration of acts of civil status were summarized in this report**.** The summary of current Civil Registration legislation included:
* a list the problematic aspects of civil registration in the Republic of Tajikistan;
* lack of Instructions on state registration of Civil Status Acts;
* lack of Instructions on procedures for registration of Acts of Civil Status by consular offices;
* lack of a unified electronic system and others.

The report revealed weaknesses in the Family code of RT, the Law of the Republic of Tajikistan “On State Registration of Civil Status Acts,” contradictions between the Law of the Republic of Tajikistan “On State Registration of Civil Status Acts” and other laws such as the Law of RT "On Identity Documents,” Constitutional Law of RT "On Local Government Authorities" and other by-laws.

The full Report is attached in *Annex 4* to this report.

The report has produced 60 recommendations to improve the Law of RT “On State Registration of Civil Status Acts,” Family Code of the RT and other recommendations regarding civil registration issues.

The conclusion of the report was:

* The main problem of the system of civil registration in the Republic of Tajikistan in terms of data production for the needs of the state and the observing of human rights is incomplete coverage of registration of births and deaths;
* An important issue to be addressed is the decreasing number of official registrations of marriages. Comparing the years 2015 to 2014, the number of officially registered marriages has fallen by 20 per cent;
* There are different practices in applying legislation across different sectors of ZAGS, MFA consulates and jamoats when registering acts of civil status due to a lack of instructions on state registration of acts of civil status.
* **Report On Comparative Analysis of Legislation on Registration of the Civil Status Acts in Russian Federation, Republic of Kazakhstan, Georgia, Republic of Moldova and the Republic of Lithuania:** The report included observations of the Legislation on registration of the civil status acts in the Russian Federation, Republic of Kazakhstan, Georgia, Republic of Moldova and the Republic of Lithuania. In the end of each section the best practice of these analysed countries were identified which might be applicable in the context of Tajikistan.

For further in-depth study of international experience and application to the Republic of Tajikistan within the framework of this project, the consultant recommended organising study visits to Georgia (focusing especially on the implementation of measures to improve the coverage of birth registration in a country with similar mountainous terrain), to the Russian Federation (especially to examine the issue of system application methods on monitoring and evaluation), to Kazakhstan (as an example of countries in Central Asia which carried out successful reform of civil registration) and in Lithuania (especially on the issue of the current legislative reforms in order to further increase the level of convenience of public services for civil registration for the users, as well as on the state registration of marriage in regards to religious ceremonies).

* **Report on the Review of State Programme on Development of Civil Registry Bodies of the Republic of Tajikistan for 2014 – 2019.** The report evaluates of the implementation of the State Programme. As the programme does not contain indicators of social and economic efficiency, the evaluation of its implementation was mainly conducted based on evaluation of the plan of activities to ensure the implementation of the Programme for 2015 and 2016 which were approved by Government Decree. The Action Plan for 2014 was however not approved, as well as the evaluation of the implementation of activities included in the programme itself.

The report reveals that out of 29 activities envisaged by the plan of activities to ensure the implementation of the Program for 2015, only 6 activities were fulfilled (21% of the total activities), 15 activities were partially fulfilled (52% of the total activities), 8 activities were not fulfilled at all (27% of the total activities). The conclusion of the report was:

* + The program has duplication between its goals, objectives and activities;
  + There are differences in the activities listed in the program and in the action plan for 2015 and 2016;
  + The program does not contain an analysis of the activities of consular offices in terms of civil registration. Consular offices were minimally involved in activities for the implementation of the programme;
  + The program needs to be amended and improved;
  + The overall implementation of the Programme is unsatisfactory;
  + Evaluation of implementation of the Programme is difficult due to the lack of indicators of social and economic efficiency;
  + Programme monitoring system is not satisfactory.
* **Concept Note on Strengthening of Coordination Mechanisms Regulating Civil Registration Issues in Tajikistan.** The reportoutlines the current state of inter-agency cooperation on civil registration issues in Tajikistan, revealing some of the problems of inter-agency networking and provides a Terms of Reference for a coordination mechanism regulating civil registration issues in Tajikistan. The Report outlined that the current initiatives on inter-agency coordination in the field of civil registration which need to be strengthened for the following reasons:
* The current shortcomings of inter-agency cooperation, described above, create obstacles to the effective performance of public functions and services on the daily basis;
* The launching of a comprehensive civil registration system reform supported by the Project calls for increasing the level of coordination of actions of all stakeholder institutions.
* **Report on Review on organisational structure of Civil Registration System in Tajikistan.** The report outlined the problematic aspects in the civil registration system and proposed recommendations such as elaborating Instructions on procedures for the registration of acts of civil status by consular offices and creation an inter-agency cooperation mechanism.

The CR Project studies also included: Site assessments for the establishment of pilot offices and an assessment of the archives of the civil acts registration system.

During the reporting period, the project team was formed.

Given the multifaceted nature of the project, establishing and maintaining sound partnerships based on UNDP’s comparative advantages adds value and specific technical expertise to the domain of Civil Registration. This engagement is key to the successful implementation of ongoing civil registration reform. During the reporting period, UNDP entered into partnerships with UNFPA, UN Women, EPOS Health Management and the Czech Trust Fund. The project on the one hand views these partnerships as a means to ensure concerted, coordinated reform. On the other hand, the project builds on past achievements and the effective use of available resources.

For smooth information sharing and exchange within different project partners, a monthly coordination group was formed. The meetings are attended by:

* UNDP
* UNFPA
* UN Women
* UNHCR
* EPOS Health Management GmbH.
* SDC and
* UNICEF

During the design of the project, UNICEF and UNHCR expressed an interest to provide their civil registration related agency specific technical expertise in project implementation. Therefore, UNHCR and UNICEF are engaged at a consultative level as part of the analysis of legislative and institutional frameworks, conducting the feasibility study, and baseline survey.

Overall, the Project partners made good progress against the set targets for the reporting period. Notable outcomes in 2016 included:

**EPOS Health Management GmbH:**

* As a direct request from the Ministry of Justice a customised electronic registration system for civil acts was developed by a company contracted by UNDP called EPOS. The system is called DHIS2.
* 2 Technical Working Groups were established for a) the promotion and improvement of the electronic system of the Civil Status Registration Acts and b) for the development and improvement of educational guidelines in dealing with the recording system of Civil Status which was established;
* Training for the Institute of Advanced Training was conducted in DHIS2;
* A training curriculum on the use of the DHIS2 of the MCRO and the CRO DHIS2 user manual were developed as part of the curriculum, in consultation with MoJ and handed over to the Institute of Advanced Training.

**UN WOMEN**

* Round tables were conducted in Khujand and in Dushanbe to discuss the findings of the institutional assessment and proposed models of service delivery, models developed by the UN Women project and UNHCR project;
* Consultative meetings were conducted in Dushanbe and Khujand to discuss the proposed amendments to legislation.

**UNFPA**

* An assessment of Data-Flow from which was reported the finalisation and quality review of civil registration data.
* An Assessment of the Legal Regulatory Framework and statistical functionalities of the Civil Registration system was also conducted. The Report was shared with partners in late 2016.
* An assessment undertaken with UNFPA support in 2015, with aim to identify gaps in current birth/death statistics generation at jamoat level. As a result, following from the 2015 assessment UNFPA in 2016 addressed the recommendations mentioned in the previous report, namely to introduce new reporting forms for birth/death registration and provide on the job training for jamoat specialists who are responsible for the production of birth/death statistics. The quality of birth/death statistics was consequently improved, and these statistics are more verifiable and consistent with other data sources including from the Ministry of Health.

1. ***Project Results and Impact Summary***

Overall, the Project remained on track with the work plan for January – December 2016. With most of the CR Project research streams culminating at the end of 2016 there were several key results which could be presented in this Annual Report. Moreover the baseline data could be established founded on the results of the “Zerkalo” led baseline study, which provides the CR Project a point from which to measure development change as the various interventions are implemented. The major achievements at the level of targets are provided in *Table 1 – Project Results Summary* below.

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| *Table 1 – Summary of Results* | | | |
| ***Outcome 1:* The reformed civil registry system of Tajikistan is effectively managed and provides quality and affordable services to the population and qualitative vital statistical data for the State** | | | |
| **Outcome Indicator** | **Baseline** | **Target 2019** | **Progress to date** |
| **Indicator 1:** Number of ZAGS offices and Jamoats that are fully functional, able to carry out all activities required by law and regulations. | 0 (ZAGS and Jamoats) | 3 ZAGS Offices and 18 Jamoats | No results achieved to date |
| **Indicator 2:** % of population (disaggregated by gender and rural/urban, including changes in absolute values) who are satisfied with the quality and affordability of the civil registry system | TBD during the baseline survey in 2016.[[1]](#footnote-1) | increase from baseline by 20% | No results achieved to date |
| **Indicator 3:** Discrepancy between birth data in civil registry and birth data in the Ministry of Health and Social Protection | 40,000 | 30,000 | No results achieved to date |
| **Indicator 4:** Number of procedures (i.e., individual visits, different documents required, different authorizations needed) required for registration of civil acts | TBD | TBD | No results achieved to date |

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| *Output 1:* Legislative framework for civil registration is compliant with international best practices | | | |
| **Output Indicator** | **Baseline** | **Target 2019** | **Progress to date** |
| **Indicator 1:** The legislation on civil registration, and the regulations implementing that legislation, are revised and adopted in line with the international best practices | Legislation on Civil Registration exists, but is outdated, inconsistent with other laws, and not compliant with international best practices. There are no regulations to support implementation of existing legislation on civil registration. National ZAGS Reform Programme was adopted in 2014. | Legislation is revised and adopted. Regulations to support implementation of the legislation are drafted and adopted. | An analytical report on the comprehensive review of legislation regulating civil registration issues in Tajikistan for potential duplications and/or gaps in delivering the functions and reporting lines was produced.  Amendments to the Legislation were drafted and revised based on internal (the Legal Experts Team, UNDP) and external (Government) comments;  International best practices were identified through conducting a comparative analysis of 6 countries in the region which advanced Civil registration reforms. |

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| *Output 2:* New internal regulations defining roles, responsibilities and processes are applied by civil registry offices and jamoats | | | |
| **Output Indicator** | **Baseline** | **Target 2019** | **Progress to date** |
| **Indicator 1:** Internal rules and regulations are developed and adopted consistent with national legislation | No internal rules and regulations | Internal rules and regulations are elaborated and adopted | Instructions on state registration of civil status acts were drafted and submitted to the Ministry of Justice.  An analytical report reviewing the organizational structure of civil registration system/offices outlining key findings, challenges and recommendations was developed. A Feasibility Study Report to Define the Most Optimal Model of Civil Registration Service Provision was developed. |
| **Indicator 2:** % of ZAGS and jamoats implementing the new rules and regulations | 0 | 40% ZAGS and jamoats serving at least 30% of the population | No results achieved to date |
| **Indicator 3:** Number of people served by these ZAGS and Jamoats | 0 | 40% ZAGS and jamoats serving at least 30% of the population | No results achieved to date |

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| *Output 3:* Civil registry offices and jamoat staff have enhanced capacities to provide quality services to the population | | | |
| **Output Indicator** | **Baseline** | **Target 2019** | **Progress to date** |
| **Indicator 1:** Frequency and coverage of trainings provided by the Institute for Advanced Legal Education | Jamoats staff participate in training once every 4 years. Frequency of participation of ZAGS staff in training and the coverage determined by the baseline survey in 2016; | Capacity needs assessment completed; training programmes developed. All Jamoats and ZAGS staff participate in training once every 2 years (i.e. twice until 2019) | No training or capacity building results achieved to date by the Institute for Advanced Legal Education, however the Institute approved the training materials produced by EPOS.  A list of 8 proposed pilot ZAGS offices was received from MoJ for potential upgrading. Physical infrastructure of ZAGS offices and Archives was assessed based on agreed criteria by UNDP engineers. Assessment Report submitted to MoJ. |
| **Indicator 2:** % of ZAGS offices that show improved conditions of work (infrastructure, equipment, administration, access to rules and information, etc.) | 0 | 20% |

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| *Output 4:* Civil registration and archiving of data is managed through an electronic system | | | |
| **Output Indicator** | **Baseline** | **Target 2019** | **Progress to date** |
| **Indicator 1:** Electronic systems for registration and archiving are introduced and are functional across all ZAGS offices | 0 | Feasibility study conducted on electronic registration of civil acts | The feasibility study on electronic registration of civil acts was completed by the Innovations and Reforms Center (IRC).  The feasibility study on digitalization of archives is ongoing. |
| **Indicator 2:** % of paper-based records transferred to electronic archive | 0 | Feasibility study conducted on digitalization of archives |

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| ***Outcome 2: The population of Tajikistan know how to and timely have their vital events recorded in the civil registry system.*** | | | |
| **Outcome Indicator** | **Baseline** | **Target 2019** | **Progress to date** |
| **Indicator 1:** % of children under 2 years old with a birth certificate (disaggregated by gender) | 73% (2012) | 78% | No activities were planned under Output 4 during the reporting period |
| **Indicator 2:** Total number of registration actions taken by all ZAGS offices combined, broken down by type (birth and death) and adjusted for population growth[[2]](#footnote-2) | 73.5% of births and 30% of deaths | 78% of births and 40% of deaths; | No activities were planned under Output 4 during the reporting period |
| **Indicator 3:** % of population who have all their vital events registered (disaggregated by gender, and rural/urban)[[3]](#footnote-3) | TBD as part of the baseline survey carried out in 2016 | TBD | No activities were planned under Output 4 during the reporting period |

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| *Output 5:* Ministry of Justice makes use of new communication strategies to proactively incentivise the population to register their vital acts | | | |
| **Output Indicator** | **Baseline** | **Target 2019** | **Progress to date** |
| **Indicator 1:** Coherent, comprehensive and inclusive strategy for communication has been adopted by Ministry of Justice | Lack of communication strategy | Communication strategy developed and adopted by MoJ; | A preliminary communication mission of Communication Specialist, UNDP Istanbul Regional Hub was organised in December 2016. |
| **Indicator 2:** % of population that are aware of the necessity of registering civil acts and of how to do so. | General population awareness is low (Inception Survey). More precise information TBD as part of the baseline survey to be conducted in 2016 | 70% of the population are aware of the necessity of registering civil acts and of how to do so. | No activities were planned under Output 5 during the reporting period |

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| *Output 6:* Outreach awareness raising campaigns by selected civil society organisations complement the Ministry of Justice communication strategies | | | |
| **Output Indicator** | **Baseline** | **Target 2019** | **Progress to date** |
| **Indicator 1:** Number of isolated communities (not reached by MoJ campaigns) reached by CSO-based awareness raising[[4]](#footnote-4) | % of identified population residing in districts where isolated communities can be found are assisted to obtain missing civil registration documents.[[5]](#footnote-5) | **TBD** | No activities were planned under the Output 6 during the reporting period |
| **Indicator 2:** % of population in these isolated communities (disaggregated by gender and vulnerable groups) who are aware of the necessity of registering civil acts and of how to do so. | TBD as part of the baseline survey in 2016 | **TBD** |

1. ***Implementation Strategy Review***

The CR Project is comprehensive with both integrated and complementary sets of outcomes and outputs. The project covers both supply (Outcome 1) and demand sides (Outcome 2) with top-down protection and bottom up empowerment measures.

The key strategies applied for successful implementation of the project reform include but are not limited to:

1. ***Sound partnerships*** based on comparative advantage, value added and agency/organisation specific expertise that is relevant and can substantively contribute to the ongoing civil registration reform process;
2. Ensuring ***continuity*** by building on past achievements as is the case with project’s support to maintenance of basic parameters of health information system put in place by EU-EPOS;
3. Creating a basis for ***proactive engagement and leadership of the Government***, namely the Ministry of Justice in ‘driving’ the reform process: the project is based within the premises of the Main Department of Civil Registration Office (UAGS) that enables frequent interactions with the Senior beneficiary of the project;
4. ***Evidence based planning and decision making***: the project design is based on the findings of the inception survey and comprehensive consultation process. Nonetheless, to come up with a sound evidence base for monitoring the implementation of the reform process, the project commissioned a comprehensive feasibility study and baseline survey, the outcomes of which have informed future planning and decision making;
5. ***Coordinated approach*** in implementation of the reform: the project aims to enhance the existing platforms within the Government to ensure coherent implementation of the reform process.
6. UNDP Tajikistan is working closely with its Headquarters in New York and the Regional Hub in Istanbul to ensure that Tajikistan duly ***benefits from the regional and global knowledge and expertise*** accumulated by UNDP in other parts of the globe and specifically in Eastern Europe and CIS region;

# DETAILED PROJECT ACTIVITIES REVIEW

**Output 1: Legislative framework for civil registration is compliant with international best practices**

To conduct a comprehensive legal analysis, a team of experts was formed. The team was composed of:

1. International Team Leader/Legal Expert (UNDP);
2. National Civil Registration Expert (UNDP);
3. National Legal Expert (UNDP);
4. National Gender Expert (UN Women);
5. International Expert on Information Flows (UNFPA);

The legal experts commenced their consultancy in the 1st week of July[[6]](#footnote-6) 2016. The duration of the assignment was initially set for 5 months (80 days per expert in average). This was subsequently extended to a 6-month intervention through a decision by the Project Steering Committee to assist the Ministry of Justice to draft their 2017 Work Plan for ZAGS reform, and to develop a new Programme For Development of the Civil Registry Bodies of the Republic of Tajikistan for 2018-2023. The key deliverables produced by the Expert Team included:

1. **Report on Review of Legislation in the field of Civil Registration in the Republic of Tajikistan**:

Key results arising from the observation of the Law of the Republic of Tajikistan “On State Registration of Civil Status Acts”, Family Code of the RT, other Laws and by-laws regulating registration of acts of civil status were summarized in this report**.** The summary of current Civil Registration legislation included a comprehensive list of problematic aspects in civil registration law in the Republic of Tajikistan. There was also a lack of Instruction on state registration of the civil status acts, and on the procedures for registration of acts of civil status by consular offices. Another significant gap was the lack of a unified electronic system.

The report revealed weaknesses in the Family Code of the RT, the Law of the Republic of Tajikistan “On State Registration of Civil Status Acts,” contradictions between the Law of the Republic of Tajikistan “On State Registration of Civil Status Acts” and other laws such as Law of the RT "On Identity Documents,” Constitutional Law of RT "On local government authorities" and other by-laws.

The report ultimately produced 60 recommendations to improve the legislative framework underpinning the Civil Registration system of the RT. It focused mainly on the “State Registration of Civil Status Acts” and “Family Code of the RT.” After workshopping the initial results of this legislative review with a variety of stakeholders including civil society networks, a list of recommendations regarding civil registration issues were then compiled.

The report concluded that the main problems of the system of civil registration in the Republic of Tajikistan were in terms of a lack of data production and verification. It noted that the needs of the state were not being full met in terms of coverage and monitoring of civil registration acts. The report highlighted that some legislation was unintentionally not observing fundamental human rights, and that there was incomplete coverage of registration of births and deaths.

An important issue was raised concerning the decreasing number of official registrations of marriage. For example, comparing the years 2015 to 2014, the number of official registered marriages had fallen by 20 per cent. There was a correlation between this decline in registrations and the introduction of laws for mandatory pre-marriage health checks.

A lack of consistency was noted in applying civil registration functions across each agency empowered to administer these acts. There were for example differences in the practice of applying legislation by different sectors of ZAGS and jamoats when registering the acts of civil status due to the lack of instructions on state registration of acts of civil status.

The full Report is attached in *Annex 3* to this report.

1. **Report On Comparative Analysis of Legislation on Registration of the Civil Status Acts in Russian Federation, Republic of Kazakhstan, Georgia, Republic of Moldova and the Republic of Lithuania** was produced**.** The report includes observations of the Legislation on registration of the civil status acts in Russian Federation, Republic of Kazakhstan, Georgia, Republic of Moldova and the Republic of Lithuania. At the end of each section a list of best practices and experiences from lessons learned of these 5 analysed countries were provided which it is hoped could be applied in the context of Tajikistan.

The study recommended that for further in-depth examination of international experience of civil registration reform and its possible application in the Republic of Tajikistan within the framework of this project, study visits could be organised to Georgia to examine especially the implementation of measures to improve the coverage of birth registration in a country with mountainous terrain. A study visit was also recommended to the Russian Federation focusing especially on the issue of system application methods of monitoring and evaluation. Furthermore, a study visit to Kazakhstan was recommended to review an example of a similar Central Asian country which has successfully carried out reform of their civil registration system. And finally the study recommended a fact finding tour to Lithuania to examine best practices on current legislative reforms in order to further increase the level of convenience of public services for civil registration users, as well as to examine the state registration of marriage in regards to religious ceremonies.

The following details observations made by the comparative analysis of the Legislation on registration of the civil status acts in the Russian Federation, Republic of Kazakhstan, Georgia, Republic of Moldova and the Republic of Lithuania:

The introduction of a unified electronic system where experience was gained from all 5 analysed countries in the study. Introducing electronic methods of information-sharing among government agencies was assessed across all 5 analysed countries. The development of instructions on state registration of the civil status acts were also analysed across all 5 analysed countries. When examining the application of civil status acts through Consular Services, the development of instructions specifically for MFA was applied through the experiences of the Russian Federation, Republic of Kazakhstan, Georgia and the Republic of Lithuania). When analysing the possibility of reducing the number of civil status acts and consequently their records, experience was gained from Moldova and the Republic of Lithuania. When considering the possibility of abolishing all payments for birth registration, the best practices and lessons learned were gained from all 5 analysed countries.

Introducing the possibility of registering a child's birth at the place of birth of that child was taken from experience from all 5 analysed countries. Drawing the experience of Georgia, it was proposed to introduce involvement of staff of medical institutions in which the child was born, to preparing the application of the birth of the child and then submit this record of birth to the civil registration offices. The report also recommended considering the possibility of registering the birth by the civil registration bodies directly in the medical institution building/facility itself where the child was born, taking this experience from Moldova.

Another common issue that was addressed in the comparative analysis report was determining that, in the absence of identity documents of parents at the time of state registration of birth, the information about the parents should be filled in the marriage certificate based of the Certificate of marriage, making an appropriate note in the record of the birth certificate to this effect. This was taken from the experience of the Republic of Kazakhstan, Moldova and the Republic of Lithuania.

In the case of the birth of a child by a single mother, at the request of the mother, information about the child's father should not be written into the birth record. This was the practice in the Republic of Kazakhstan and Moldova. Introducing the possibility of registration of marriage in any body of civil status acts regardless of the place of residence of one of the persons entering into the marriage or their parents was the experience highlighted from the Russian Federation, Republic of Kazakhstan, Georgia and the Republic of Lithuania.

The comparative analysis further noted that in the Republic of Kazakhstan, Moldova and the Republic of Lithuania, civil registry authorities inform the person who submitted the application for registration of marriage, on their rights and responsibilities as future spouses and parents, and to warn them about the consequences of concealing any circumstances which could prevent the marriage. The comparative assessment also suggested reviewing the feasibility of compulsory medical examinations of persons wishing to marry based on the experience of the Russian Federation, Republic of Kazakhstan, Georgia and the Republic of Lithuania. Taking the experience from the Republic of Kazakhstan it was recommended to introduce into legislation an exhaustive list of grounds for decreasing the age of marriage by the courts, and an exhaustive list of grounds for reducing the period of examination of the application for registration of marriage which was specifically adopted by the Republic of Lithuania. There were also initiatives to simplify the conditions of getting married to foreign nationals in all 5 analysed countries. In the case of currently having to register a divorce at the civil registry offices in the event of termination of marriage or in the case of death the surviving spouse must apply through the courts, all 5 analysed countries adopted simplifications to this process.

Where a spouse who changed their surname upon marriage to another, has the right to either keep it or change it back to the pre-marriage surname has been adopted in the Republic of Kazakhstan, Georgia and Moldova. These countries and also Lithuania introduced an exhaustive list of legitimate excuses for changing the name, surname, and patronymic surname as a requirement in their civil registration law. Setting an exhaustive list of legitimate excuses, based on which the terms of consideration of applications for a change of surname, name and patronymic can be increased was adopted by the Republic of Kazakhstan and Lithuania. Issuing a unique identification number to a child at birth is the practice in the Republic of Kazakhstan, Georgia, Moldova and Lithuania. A civil registration office must inform in writing the reasons for a refusal of a registration of the civil acts was introduced in Georgia and Lithuania.

There is also a prohibition of discovery of documents and information for civil registration which is not stipulated by the Law on state registration of acts of civil status as part of the law of the Russian Federation. Eliminating from the Law on State Registration of Acts of Civil Status the requirement to provide redundant information (e.g. place of work, position, education was introduced by the Russian Federation, Georgia and Lithuania. Finally introducing a mechanism for monitoring and assessing the quality of services for civil registration was implemented by the Russian Federation, Kazakhstan and Georgia.

The Report is attached in *Annex 5* to this report.

1. **Report on Review of State Programme on Development of Civil Registry Bodies of the Republic of Tajikistan for 2014 – 2019.** This report describes the main tasks of the program and the plan of activities to ensure the implementation of the Program for 2015 and for 2016 which were approved by the Government Decrees.

The report evaluates the overall implementation of Program. As the program did not contain indicators of social and economic efficiency, the evaluation of its implementation was mainly conducted based on the evaluation of the plans of activities to ensure the implementation of the Program for 2015 and for 2016. The Action Plan for 2014 was however not approved, as well as the evaluation of the implementation of activities included in the program itself.

The report revealed that out of 29 activities envisaged by the plan of activities to ensure the implementation of the Program for 2015, only 6 activities were fulfilled (21% of the total activities), 15 activities were partially fulfilled (52% of the total activities), 8 activities were not fulfilled at all (27% of the total activities). The conclusion of the report was that the program has duplication between its goals, objectives and activities.

It was considered that there were differences in the activities listed in the program and in the action plan for 2015 and 2016, and that the program did not contain an analysis of the activities of consular offices in terms of civil registration. Consular offices were minimally involved in activities for the implementation of the programme.

The report stated the program needed to be amended and improved, as the overall implementation of the Programme was considered unsatisfactory. Evaluation of the Programme’s implementation was difficult due to the lack of indicators of social and economic efficiency, and programme monitoring was also considered unsatisfactory.

The Report is attached in *Annex 10* to this report.

1. **A Concept Note on Strengthening of Coordination Mechanisms Regulating Civil Registration Issues in Tajikistan.** The reportoutlined the current state of inter-agency cooperation on civil registration issues in Tajikistan, which revealed some problems of inter-agency cooperation and provided a Terms of Reference for a coordination mechanism regulating civil registration issues in Tajikistan.

Report outlined the current initiatives on inter-agency coordination in the field of civil registration needed to be strengthened due to frequent shortcomings in inter-agency cooperation which create obstacles to the effective performance of public functions and services on the daily basis. Launching a comprehensive civil registration system reform supported by Project calls for an increase in the level of coordination of actions of all stakeholder institutions.

The Report is attached in *Annex 9* to this report.

1. **Report on Review on organisational structure of Civil Registration System in Tajikistan.** The report outlined several problematic aspects in the civil registration system and proposed recommendations such as elaborating Instructions on the procedures for registering civil acts status by consular offices and the creation of an inter-agency cooperation mechanism.

The Report is attached in *Annex 6* to this report.

1. **Draft Instructions on conducting registration of civil acts.** The Draft of Instructions are attached in *Annex 8* to this Report.
2. **Amendments to Law on Civil Registration, to Family Code, to Code on Administrative offence to the Constitutional Law on Local Government authority.** TheDraft of Amendments to legislation are attached in *Annex 7* to this Report.

To facilitate the work of the Experts’ Team, UNDP worked closely with the International Legal Resource Centre (ILRC) to conduct a desk review of existing legislative frameworks. The reports were finalised with the initial findings being sent to the Ministry of Justice for their review and approval. Results of the legislative reform review are already in use and were referenced by the Experts contracted to conduct other legal analyses. During the feasibility study for an electronic civil registration system, an analysis of the Czech Republic system was also conducted which also presented a change management plan for government to consider. During the 2016 reporting period, the International Legal Resource Center prepared and finalised the following reports:

* Best Practices in Civil Registration Legislation in Moldova and Russia (please see *Annex 1);*
* Review of Family Code of the Republic of Tajikistan (please see *Annex 2);*
* Analysis of the Law of the Republic of Tajikistan on State Registration of the Civil Status Acts (please see *Annex 3).*

**Results Achieved**

The following summarises activities to promote legislative reform in civil registration:

* + Report on Review of Legislation in the field of Civil Registration in the Republic of Tajikistan;
  + Report on Comparative Analysis of Legislation on Registration of the Civil Status Acts in Russian Federation, Republic of Kazakhstan, Georgia, Republic of Moldova and the Republic of Lithuania;
  + Report on Review of State Programme on Development of Civil Registry Bodies of the Republic of Tajikistan for 2014 – 201;
  + Concept Note on Strengthening of Coordination Mechanisms Regulating Civil Registration Issues in Tajikistan;
  + Report on Review on organisational structure of Civil Registration System in Tajikistan;
  + Draft Instruction on conducting registration of civil acts;
  + Amendments to Law on Civil Registration, to Family Code, to Code on Administrative offence to the Constitutional Law on Local Government authority.

Key priorities for the next reporting period for January – June 2017 are:

* Support the Ministry of Justice in development of an Action Plan and Budget for the National ZAGS Reform Programme 2014-2019;
* Formulate a New Programme for the Development of Civil Registry Bodies of the RT for 2018-2022, and present a draft to the Ministry of Justice;
* Develop Draft Instructions on conducting the registration of civil acts by consular offices, including Instructions on managing a functional civil registration information system among relevant state bodies;
* Develop and submit to the Ministry of Justice a package of Draft of amendments to the Laws and by-laws relating to civil registration.

**Output 2: New internal regulations defining roles, responsibilities and processes are applied by civil registry offices and Jamoats.**

The work under Output 2 will largely depend on the outcomes of the ongoing work under Output 1 (legislative analysis) and Output 4 (feasibility study). At the close of the reporting period the Ministry of Justice was reviewing the legislative review results of the studies listed above. Which of the new internal regulations will be applied shall depend of the Ministry of Justice’s determination on the studies’ specific recommendations.

To ensure the Ministry of Justice was fully informed on all the possible options for legislative reform open to the government, the project conducted a comparative analysis of 5 states in the region which had undergone similar reforms in civil registration, and linked these with best practices applicable to Tajikistan.

The results of the comparative analysis drew on best practices of legislation on registration of the civil status acts in Russian Federation, Republic of Kazakhstan, Georgia, Republic of Moldova and the Republic of Lithuania, with the view of applying these to Tajikistan which are summarised in section above.

Key priorities for the next reporting period for January – June 2017 are:

* Start to equip the Institute of Advanced Training under Ministry of Justice;
* Conduct a functional assessment of Jamoats and ZAGS offices;
* Research & analysis on the most viable service delivery options.

**Output 3: Civil registry offices and jamoat staff have enhanced capacities to provide quality services to the population**

**Analysis of the State Programme for CR Bodies’ Reform**

An analysis was conducted to review the State Programme on Development of the Civil Registry Bodies of the Republic of Tajikistan for 2014 – 2019. Civil Registration “***Bodies***[[7]](#footnote-7)” are presumed to include ZAGS registries, jamoat offices and MFA consular offices. Analysing staff capacities to provide enhanced quality services to the population was also covered in the assessment. The main tasks of the program and the Plan of Activities were examined to assess if the implementation of the Program for 2015 and for 2016 was approved by Government Decree.

The review therefore evaluated staff capacity to successfully implement the Program. As the Program did not contain indicators of social and economic efficiency, the evaluation of its implementation was mainly conducted based on the evaluation of the Plans of Activities to implement the Program for 2015 and for 2016. The Action Plan for 2014 was not approved by Government, nor was the evaluation of the implementation of activities included in the program itself. A summary of this analysis can be found in Section 3 item 3 above.

**Site Assessment for the establishment of pilot offices for the civil acts registration system and physical assessment of the current archive system of Republic of Tajikistan**

Physical infrastructure of ZAGS offices and Archives were assessed by UNDP engineers based on agreed criteria with the Ministry of Justice.

The civil engineering assessment of pilot offices was made in order to determine potential pilot sites, suitable civil acts registration offices for renovation, in line with modern standards and piloting interventions, including the digitisation of the civil acts archives, and an electronic system of civil registration. The assessment covered a total of 8 independent sites, which were ZAGS offices of Shohmansur Dist., Dushanbe; Firdavsi Dist., Dushanbe; Rudaki Dist.; Asht Dist., Sughd Region; Panjakent Dist., Soghd Region; Kulob Dist., Khatlon Region; Shaartuz Dist., Khatlon Region; and Kubodiyon Dist; Khatlon Region.

The Report on Site assessment for the establishment of pilot offices for the civil acts registration system of Republic of Tajikistan provided recommendations of the results of the assessment. The report is attached to the present report in *Annex 11.*

The Report on physical assessment of the current archive system of Republic of Tajikistan provided the results of assessment of the civil registration Archive located in 4 locations around Tajikistan: the Archive of Department of Civil Registration (Dushanbe), Archive of Division of Department of Civil Registration in Khatlon Region, ) Archive of Division of Department of Civil Registration in Gorno-Badakhshan Autonomous Region and Archive of Division of Department of Civil Registration in Sughd Region. The findings and recommendations of the report is attached to the present report in *Annex 12.*

Key priorities for the next reporting period for January – June 2017 are:

* Identify 3 Pilot ZAGS offices and begin to equip these
* Begin repair work on civil registration archives which have been identified as needing urgent repairs

**Output 4: Civil registration and archiving of data is managed through an electronic system**

The Georgian company - Innovations and Reforms Centre (IRC) was contracted to conduct a feasibility study to define institutional capacities of Civil Registration Offices in Tajikistan. The Project in fact conducted 2 feasibility studies (1.1 and 1.2) on existing potential and challenges (technical, financial and human potential) for introducing an electronic system of civil registration (report 1.1 is attached in *Annex* *13*) and to Define the most optimal model of civil registration service provision (report 1.2 is attached in *Annex* *14*). The initial mission of IRC commenced on the 1st week of July 2016.

According to the Terms of Reference, the key results produced by IRC included:

**Feasibility Study 1.1. on Introduction the Unify Electronic System of Civil Acts Registration in Tajikistan:** the studyassessed the existing potential and challenges in the Civil Registration Offices (CRO) in terms of introducing an electronic system of civil registration, its technical and financial impact, and what the potential of this service delivery process reform has. The study identified potentials within the existing system, analysed key issues faced by the system, assessed technical, human and financial resources, reviewed the existing legislative base and the software put in place by the EU/EPOS project, and recommend whether the electronic system was feasible in the current reality of the Republic of Tajikistan. The findings of the Feasibility Study indicated that there is a lack of uniformity in service provision as defined by the CAR Law and as implemented in practice, civil acts records highly depend on the good will of applicants. Government has showed willingness to shift to e-governance for civil registration, however it lacks financial capacities to implement the system independently without external financial support. In terms of information and communication technology readiness the study identified that the current processes, infrastructure and architecture are characterized by low readiness with regards to electrification and automation. However, taken together with other factors such as political will, already spent financial and human resources, experience which has already been gained through the EPOS project, and experience gained by the staff of the civil acts registration division, its structural units in the piloting phase, it provides a good point of departure for further development of the electronic system.

**Feasibility Study 1.2 to Define the Most Optimal Model of Civil Registration Service Provision in Tajikistan:** The study discussed two proposed models: the most optimal model which responds to the challenges of the CAR system, and possible model – which improves on the current status quo, but does not respond to all challenges of the system. The 2 proposed models are:

* **Model 1** – The most optimal model – The entire Civil Acts Registration System works as one and is powered with an electronic CAR system – As the best proposed model it is proposed the main instrument for the Model 1 is an electronic CAR system. Key features of the proposed best model provide that work is split between front and back offices, all activities are performed in an electronic form, territorial restrictions are removed, birth and death registration take place proactively, registration procedures are optimized, services standardised and terms clarified. The electronic CAR database would be systematically formed over time and completed with electronically born records as well as digitized records.
* **Model 2** – Is essentially optimisation of the existing model where every participant performs their functions separately. However, better coordination allows for comparatively improved outcomes for the system. Model 2 is an attempt to optimise the existing paper-based model to the maximum possible optimisation allowed. The Main tool used by the model is paper-based workflow, where civil acts are registered manually and handwritten documents are issued across the country. The model proposes the use of courier service for the document and information exchange between CAR offices on the territory of Tajikistan. This courier service would be exclusively for the CAR system. Information and document exchange between consular offices and CAR sectors would happen using electronic pathways where CAR sectors are the contact points for consular offices with regards to CAR system.

The study has outlined a SWOT analysis, risk analysis, financial planning, and a cost benefit analysis for each proposed models.

The Report provides following recommendations, which apply to both models:

* Human Resources: to increase the capacity of the CAR system employees – conduct trainings in technical skills, work with computer equipment, work with the software; training in service delivery, service standards, trainings in legislative changes, work with the system;
* Physical infrastructure: the existing physical infrastructure requires some refurbishment, however not all of them may require substantial refurbishment;
* Optimisation of business processes: a diagram for every single process should be prepared separately, discussion should be held on what is extra and a new process should be prepared which will eliminate all that is extra and leave only necessary steps. Based on the optimised business processes all services have to be standardised;
* Gender mainstreaming in civil registration services: Conduct actions/measures that directly promote gender equality and women’s empowerment, make public services more gender-inclusive, avoid gender bias and minimize gender-related vulnerabilities and risks.

The Feasibility Study team worked closely with the Legal Experts Team undertaking legislative analysis and also with EPOS team.

**Support maintenance of the basic parameters of the Health Information System (HMIS)**

During the reporting period the project contracted EPOS Health Management GmbH to support basic parameters of the information system which were put in place under the EU funded ‘Technical Assistance to Support the Strengthening of the Health Information System (HMIS)’ project implemented by EPOS.

**Results Achieved**

* 2 Technical Working Groups were established for the promotion and improvement of the electronic system of the Civil Status Registration Acts and for development and improvement of the educational guidelines on dealing with the recording system of the Civil Status has been established.
* The business continuity process (plan) was prepared based on international standards, best practice, and tailored to the CRO’s needs. The plan was shared with the beneficiaries (MoJ technical WGs, established by the MoJ Order № 105 on June 29, 2016) and adjusted based on the received feedback.
* Additionally, statistics on the registered CR acts into the DHIS2 have been systematically analysed by project staff. The MoJ and MCRO were briefed bi-weekly on the number of DHIS2 registered CR acts by districts.
* Based on recorded and observed incidents, root-cause analysis disclosed several problems (e.g., data entry, internet connectivity, etc.) and solutions have been identified. In some districts among proposed solutions related to poor internet connectivity, the use of 4G modems was proposed as an alternative for fixed telephone lines. However, the limited number of available 4G modem licenses (maximum of 50) may prove to be problematic.
* Work on curricula development started upon the establishment of MoJ’s inter-sectorial technical WG "About establishment of working groups for the implementation of the project: Maintenance of basic parameters of CRO information system in Tajikistan" by the MoJ Order № 105 on June 29, 2016.
* Curricula on CRO IS and DHIS2 User Manuals have been developed, discussed in a participatory way with the representatives of the MoJ technical WGs, and adjusted accordingly.
* On July 25, 2016, the Academic Council of ATL Institute accepted the developed curriculum, and included it in the course list, according to the Academic Council Memorandum №3.
* The curriculum has two separate programs: one is dedicated to the training of trainers, and other one to training of CRO specialists. The final version of the curriculum was submitted for approval to the MoJ, MCRO, and ATL Institute on September 27, 2016.
* 3 days of Training of Trainers for 6 participants was conducted from within the Institute of post diploma education of lawyers.
* 2 Working Group meetings were held with 60 participants attending.
* 45 individual meetings were held with the WG members for a total of approximately 200 participants on completion of EPOS’ ProDoc results 1; 2; 3 and 4.
* In collaboration with the members of MoJ technical WGs, the reporting requirements for CRO IS have been formulated and adjusted based on feedback from the beneficiaries. Based on the reporting requirements, the technical specifications have been developed and agreed on.
* Sixty reports have been developed during the reporting period: 52 for the Agency of Statistics under the President of the RT, 7 for MoJ and MCRO, and one for the MoHSPP. The automation of actual reports will allow the abovementioned institutions to aggregate requested data from the CRO IS database. Currently, the reports are manually formed. The current implementation allows for high performance in report generation.
* Adjusting, debugging, and testing the DHIS2 information systemwill continue in the next reporting period. The developers will work on improving the reporting module by making it more user friendly and continuing optimisation in terms of formatting, error correction, and approval by the responsible users.
* Needs for improvement of the DHIS2 functionality were identified by applying guidelines for DHIS2 users. Business requirements on the new functionality of CRO IS were developed, shared with the MoJ WG members, and adjusted based on their feedback.
* The CRO DHIS2 user manual was developed as part of curriculum, and adjusted accordingly based on feedback from WG 2 members. The curriculum and DHIS2 user manual have been officially submitted to the MoJ and the ATL Institute on September 27, 2016. The ATL Institute has provided positive feedback on the content of curriculum and training materials developed during the MoJ WG2, conducted on October 11, 2016. The activity will continue into the next reporting period.

Key priorities for the next reporting period for January – June 2017 are:

* Establish an agreed Electronic Civil Registration system appropriate for the Government of Tajikistan based on recent studies and proposed models
* Develop a work-plan extension for the EPOS Project which is a logical extension of the current work being undertaken
* Further roll-out of approved DHIS training for ZAGS and jamoat staff with the direct supervision of EPOS and UNDP’s Project Associate (IT Systems Administrator)

**Output 5: Ministry of Justice makes use of new communication strategies to proactively incentivise the population to register their vital acts**

The Project Leaflet was developed for distribution among government agencies and donors.

The video roll devoted to children’s day “on importance of having the birth Certificate” was developed and posted on UNDP’s Facebook page.

Meetings were held with HELVETAS and other UN partner agencies involved in Civil Registration reform in order to explore opportunities to align the communications strategies with that of the Civil Registration Project. HELVETAS for example have some useful awareness materials on marriage registration, divorce rights and information on birth registration which could be duplicated within the scope of the Project’s communications plan.

In December 2016 a Communications specialist from UNDP Istanbul Regional Hub was invited to assess the Communications needs of the Civil Registration Project and develop a broad strategy from which the project can build its communications plan. The strategy paper is attached in *Annex* *16* to the present report.

Key priorities for the next reporting period for January – June 2017 are:

* Develop an integrated communications strategy on Civil Registration Acts for the Ministry Of Justice with other UN Implementing Partners UN Women and UNFPA to ensure a harmonised approach to programming.

**Output 6: Outreach awareness raising campaigns by selected civil society organisations complement the Ministry of Justice communication strategies**

No activities were envisaged under Output 6 during the reporting period.

# MANAGEMENT AND COORDINATION

According to the agreement reached with the Ministry of Justice during the finalisation of the Project Document, in 2016 the team is composed of:

* International Project Manager (P4)
* Project Officer (Outcome 1 – Policy and Institutional Frameworks)
* Project Associate (Outcome 1 – Policy and Institutional Frameworks)
* Admin. Finance Associate, and
* Driver.

During the reporting period, the main project team was formed. The Local team was recruited during the April – May 2016 period, while the International Project Manager commenced his duties on 22 July 2016. The project is using the drivers of other UNDP programmes and projects on a cost-recovery basis. Hence, no driver was recruited.

As was discussed and agreed during the design of the project, the project team should be located in the premises of the Main Department of Civil Registration under the Ministry of Justice (MoJ) based on a signed Memorandum of Agreement between MoJ and UNDP. The project is based in the Government premises, free of charge. Prior to commencement of project operations, the office was renovated and equipped with furniture and IT equipment.

**PROJECT COORDINATION GROUP**

The project formed the Project Coordination Group, which holds monthly meetings to coordinate project activities with the following project partners:

* UN Women
* UNHCR
* UNFPA
* SDC
* EPOS Health Management GmbH and
* UNICEF

**Baseline survey for “Support to Civil Registration System Reform project”**

To establish relevant baseline data for the project’s M&E, UNDP contracted the local research company “Zerkalo” to conduct a comprehensive baseline survey. The Baseline survey was conducted in September-October 2016 and established baseline data for the indicators specified in the Project Logical Framework taking into account findings of the inception survey conducted as part of the project formulation phase. The survey revealed that distribution of households and household members by age, employment status, age, sex reflects general social and demographic trends in age and sex structure, employment and education status of population of Tajikistan collected by national statistics. In this respect, findings of the baseline study can be extrapolated to the entire population of Tajikistan.

The Report concluded that absence of passports, especially among mothers, is a serious obstacle in achieving the timely registration of births. In this respect, at the impact level the Project should focus on passports in addition to civil registration documents and connect the civil registration system with passport and registration services. This proposal is also linked to the intended impact of the Project on the situation with statelessness in Tajikistan. The definition of stateless persons includes persons with official documents confirming their statelessness and persons without any identification document, persons with identification documents that have expired. It would be possible to identify this number of people through household surveys. Two latter categories are called “persons at-risk of statelessness” or “de-facto stateless persons.” Thus, the baseline study identified that women are more often found in a situation of de-facto statelessness compared to men. However, not all statelessness cases are related to a lack of civil registration documents.

At the outcome level, the Project focused on ensuring that civil registration services are of good quality and are affordable to the population. Improvement of knowledge of population about procedures of civil registration and timely registration of vital events is also important. In this respect, it was proposed to measure satisfaction with services not among all the population as not everyone uses civil registration services, but on those individuals who used the services and would be able to measure their quality and affordability.

In order to measure outcomes on service provision it was proposed to measure separate satisfaction of service levels according to birth, marriage and death registration, as satisfaction of individuals who used these services differs significantly depending on which vital event is measured. Data of ZAGS and the Ministry of Health and Social Protection collected for the purpose of the baseline study demonstrated that every year the discrepancy between data of ZAGS and the Ministry of Health and Social Protection is increasing. In 2015 the discrepancy between birth data was 25,176 births.

The Baseline study revealed that 5 or more individual visits are paid to registration bodies to register vital events. In practice registering bodies demand more supporting documents than is necessary or specified by the legislation. The Baseline study demonstrated that 84.3% of boys and 81.9% of girls under 2 years of age have birth certificates[[8]](#footnote-8). ZAGS regularly collects data on timely and untimely registration of births and deaths. In order to measure outcome 2 it is proposed to use this easily available data taking into account data collected by the DHS household survey.

At the output level, the Baseline Study was supposed to provide data on two outputs, specifically capacity of jamoats and ZAGS to provide quality services and outreach awareness raising campaigns by NGOs. The Baseline Study revealed that trainings provided to jamoats and ZAGS staff were rather ad-hoc. There was no system of training for staff of jamoat and ZAGS and training that was provided was not oriented to better performance of registration services.

The Project envisaged that outreach awareness raising should target isolated communities. However, experience of UNHCR demonstrates that provision of information is not sufficient for people residing in isolated communities to ensure timely registration of vital events. They should be assisted with obtaining the civil registration documents. In this respect, it is proposed that Project reconsiders its approach and in addition to awareness raising it provides legal assistance to members of isolated communities to ensure they obtain civil registration documents

The Baseline survey report suggested the list of revised indicators and baseline values. (See the Baseline survey report in *Annex 17* to the present report)

The baseline survey was delayed since the initial tender did not result in technically and financially viable proposals. Zerkalo was considered the winning contractor as a result of the 2nd call for tenders. Therefore, the baseline survey commenced during the 3rd quarter instead of 2nd quarter of 2016 as initially planned.

**Resource mobilization**

According to the Resource Mobilization Document (attached in *Annex* 18 to this report), there is a need to attract additional resources to ensure complete and timely implementation of civil registration reform process. The main target is to attract at least USD 5 million by the end of 2019.

To mobilize additional resources, UNDP approached the following donors:

* + Canada Fund for Local Initiatives (CFLI);
  + KazAID;
  + Czech-UNDP Trust Fund;
  + Bureau for Policy and Programme Support (BPPS);
  + Russian Trust Fund.
  + Eurasian Fund for Stabilisation and Development (EFSD)
  + Embassy of the Republic of Korea

The Table with the list of approached donors is attached as *Annex* *19* to the present report.

**Results Achieved**

* The Project monthly UN and partner coordination meeting was introduced;
* The Project’s Baseline Survey was concluded in the reporting period, the results of which were forwarded to the Ministry of Justice and other stakeholders for their review. The survey results shall be used to provide a point from which to measure project management related data based on key indicators over the lifecycle of the project. Other UN Agencies participated in the design of the baseline, and commented widely on its composition to ensure the respective practice areas of each agency were represented in the survey. Those agencies which coordinated their inputs to the baseline study were UN Women, UNFPA, UNICEF and UNHCR.
* A management steering committee meeting was held in the Ministry of Justice on 30 November 2016. After presenting the key points in the 2017 Civil Registration Project’s annual work plan, the Government, Donor and UN Implementing partners agreed in principle on the plan, which was subsequently signed off in December 2016.

# IMPLEMENTATION CHALLENGES

1. The local job market is limited and this makes finding technical experts in civil registration rather challenging. In 2016, the project required to re-announce consultancies to find suitable experts.
2. During the reporting period the project enjoyed solid support to initiate civil registration reforms from senior Ministerial Level. This support was however much more limited at lower management level especially within the UAGS Civil Registration Head Office, where some middle management perceived reforms as a threat. Consequently, there were occasions where Project Management were obliged to appeal to senior Ministry Officials to intervene to ensure UAGS staff complied with the reform agenda.

# LESSONS LEARNED

In an attempt to initiate dialogue on establishing a coordination mechanism for civil registration functions across all relevant government Ministries, the Project requested and received several meetings with the President’s Administration, who UNDP considers to be the logical administrative body to ensure all Ministries comply with their data sharing obligations.

Senior Ministry of Justice counterparts respectfully requested Project Management inform them before holding future meetings with the President’s Administration, in order that the Ministry might provide “suitable advice” to the project on engaging with the President’s Administration. The lesson learned here was to ensure Project Management was as transparent as possible in communications with the main implementing partner, the Ministry of Justice, in order that the Ministry is fully informed by other meetings the project may engage in.

# FINANCIAL REPORT

The financial report for the reporting period is attached as *Annex 20* to the present report.

# RISK ANALYSIS TABLE

The updated Risk Analysis Table is attached as *Annex 21* to the present report.

# ANNEXES

[Annex 1: Report on Best Practices in Civil Registration Legislation in Moldova and Russia](#annex1)

[Annex 2: Report on Review of Family Code of the Republic of Tajikistan](#annex2)

[Annex 3: Report on Analysis of the Law of the Republic of Tajikistan on State Registration of the Civil Status Acts](#annex3)

[Annex 4: Analytical report on the comprehensive review of legislation regulating civil registration issues in Tajikistan for potential duplications and/or gaps in delivering the functions and reporting lines](#annex4)

[Annex 5: Comparative analysis of 5 countries in the region which advanced in Civil registration reforms](#annex5)

[Annex 6: Analytical report on review of organizational structure of civil registration system/offices outlining key findings, challenges and recommendations](#annex6)

[Annex 7: Amendments to the Legislation (Draft)](#annex7)

[Annex 8: Instructions on state registration of civil status acts (Draft)](#annex9)

[Annex 9: Concept note on the establishment/strengthening the Coordination mechanisms regulating civil registration issues and Terms of References reflecting the structure, duties and responsibilities, management arrangements](#annex91)

[Annex 10: Comprehensive review of the ongoing State Programme on development of Civil Registration Offices for 2014-2019](#annex10)

[Annex 11: Report on Site assessment for the establishment of pilot offices for the civil acts registration system of Republic of Tajikistan](#annex11)

[Annex 12: Report on physical assessment of the current archive system of Republic of Tajikistan](#annex12)

[Annex 13: Feasibility studies 1.1 on existing potential and challenges for introducing an electronic system of civil registration](#annex13)

[Annex 14: Feasibility studies 1.2 on defining the most optimal model of civil registration service provision](#annex14)

[Annex 15: Guidelines on the Technical Working Groups No. 1 and № 2 approved by order of the Minister of Justice № 105, from June 29, 2016](#annex15)

[Annex 16: Communication strategy paper (Draft)](#annex16)

[Annex 17: Baseline survey report](#annex17)

[Annex 18: Resource Mobilization Document](#annex18)

[Annex 19: Table of the list of approached donors](#annex19)

[Annex 20: Financial report](#annex20)

[Annex 21: Risk Analysis Table](#annex21)

[Annex 22: Table of revised baseline indicators](#annex22)

# ANNEX 1



**Best Practices in Civil Registration Legislation in Moldova and Russia**

# ANNEX 2



**Review of Family Code of the Republic of Tajikistan**

# ANNEX 3



**Analysis of the Draft Law of the Republic of Tajikistan on State Registration of the Civil Status Acts 2016**

# ANNEX 4



**Analytical report on the comprehensive review of legislation regulating civil registration issues in Tajikistan for potential duplications and/or gaps in delivering the functions and reporting lines**

# ANNEX 5



**Comparative analysis of 5 countries in the region**

**which advanced in Civil registration reforms**

# ANNEX 6



# Analytical report on review of organizational structure of civil registration system/offices outlining key findings, challenges and recommendations

**ANNEX 7**



**Amendments to the Legislation (Draft)**

# ANNEX 8



# Instructions on state registration of civil status acts (Draft)

# ANNEX 9

# 

**Concept Note**

**on strengthening of coordination mechanisms regulating civil registration issues and Terms of References reflecting the structure, duties and responsibilities, management arrangements**

# ANNEX 10



**Comprehensive review of the ongoing State Programme on development of Civil Registration Offices for 2014-2019**

# ANNEX 11



**Report on Site assessment for the establishment of pilot offices for the civil acts registration system of Republic of Tajikistan**

# ANNEX 12

****

**Physical Assessment of the current archive system of Republic of Tajikistan - 2016**

# ANNEX 13

****

**Feasibility studies 1.1 on existing potential and challenges for introducing an electronic system of civil registration**

# ANNEX 14

****

**Feasibility studies 1.2 on defining the most optimal model of civil registration service provision**

# ANNEX 15

****

**Guidelines of the Technical Working Groups 1&2**

# ANNEX 16



**Communication strategy paper (Draft)**

**ANNEX 17**



**Baseline Survey Report**

# ANNEX 18



**Resource Mobilization Document**

# ANNEX 19

Table 2 - The table with information of the approached donors

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Donor** | **Project Idea/Proposal**[[9]](#footnote-9) | **Total amount requested** | **Status** |
| 1 | Canada Fund for Local Initiatives (CFLI) | * [Co-funding] for conducting Baseline Survey | ­­­CAD 25,000 (equivalent to USD 20,000) | Concept Note submitted, pending review by the Embassy of Canada in Kazakhstan |
| 2 | KazAID | * Capacity building (training) for the Civil Registration Offices | USD 200,000 |  |
| 3 | Czech-UNDP Trust Fund | * Develop a comprehensive ‘change plan’ for the identified model of service provision (follow up on the outcomes of the feasibility study); | USD 10,000 | * Approved |
| 4 | Bureau for Policy and Programme Support (BPPS) | * Comprehensive review and recommendations for improvement and simplification of business processes within the civil registration system; | USD 250,000 | * Outcome will be announced by the end of 2016; |
| 5 | Russian Trust Fund | * Repair / building of 5 regional ZAGS Offices and their technical equipment, in accordance with international best practice; * Digitization of archives in Dushanbe, Khujand and Khorog; - Purchasing of computer equipment for ZAGS Offices and 426 jamoats; | ͌USD 3 million | One pager submitted; pending review |
| 6 | Eurasian Development Bank | * Exact areas to be agreed with MoJ (announcement came only on 14 July 2016) | ~ USD 500,000 | MoJ is discussing the potential activities to be prioritized with the Executive Office of the President. If MoJ has clearance, UNDP will provide technical support in completion of the application[[10]](#footnote-10) |
| 7 | GPB and K&I  Data and Design Thinking | * Creation of citizen feedback mechanism to enable citizens to proactively engage in the ongoing civil registration reform; | USD 50,000 | The 2016 call for proposals requires projects to be implemented as of July 2016. Therefore, the idea will be resubmitted as part of 2017call for project ideas. |
| **TOTAL:** | | | **USD 4,030,000** | |

# ANNEX 20

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Financial Report for utilization of funds for FY 2016** | | | | | | | |  |  |  |
| **Programme / Project Title and ID: 00097519 - Civil Registration System Reform** | | | | | | | |  |  |  |
| **SUMMARY ON PROJECT/PROGRAMME** | | |  | |  |  | |  |  |  |
| **Activities** | | | **Annual target 2016** | | **Actual expenses for 2016 year:** | **Commitments - Dec 31, 2016:** | | **Remaining Balance** | **% implemented** |
| **#** | **Description** | | **A** | | **B** | **C** | | **G = A - B - C** | **H = (B + C)/ A** |
| **1** | **Legislation on civil registration is compliant with international standards** | | $315,748 | | $231,368 | $5,330 | | $79,050 | **75%** |
|
| **2** | **New internal regulations defining roles, responsibilities and processes are applied by civil registry offices and jamoats** | | $110,532 | | $82,192 | $0 | | $28,340 | **74%** |
| **3** | **Civil registry offices and jamoat staff have enhanced capacities to provide quality services to the population** | | $90,999 | | $74,721 | $47,192 | | ($30,914) | **134%** |
| **4** | **Civil registration and archiving of data is managed through an electronic system** | | $293,160 | | $153,565 | $118,769 | | $20,826 | **93%** |
| **5** | **Ministry of justice makes use of new communication strategies to proactively incentivise the population to register their civil acts** | | $ 0,00 | | $ 0,00 | $ 0,00 | | $0 |  |
| **6** | **Outreach awareness raising campaigns by selected civil society organisations complement the MoJ communication strategies** | | $ 0,00 | | $ 0,00 | $ 0,00 | | $0 |  |
| **7** | **Direct Project Costs** | | $281,510 | | $146,934 | $0 | | $134,576 | **52%** |
| **8** | **Activities related to UN Women for 2016 (will be reported on March 31, 2017)** | | 0 | | 0 | $111,393 | | ($111,393) | **0%** |
|  | **Total:** | | **$1,091,949** | | **$688,779** | **$282,684** | | **$120,486** | **89%** |

# ANNEX 21

**Draft of Risk Analysis Table**

|  |  |  |
| --- | --- | --- |
| **Project Title:** “Support to Civil Registration System Reform in Tajikistan” | **Award ID:** | **Date:** January 2017 |

| **#** | **Description** | **Date Identified** | **Type** | **Impact &**  **Probability** | **Countermeasures / Management response** | **Owner** | **Submitted, updated by** | **Last Update** | **Status** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1 | Political destabilization, insurgency and armed conflict | January 2017 | Political | The risk occurrence could impact the effectiveness of project activity and sustainability  P = 2  I = 2 | Maintain neutrality and conflict-sensitivity in action: adapt programme to the complex context | Ms Gulbahor Nematova | Ms Gulbahor Nematova, Mr Tony Cameron | January 2017 | No change |
| 2 | Corruption impedes project activities and/or outputs | January 2017 | Operational | The occurrence of the risk will undermine the impact of the project  P = 2  I = 2 | Good governance, including transparency and accountability, and careful monitoring approach to project activities. | Ms Gulbahor Nematova | Ms Gulbahor Nematova, Mr Tony Cameron | January 2017 | No change |
| 3 | Legislation, government policy and practices not implemented due to weak capacities, lack of coordination and/or low finances | January 2017 | Regulatory | The occurrence of the risk will undermine the impact of the project  P = 2  I = 2 | Close coordination with key institutions to develop alternative strategies; facilitate coordination with Ministry of Finance with respect to financial allocations for reforms. | Ms Gulbahor Nematova | Ms Gulbahor Nematova, Mr Tony Cameron | January 2017 | No change |
| 4 | Lack of motivation/ political will to implement reforms | January 2017 | Strategic | The occurrence of the risk will undermine the impact of the project  P = 2  I = 2 | Identify motivating factors that can be incorporated into the project. | Ms Gulbahor Nematova | Ms Gulbahor Nematova, Mr Tony Cameron | January 2017 | No change |
| 5 | Inability to secure on-going government funds to improve civil registration system | January 2017 | Financial | The risk occurrence will force the downscaling of certain project activities  P = 2  I = 3 | On-going dialogue with President’s Administration and Ministry of Finance, along with Ministry of Justice, to identify funds. | Ms Gulbahor Nematova | Ms Gulbahor Nematova, Mr Tony Cameron | January 2017 | No change |
| 6 | Frequent electricity cuts in particular at jamoat offices in rural areas | January 2017 | Operational | The occurrence of the risk undermines sustainability of the project  P = 3  I = 3 | The governmental plan to extend the electronic civil registration system nationwide at the jamoats level will be carefully assessed, considering also the option of keeping a paper based system at this level. | Ms Gulbahor Nematova | Ms Gulbahor Nematova, Mr Tony Cameron | January 2017 | No change |
| 7 | Lack of cooperation between ZAGS and jamoats | January 2017 | Organizational | The occurrence of the risk will undermine the impact of the project  P = 2  I = 2 | The project will facilitate the definition of clear roles and responsibilities, joint activity planning and clear reporting mechanisms. | Ms Gulbahor Nematova | Ms Gulbahor Nematova, Mr Tony Cameron | January 2017 | No change |
| 8 | Lack of cooperation between MoJ and other state institutions | January 2017 | Organizational | The occurrence of the risk will undermine the impact of the project  P = 2  I = 3 | The project will create linkages and cooperation between the relevant state institutions where possible. | Ms Gulbahor Nematova | Ms Gulbahor Nematova, Mr Tony Cameron | January 2017 | No change |
| 9 | Deterioration in relations between UNDP and project partners | January 2017 | Strategic | The occurrence of the risk will undermine the impact of the project  P = 1  I = 3 | Maintain respectful, collaborative, participatory, organic approach and transparency. | Ms Gulbahor Nematova | Ms Gulbahor Nematova, Mr Tony Cameron | January 2017 | No change |
| 10 | Decreased motivation/  ability/ willingness of civil registry service providers | January 2017 | Strategic | The occurrence of the risk will undermine the impact of the project  P = 2  I = 2 | Continuous efforts to build the capacity of providers according to needs determined by them | Ms Gulbahor Nematova | Ms Gulbahor Nematova, Mr Tony Cameron | January 2017 | No change |

# ANNEX 22

**Table of revised baseline indicators**

|  |  |
| --- | --- |
| **Indicator from Log frame** | **Revised indicator** |
| **Impact** | |
| **Indicator 1.** % of individuals (registered in the Case Management System) which cannot defend their rights (i.e. to file a case, to get child allowance, etc.) as they lack civil registry documents | **Indicator 1.** % of households in which members cannot defend their rights (i.e. to file a case, to get child allowance, etc.) as they lack civil registry documents and passports.  Baseline value: 33,2% of households which members can’t defend their rights (i.e. to file a case, to get child allowance, etc.) as they lack civil registry documents and passports. |
| **Indicator 2.** Number of people who are stateless due to registry related issues  Baseline value: 42,000 (UNHCR) | **Indicator 2.** Number of people who are at-risk of statelessness, including due to registry related issues  Baseline value: 69,308 persons at-risk of statelessness |
| **Outcome 1** | |
| **Indicator 2.** % of population (disaggregated by gender and rural/urban, including changes in absolute values) who are satisfied with the quality and affordability of the civil registry system | **Indicator 2.** % of users of civil registration services (disaggregated by gender and rural/urban, including changes in absolute values) who are satisfied with the quality and affordability of the civil registry system  Baseline value:   * 48, 2% of users in rural areas and 48,5% of users in urban areas are satisfied with quality and affordability of services of civil registry system. * 48,3% of men and 48,4% of women who used services are satisfied with quality and affordability of services of civil registry system. * 44,7% of users of civil registration services are satisfied with quality and affordability of services on registration of birth. * 52% of users of registration services are satisfied with quality and affordability of services on registration of marriage. * 45% of users of civil registration services are satisfied with quality and affordability of services on registration of death. |
| **Indicator 3.** Discrepancy between birth data in civil registry and birth data in the Ministry of Health and Social Protection.  Baseline: 40,000 | **Indicator 3.** Discrepancy between birth data in civil registry and birth data in the Ministry of Health and Social Protection.  Baseline value: 25,176 |
| **Indicator 4.** Number of procedures (i.e., individual visits, different documents required, different authorizations needed required for registration of civil acts. | **Indicator 4.** Number of procedures (i.e., individual visits, different documents required, different authorizations needed required for registration of civil acts  Baseline value: 5 and more procedures (individual visits) required for registration of civil acts, submitted supporting documents *de-facto* correspond to *de-jure* list of supporting documents (as prescribed by the Law of the RT ‘On State Registration of Acts of Civil Status’ |
| **Outcome 2** | |
| **Indicator 1.** %of children under 2 years old with a birth certificate (disaggregated by gender)  Baseline: 73% (2012) | **Indicator 1.** % of children under 2 years old with a birth certificate (disaggregated by gender)  Baseline value: 84,3% of boys and 81,9% of girls under 2 years of age have birth certificates. |
| **Indicator 2.** Total number of registration actions taken by all ZAGS offices combined, broken down by type (birth and death) and adjusted for population growth | **Indicator 2.** % of untimely birth and death registrations in ZAGS is decreasing.  Baseline value:   * 80% births are registered on time. * 80% of deaths are registered on time. |
| **Indicator 3.** % of population who have all their vital events registered (disaggregated by gender, and rural/urban) | **Indicator 3.** % of households have all their vital events registered (disaggregated by sex, head of household and province).  Baseline value: 82,3% of households have all their vital events registered including:   * 82,3% of male- and 81,9% of female-headed households have all their vital events registered. * 75,6 % of households in DRS, 78,4% of households in Dushanbe, 80,6% of households in Khatlon, 88% of households in GBAO and 90,2% of household in Sogd have all their vital events registered. |
| **Output 3** | |
| **Indicator 1.** *Jamoats’*s staff participates in training once every 4 years. Frequency of participation of ZAGS staff in training and the coverage | **Indicator 1.** % of *jamoats*’ staff responsible for civil registration system participated in induction course prior to provision of services and training on improvement of qualification once every 4 years. Frequency of participation of ZAGS staff in training and the coverage.  Baseline value:   * 0 *jamoats’* staff participated in induction and improvement qualification courses. * Absence of systematic training for ZAGS staff in the Institute of Improvement of Qualification for workers of justice system. |
| **Output 6** | |
| **Indicator 1.** % of population in these isolated communities (disaggregated by gender and vulnerable groups) who are aware of the necessity of registering civil acts and of how to do so. | **Indicator 1.** % of identified population residing in districts where isolated communities can be found are assisted to obtain missing civil registration documents.  Baseline value: to be established by CSOs upon identification of population with problems |
| **Indicator 2.** Number of isolated communities (not reached by MOJ campaigns) reached by CSO-based awareness raising |

1. Baseline survey has been conducted in 2016. Proposed baseline and targets are provided in Annex 1 to the present report (for discussion). [↑](#footnote-ref-1)
2. Calculation of this indicator is not feasible, because population growth in national statistics is calculated on the basis of ZAGS data on birth and death registration. Meanwhile, there is a discrepancy between ZAGS data and data collected by the health care system [↑](#footnote-ref-2)
3. it is proposed to use easily available indicators through the ZAGS database that would help to assess progress with achievements of this outcome. ZAGS data on timely and untimely registration of births and deaths could be validated through household survey and the next DHS [↑](#footnote-ref-3)
4. It was revealed during the baseline study that provision of information to persons residing in isolated communities (based on the list established in the previous sub-section) would not be sufficient to ensure timely registration of civil acts. It is therefore proposed to reconsider the output 6 indicator, [↑](#footnote-ref-4)
5. proposed baseline and targets are provided in *Annex 22* (for discussion). All the recommendations on the change of indicators are discussed in the Annex. The Annex shows a comparative table with old indicator/baseline/targets and proposed (new) indicators [↑](#footnote-ref-5)
6. UN Women and UNFPA experts commenced work on 15th July. [↑](#footnote-ref-6)
7. During the review of the State Programme of Development of Civil Registration Bodies, (2014-2019) it was revealed that some Ministry foJustice staff interpreted “Bodies” as meaning only the UAGS Civil Registration Headquarters, not the wider ZAGS & jamoat offices and consular services. [↑](#footnote-ref-7)
8. These figures are considered somewhat high, as households were asked if they possessed such certificates, but were not required to produce them to verify. [↑](#footnote-ref-8)
9. Some of the project ideas are already reflected under Phase I of the project. In case of approval, UNDP will propose reallocation of funds for underfinanced/non-financed activities. [↑](#footnote-ref-9)
10. UNDP is not eligible for this call, but the Government of the target countries, including Tajikistan are eligible. [↑](#footnote-ref-10)