Contents

Basic Information

Country/Region: Tajikistan/Central Asia No SAP:	Name of project/program according to SAP field "project definition": 'Support to civil registration system reform in Tajikistan' project
Domain SDC: Rule of Law	Sector domains (HA) according SAP: Rule of Law
Domain of Intervention/ component of Cooperation Strategy: Rule of Law	
Main objective of the project/program: 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". **Expected outcomes:** 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.	
Start of the project: January 2016	Scheduled duration: 4 years
Start of the current phase: January 01, 2016	End of the current phase: December 31, 2019
SDC budget in Swiss Francs for the current phase according to Credit Proposal: CHF 4,000,000 Accumulated SDC budget in Swiss Francs of previous phases: CHF 4,000,000 Information on partners and/or other donors contribution calculated in Swiss francs: UNDP CHF 1,000,000	
Implementing organizations: UNDP Tajikistan	
Main National Partners: Ministry of Justice	Main international Partners: UN WOMEN, UNFPA
Sources of information for End of Phase Report: Previous Project Progress Reports, monitoring and evaluation reports, project evaluation report.	
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Strategic Review and Outlook

The present report covers the entire duration of Phase I, i.e. January 2016 – December 2019.

The project strategy looked into making civil registry institution and mechanisms more responsive to the populations' needs, and more functional, accessible and affordable by developing capacities among the relevant institutions and stakeholders and by simplifying and standardising the processes.

Hence, from the beginning of Phase I, it focused to a refined capacity development approaches and creating strategic partnerships with other institutions, such as the Agency on Statistics under the President of the Republic of Tajikistan, the Ministry of Foreign Affairs and the Ministry of Health and Social Protection.

In the course of project implementation, the project has adjustment intervention plans and assisted the Government in improving state services related to civil registration. In fact, the project has invested more energy and time to promote reforms than it was initially thought. In addition, lots of efforts were put on facilitation and of accompanying the Government and particularly the Ministry of Justice in realising the planned reform of the Civil Registry System. In addition to the technical advisory tasks, the project assumed certain implementation tasks, mostly related to building local knowledge and skills and transferring of good international policies and practices. The project provided information, capacity development, methodological and thematic advice, institutional development and advocacy support as needed.

While adjusting the project's intervention strategy it foreseen a systemic and integrated approach that combined two (bottom up and top down, or support from supply-side and demand-side) processes of civil registry reform that are horizontally, i.e. between MoJ and other State Institutions benefiting from the CR system and vertically interlinked between community, i.e. where society will be empowered by information to claim their rights and provide feedback on the system both on local and national levels. This approach has been reflected through the project objective and its two mutually reinforcing outcomes.

The ultimate objective 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.**

To achieve above objective, the project has identified the following outcomes:

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 knows how to have their vital events timely recorded in the civil registry system.

Each of these processes were supported by the project through specific interventions, though the public awareness has started with a bit of a delay. Applying a systematic approach, the project worked with the different actors at different levels, supporting their specific roles in the civil registration set up. Especially, during the second part of the project, it has built a sound partnership with the Executive office of the President and Parliament which has boosted the project results delivery.

One must be mentioned, that the reform strategy during Phase I was rather ambitious and the plan of coverage of all 405 Jamoats was not realistic. The project has undertaken number of

consultations to revisit the strategy and plan to greatly focus on Civil Registration system to ensure the quality of project interventions.

The following below details illustrate major project achievements.

Chapter 1 – Introduction

The **"Support to Civil Registration System Reform in Tajikistan" project** represents a multi-year initiative, which has been started in January 2016 and will complete in December 2023 in two consecutive phases (Phase I January 2016 - December 2019 and Phase II January 2020 – December 2023). The Project's **intervention strategy** can be described as three-fold: 1. Policy and legal reforms; 2. Capacity development both institutional and individual and; 3. Public awareness raising.

Throughout the Phase 1, the **stakeholders** remained the same: The implementation of the project has taken place in close partnership with the Ministry of Justice of the Republic of Tajikistan. Furthermore, in the course of project implementation, the project established close partnership with the Executive Office of the President and Parliament as additional stakeholders. The **engagement of the Executive Office of the President of Tajikistan** (EoP) was remarkable. The role of EoP is highly influential for the performance of the project, especially related to policy review and adoption of CR legal reforms. In addition, UNFPA and UNWOMEN remained as implementing partners until almost the end of Phase I.

The project has a direct **link to SDC Cooperation Strategy Outcomes** which is related to "Public institutions deliver efficient and effective services in an inclusive way and are accountable to citizens. Civil society participates in decision making processes".

Chapter 2 – Outcomes achieved for Phase I

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
Indicator 1:	Number of ZAGS offices that are fully functional, able to carry out all activities required by law and regulations
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
Indicator 3:	Discrepancy between birth data in civil registry and birth data in the Ministry of Health and Social Protection
Indicator 4:	Number of procedures (i.e., individual visits, different documents required, different authorizations needed) required for registration of civil acts

Under Outcome 1 project results towards components are following:

1.1. Legal and Policy reviews and studies on CR system

During Phase I, to assess the existing potential and challenges in Civil Registry Offices in terms of introducing an electronic system of civil registration, its technical and financial impact, potential for the service delivery process reform and optimal models of the service delivery, the project has

initiated number of studies[1]. In addition to the studies, the project conducted a comprehensive analysis of legal framework of civil registration system including the State Programme on Development of Civil Registry Bodies[2].

Despite the delay in adoption of the legal amendments to the law on civil registration, the Project in partnership with the MoJ was able to push through the legislation amendments to the civil registration law to legitimize the transition of the civil registration system from paper – based to electronic system Most importantly, to incentivise the population, the birth registration has become free within first three month after the birth of a child which has come into force in July 2019. Amendments also stipulate using and maintaining electronic system for civil registration.

1.2. Capacity building of CR staff

> "It does not depend on the regions how strong they are. There are participants from remote areas that are stronger. It all depends on the desire to learn." – *Manuchehr Kuliev, IT Trainer on the basic computer skills*

At the request of the MoJ, the Project procured IT training equipment for the Institute of Advanced Legal Education (IALE). Following the Training of Trainers programme which was conducted in 2017 at the IALE, a longer term training programme for all ZAGS officers was conducted in 2018 and 2019. The purpose of this programme was to provide series of training courses on basic computer skills for the staff of Civil Registry Offices, each week based on an approved schedule with the MoJ. The training was conducted at the IALE of the MoJ. An IT expert trainer was engaged to develop the agenda, training materials, pre- and post- training questionnaires, and to conduct the basic 2-day training. The Project subsequently analysed the pre- and post- training questionnaires/tests and compiled these for a final training report. The analysis of questionnaires showed that capacity of 350 CR staff was enhanced and knowledge increased by 30%.

Small and on-job training sessions conducted by software developer since 2016 during test introduction of CROIS2. The project supported provision of two large scale training later in 2018 and 2019 close to official deployment of the system. In 2018 around 300 CR staff (80% women) covered by 6-day training on basic computer skills, using information system CROIS2, data quality in CROIS2 and gender orientation. The project engaged trainer on basic

> "I've already attended several trainings over the last years. They were very useful, and I hope that we will be trained as well in the upcoming years." – *employee of ZAGS in Districts of Republican Subordination*

computer skills, the IALE conducted session on CROIS2, staff of EPOS Health Management GmbH conducted session on data quality in CROIS2 and gender orientation session conducted by consultant/trainer engaged by UN Women. As a result of this training, the knowledge of staff increased in average by 20%.

In 2019 the project supported provision of 3-day training on basic computer skills and using CROIS2 to 345 CR staff (80% women). As a result of this training, the knowledge of staff increased in average by 20%.

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[1] Feasibility Study to Define Institutional Capacities of Civil Registration Offices in Tajikistan (study 1.1) conducted in 2016
  Feasibility Study to Define the Most Optimal Model of Civil Registration Service Provision (study 1.2) conducted in 2016
  Feasibility Study to Define Institutional Capacities and Technical Requirements for the Digitization of Archives in Tajikistan (study 1.2) conducted in 2017
[2] Analysis and comparative review of legislation on civil registration of Republic of Tajikistan, Russian Federation, Republic of Kazakhstan, Georgia, Republic of Moldova, Lithuania Republic conducted

The satisfaction of training participants with training components such as training design (materials and approach), training delivery in two subsequent years was high.

1.3. New Modus Operandi

One of the project's main achievements was the Order of the Minister of Justice on starting the piloting of the One Stop Shop concept (January 23, 2019, #11) as well as the Order of the Minister of Justice on starting the registration of Civil Status Acts in the CROIS2 system (April 05, 2019 #45).

The pilot ZAGS Office in Kulob city of Khatlon oblast', and ZAGS office in Rudaki district started delivering services based on the new One Stop Shop Concept. One of the core changes is, that the work is since divided between front and back office and not anymore "cabinet based". This means that only one part of the ZAGS staff works in direct contact with citizens. The main challenge faced introducing the new working method in Kulob, was winning the ZAGS staff for it. As the change implies a shift of responsibilities, it faced some resistance by staff members. In addition, most of staff, particularly archivists, due to their specific work (dealing only with paper-based archives), don't have a proper level of basic computer knowledge and skills.

Civil registration and archiving of data through electronic system

Incremental deployment of CROIS2 for official use started from April 2019 by order of the Minister # 45 as of 5 April 2019. Starting from April 2019 till December 2019 - 5 CR offices in Dushanbe city, 20 CR offices in cities and districts of Sughd Region, 26 CR offices in Khatlon region, 13 Offices in Districts of Republican Subordination, and 9 offices in GBAO equipped with IT equipment passed laboratory examination and accredited by Centre under the Main department for the protection of state secrets under the Government of the Republic of Tajikistan and started using CROIS2 instead of paper-based system.

Satisfaction of users by civil registration services

Achieving other outcome indicators such as *a) increased % of users of civil registration services who are satisfied with the quality and affordability of the civil registry system (Indicator 2); b) reduced discrepancy between birth data in civil registry and birth data in the Ministry of Health and Social Protection from 25,176 to 10,000* (*Indicator 3)* and *c) reduced number of procedures (i.e., individual visits, different documents required, different authorizations needed) required for registration of civil acts from 5 to 3 (Indicator 4)* was quite premature or not possible during implementation of Phase I due to lengthy process of legal reforms, partial deployment of the CROIS2, lack of digitized CR archive. It was also not feasible/possible to assess these indicators without separate research or end-line survey.

The assessment of reducing the discrepancy of data between Ministry of Health (MoH) and civil registration system was also premature, because, on the one hand the Ethnographic and Behavioral Insight Research (hereinafter Action Research) for Civil Registration is not finalized yet and an endline survey/assessment not conducted; one the other hand reducing the discrepancy depends not only on the indicators of this outcome, but also on other cross-sectorial aspects, such as: birth registrations procedures, legal norms/amendments; data collection methods of operational statistics of MoH and official statistics of ZAGS/Ministry of Justice etc.

Number of offices that are fully functional and able to carry out all activities required by law and regulations increased to 73 with more than 300 CR staff capacitated. 2 CR Offices working under OSS service delivery model. Therefore, this can contribute to achieve the

outcome 1 because of high potential and likelihood of increasing level of satisfaction of population by service delivery.

Outcome 2	The population of Tajikistan know how to have their vital events timely recorded in the civil registry system.
Indicator 1:	% of children under 2 years old with a birth certificates (disaggregated by gender)
Indicator 2:	% of untimely birth and death registrations in ZAGS is decreasing
Indicator 3:	% of households have all their vital events registered (disaggregated by sex of head of household and province)

According to the final project evaluation outcome 2 cannot be assessed because there is no available information that would be needed to measure the achievements in regards of the targets of all three indicators. The main reason is that the work on Outcome 2 started much later than the work on Outcome 1. Furthermore, raising awareness is not a matter of just one project. It is a process, which usually takes many years of joint efforts.

Due to their formulations, the indicators were too ambitious for the scale of the project. Regarding **indicator 1**, the available Demographic and Health Survey (DHS) data and data of the United Nations Children's Fund (UNICEF) on birth registration[3] are not relevant, because the CR project targets children under age 2. The achievements against the target of the **indicator 2** were longtime bottlenecked by the missing approval of legislative amendments elaborated and submitted to the Government (see Output 1). In July 2019 an important step was taken: birth registration was made free of charge within the first three month after the birth of a child. It can be expected that the number of timely birth registrations

> "The law, that makes birth registration free up to 3 months, I think this is really important. A lot of people from remote areas did not have a money to register births. Now birth registration has become more accessible. I noticed that more people began to come for a birth certificate. Now when the child is a month or two, he already has a certificate."
> – ZAGS Vahdat

will therefore increase in the next years. As for the **indicator 3** there is no available data yet because the results of the Action Research are still pending. They are expected for 2020.

Nevertheless, several concrete achievements can be documented on the outcome level for the reporting period (for more details see chapter 3).

Employees of CR office reported that an increase in birth registrations was observed since its registration is free of charge within the first three month after the birth of a child.

According to UN Women's report on outcome 2, over 28,000 people were reached by their information campaign. Informing and consulting of the target population on CRSs is one of the key stones to successfully increase the number of timely birth and death registrations as well as assuring that households have all their vital events registered.

Not only raising awareness among the population but increasing CR staff's knowledge about the importance of civil registration and their capacity will lead to achieve outcome 2 in the future.

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[3] UNICEFs data refers to children under age 5: "Percentage of children under age 5 whose births are registered (by sex, place of residence and household wealth quintile)" whereas the projects indicators refers to children under age 2.

TRANSVERSAL THEMES GENDER, GOVERNANCE AND HUMAN RIGHTS

Gender

Tajik women more than men are adversely affected by their lack of civil registry documentation. In order to address these issues, the project mainstreamed gender through various interventions and adopted practices that promote gender equity both with its primary and secondary stakeholders and partners, as well as, within the team. ZAGS officers are predominantly female while Jamoats tend to be dominated by men.

"The gender aspects were mainstreamed through the different CR project components, i.e. normative and regulatory framework, as well as in the informational support materials and in the training curricula of the Institute for Advanced Legal Education. Finally, the 301 representatives of ZAGS offices increased their competences in the thematic area of CR, including in the gender aspects.

> "I learned a lot for myself, received a lot of information about the protection of women's rights. For myself, I understood how I can help women seeking help in difficult life situations, such as divorce. Especially when a woman who does not have work and money, has small children and their father refuses to help after divorce. I realized what kind of contribution I can make on my part, as a staff of the civil registry office." – *ZAGS Vahdat*

However, the findings of the field mission consultations show that the thematic policy makers and some of the service providers do not consider gender aspects as an issues in the civil registration system of Tajikistan mentioning either: "I do not understand why we make a problem out of it, because there are no any problems bases on gender inequalities on CR" (key informant's interview). This reflects either a resistance or lack of understanding and recognition of gender issues in the civil registration system or an overestimation of the existing issues. In any case, "it should represent a platform for future communications between the thematic and CR actors in an attempt to fine-tune a common vision and approach" (final evaluation report).

> "I do not consider that the gender aspects represent a problem in CR, because the absolute majority of the workers in CR are women; there are no legal and regulatory CR norms which treat differently men and women; both genders benefit of the same/equal conditions and none is privileged or disadvantaged when it comes to civil registration of their vital acts" – *interview with key informant for the final project evaluation*

15 mobile consultations were conducted in the remote rural villages of pilot regions, 1,433 persons were consulted, 153 persons received assistance on civil registration focused on women, girls and housewives, children, persons with disabilities and wives of migrants. A theatre-based performance about marriage and general CR issues was organized and broadcasted on TVand SMS on timely registration of vital events send to more than 9.,000 citizens with focuses on women, girls and housewives, children, persons with disabilities.

Governance

With a long vision to introduce a personal identification number linked to personality and assigned at the birth registration the system will have more potential to contribute or serve as fundamental system for e-Governance platform(s). From March 2019 with support of project the inter-agency coordination group under EoP which comprise of representatives of EoP, ministries, agencies held its two meetings. The establishment of this group is one milestone towards state-of-the-art-CRVS system and e-governance agenda of the country. The group serving as a platform for stakeholder engagement, dialogue and partnership will raise importance of CRVS reforms among different agencies including the highest level of decision-making, help with building a vision and

deciding on models and mechanism of interoperability of CROIS2 with other information systems, discussion/elaboration on personal identification number and population registry etc.

Human rights

Among many other, one of the major approaches of civil registration system reform to support human rights is to simplify birth registration. At the minimum stage, after numerous consultations with state Stakeholders, the project has assisted the MoJ to accept the draft amendments to the Government Regulation #77 on Approval of the forms for civil registry acts dated from February 27, 2010 with the aim to make the registration of birth free of charge. Amendments to the Law on the Registration of Civil Status Acts have been endorsed on July 19, 2019.

Hence, the recognition that birth records are statements of fact, declared to be legal evidence of the facts recorded is essential to the protection of individual human rights. To provide this protection for a child to ensure "No One Left Behind" which directly contributes to almost all SDGs.

"As for the aspects related to the accessibility of services for disabled persons, the project did not envisaged in outputs, outcomes, baselines, indicators and targets. However, at the intervention level, the accessibility aspects were integrated in the infrastructural actions. Thus, the renovated ZAGS office in Kulob has a practicable access ramp and the exterior and interior doors of the location are wide enough and can be used by the persons in wheelchairs. However, for the future plans and designing process, it is for accessibility of the premises and public services for the disabled persons, should not include only ramps and a wide door, it should also include the bath rooms/toilets adopted for the disabled persons" (final evaluation report).

ILLUSTRATION OF THE PERSPECTIVES OF INVOLVED STAKEHOLDER

As per the remark acknowledged from the Deputy Minister of Justice, the "Support to Civil Registration System in Tajikistan" project is highly relevant and is aligned to the national Civil Registration (ZAGS) reform priorities of Tajikistan outlined in the National Development Strategy (2016-2030) and ZAGS Reform Programme (2014-2019). The project is also in line with the Sustainable Development Goals, especially SDG16[4] and SDG5[5].

She specified that these reforms are very essential because the Civil Registration System presents a core government structure assigned to record and hold the vital events of citizens such as births, marriages, and deaths, etc. These records shall serve as a basis of all development planning initiatives of the Government, therefore, modern, effective and efficient system of Civil Registration providing precise data is very important to the Government of Tajikistan.

Chapter 3 – Outputs and Performance according to Plan of Operation

This chapter summarizes all output delivery, tangible products such as goods and services, based on a comparison with the planned outputs and its contribution to outcomes.

Output 1	Legislative framework for civil registration is compliant with international best practices
Indicator 1	The legislation on civil registration, and the regulations implementing that legislation, are revised and adopted in line with the international best practices

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[4] "Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels"

[5] "Achieve gender equality and empower all women and girls"

Study of Legislative Frameworks, Coordination Mechanisms and Institutional Structure of Civil Registration System in Tajikistan has produced the following Five Reports: 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 the Review of State Programme on Development of Civil Registry Bodies of the Republic of Tajikistan for 2014 – 2019, 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.

A Working Group comprising representatives of the Ministry of Justice, UAGS, selected CR offices, project staff and project experts/consultants was created by the Minister of Justice Decree №27 dated from March 07, 2017. Its aim was the completion of the legal analysis and further developing draft amendments to civil registration legislation.

The following Draft of LNA were developed:
- **The Draft of amendments to the Law on "On State Registration of Acts of Civil Status",** was submitted to the Government in early December 2017 and endorsed by the parliament in July 2019.
- **The Draft of Government Regulation of the Republic of Tajikistan "On Integrated Electronic civil registration system"** was submitted to the Ministry of Justice for further consideration by the Ministry of Justice's Working group and approval by the Ministry of Justice of the RT.
- **Draft of Instruction on conducting the registration of civil acts describing in detail the provision of the Law of the Republic of Tajikistan "On State Registration of Acts of Civil Status"** was improved and finalized as per received comments within the Ministry of Justice' Working group.
- **Draft of Instruction on conducting the registration of civil acts by Consular Offices** was developed and finalised.
- **The Draft of bilateral agreements between Ministry of Justice and Ministries and Agencies involved to the civil registration sphere for Inter-ministerial coordination mechanism** was drafted and submitted to the Ministry of Justice for approval by the involved Ministries and Agencies.
- **The Draft of the New State Programme on Development of Civil Registry Bodies of the Republic of Tajikistan for 2020 – 2025** was developed and sent for agreeing with the Ministries involved to the civil registration sphere and approval by the Government of the RT.
- **New charter of the State Unitary Enterprise "Qonuniyat"** were developed with the aim to create an Information and Communication Technologies department on the basis of this enterprise and submitted to the Ministry of Justice for approval.
- **Draft of order of the Minister of Justice of the Republic of Tajikistan on the establishment of the Information and Communication Technologies Department** on the basis of the State Enterprise "Qonuniyat" was developed and endorsed by the Order of the Minister of Justice on September 30, 2019.

During the phase 1 the project conducted the following Round Tables:

- A **Round Table Forum** to discuss the Results of the Baseline survey, Review of legislative frameworks, coordination mechanisms and institutional structure of Civil Registration System in Tajikistan was held on February 24, 2017.
- The **Conference** to discuss the importance of legal and policy reforms of civil registration system held on June 22, 2018;
- Another **Conference on "Significance of Civil Registration System Reform"** was conducted on August 22, 2019 with the aim to discuss the need to continue the legislation

reforms focused on improvement and efficiency of the civil registration system of the Republic of Tajikistan and its full transition from paper-based registration to electronic system database.

As a result, amendments to law on civil registration endorsed on 19 July 2019. Two key changes include making free registration of birth within first 3 months and stipulating mandatory use of electronic system for civil registration.

Output 2	New internal regulations defining roles, responsibilities and processes are applied by civil registry offices and Jamoats.
Indicator 1	Internal rules and regulations are developed and adopted consistent with national legislation
Indicator 2	% of CROs implementing the new rules and regulations

With the plans of introducing elements of One-Stop-Shop service delivery model the project supported assessment of 8 CR Offices as part of selection process for testing and introducing OSS model. The assessment done in 2016 with engagement of International Engineer, national engineers and UNDP staff. As a result of assessment and consultation with the MoJ the CR Office in Kulob city was selected for introducing elements of OSS. The project renovated the building during 2017 – 2018 to introduce model of OSS dividing the service between front and back office, creating a waiting zone with conducive environment. The entire cycle of service provision has been started from the queueing process.

Project partner UN Women within the signed agreement and plans engaged a national expert to provide OSS concept for introducing in CR Office in Kulob city. Project partner UN WOMEN faced challenges in provision of a solid document to be adopted by the Ministry on time. Moreover, proposed concept had a shift in the focus from CR system to additional public service providers which was not feasible within available building/office space and established government structure. Hence, through a consultative discussion with all partners it was agreed to introduce an internal restructuring in the project where UNDP took a full lead on development of the concept note and its implementation after approval of the Minister.

Piloting One-Stop-Shop service delivery model started in CR Offices in Kulob city from 1 February 2019 based on the concept note endorsed/approved by the order of Minister #11 as of 23 January 2019. Renovated and fully equipped office has front and back office division and better conditions for citizens, including separate entrance, separate waiting zone with cooling/heating. The queue management system installed and configured in the office which allows automatic management of queue, reporting and monitoring of performance of staff and service delivery time. Later MoJ built new building for CR Office in Rudaki district where UNDP project supported with design of internal space, provision of equipment etc. Such a OSS design was approved by the decree of Minister for all newly constructed buildings the OSS model must be planned from the beginning.

Within the plans on scaling up and national priorities under CR Reform Programme on introducing OSS, the project and MoJ identified new CR Office in Rudaki district as a second office for piloting OSS. New building of CR Office in Rudaki district constructed with MoJ funding and launched in December 2019. The project engaged designer to provide a design of space with OSS elements; project provided air conditioner, TV screen and queue management system for waiting zone, IT equipment including 9 laptops, printers and scanners.

Within the plans on scaling up OSS and full digital transformation of CR system, separate OSS module in CROIS2 introduced in a testing mode in CR office in Kulob and Rudaki. One of the new

elements of new module is electronic form of application from citizens which serves as a starting point of civil registration. New OSS module in CROIS2 has a logic compliant with OSS concept such as front office staff for entering applications from citizens and scanning and uploading supporting documents from citizens, back office for monitoring entered applications and creating CR records based on application, head of the office of monitoring, quality assurance and final approval of records etc.

Design of OSS and OSS concept note will serve as a basis and example for constructing and designing new CR Offices planned to be done by the Ministry within next 4-5 years.

Finally, for supporting smooth operation of OSS concept in Kulob and Rudaki Offices and ensuring the quality and sustainability of interventions the project established monitoring and mentoring mechanism by engaging national expert on business processes and national expert on CRVS.

Output 3	Civil registry offices staff have enhanced capacities to provide quality services to the population
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 (It is proposed to change the indicator to the % of jamoats' staff responsible for civil registration system participated in induction course prior to provision of services and to take part in training on improvement of qualification once every 4 years).
Indicator 2	% of ZAGS offices that show improved conditions of work (infrastructure, equipment, administration, access to rules and information, etc.).

Within this Output the project partnered with the Institute of Advanced Legal Education under the Ministry of Justice. The Institute is an educational organization established by the Ministry, held licenses from Ministry of Education and responsible for conducting training on legal issues for public and private entities. The Institute is assigned by legislation to undertake capacity building of legal staff including from CR Offices.

A training about the "Provision of gender responsive public services" was organized by UN Women for members of the Ministry of Justice, IALE and some heads of CROs. Furthermore, a communication tool for CROs to raise awareness of the population on non-registered and kinship marriages was developed and published (2000 copies in Russian; 2000 copies in Tajik). A compendium (Handbook) on the best practices on provision of gender responsive public services has been developed and published (40 copies in Russian; 145 copies in Tajik). Both kind of materials have been handed over to the IALE under Ministry of Justice.

Additionally, to local training activities study tours to other countries conducted for learning experience of other countries in reforming CRVS and service delivery also aiming to make an impact to mindset and behavior of participants of these tours.

In November 2018, first study tour to Republic of Moldova organized for the staff of CR Office Kulob city which were operating under OSS model by that time, representatives of Ministry of Justice, EoP, UAGS, UNDP staff, UN Women. The visit aimed to learn and see CRVS reforms in Moldova, particularly in the areas of service delivery using information system and One-Stop-Shop service delivery model, inter-agency cooperation and interoperability of systems.

Another study visit was organized in March 2019 to Moscow, Russian Federation. The delegation comprised of staff from CR Offices (Vahdat, Tursunzoda, Shahrinav), 2 from the EoP, 1 from the Ministry of Justice, 3 from UAGS (including regional offices in Khatlon and Sughd). The purpose

of the visit was to study public administration reform, public service delivery reform including in CRVS, and to learn the experience of creating OSS through the multifunctional centers[6], e-government and inter-agency cooperation of this country.

Another study tour held to Georgia in December 2019. The objective of the study visit was to explore the experience of the Republic of Georgia on effective coordination mechanisms in the field of information exchange on civil registration and vital statics, its interoperability with main data centre and successful implementation of digital e-services.

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

Electronic system CROIS2 developed based on platform DHIS2 and adopted for use of in CRVS in 2016. The system was evolution of information system developed by EPOS Health Management GmbH within EU funded project on health information system. The core platform of electronic system of civil registration upgraded to 2nd version, digital signature based on USB tokens introduced and the whole system (both hardware and software) passed certification by State Department of Protection of State Secrets under the Government of Tajikistan (Gossecret)[7] in 2017. 7 Certificates of compliance with information security requirement of the country issued by Gossecret for server, software (CROIS), database software, VPN, digital signature and valid until 2021. The project also supported procurement of two servers with data storage, IT equipment such as 330 laptops, 168 printers, 373 4G USB modems, 73 routers for users of CROIS2. CROIS2 with all components successfully migrated from old servers to new servers procured within the project with higher performance and capacity.

Incremental deployment of CROIS2 started from in February 2019 from Kulob office and then from April 2019 by order of the Minister #45 as of 5 April 2019. Starting from April 2019 till the end of 2019 in total 5 CR Offices in Dushanbe city, 20 CR Offices in Sughd Region, 13 CR Offices of the Districts of Republican Subordination, 9 CR Offices in Gorno-Badakhshan Autonomous Region and 26 CR Offices in Khatlon Region equipped with IT equipment and started using CROIS2.

Following the best practices on IT management and IT service delivery, three levels of IT support established. Specifically 1st level is Helpdesk for receiving and registering requests form CROIS2, resolving them remotely or escalating to 2nd level if onsite support is required; 2nd level regional specialists in Sughd and Khatlon regions to resolve tasks/issues received form 1st level on sites; 3rd level consisting of software engineer, database developer and data quality specialist to resolve issues related to software.

As a result of all project support the system is functioning without interruption.

Concluding, above outputs, namely piloting new on OSS service delivery model, equipping CR Offices, deployment of CROIS2 with IT support to CR staff and capacity building resulted in increase of number of more and better functional CR Office using electronic system from 0 to 73 which serves whole population of the country directly and significantly contributing to Outcome 1.

Output 5	Ministry of Justice makes use of new communication strategies to proactively incentivise the population to register their vital acts
Indicator 1	Coherent, comprehensive and inclusive strategy for communication has been adopted by Ministry of Justice.

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[6] Multi-Funcational centers for provision of state and municipal services in Russian Federation are operating under the brand "My Documents"

[7] The Main Department for the Protection of State Secrets under the Government of the Republic of Tajikistan (http://ggs.tj/index.php/en) – government agency responsible for information security and protection of personal data

Indicator 2	"% of population that are aware of the necessity of registering civil acts and of how to do so.

One of the long-awaited achievements under this Output was that coherent, comprehensive and inclusive strategy for communication has been adopted by the Ministry of Justice. On the 16th of January 2019 the first "Communication Plan to Raise Legal Awareness of the Population on Civil Registration Services" for 2019-2020 was endorsed by the Ministry of Justice. Mechanisms for the implementation and tools for its monitoring were developed, determining qualitative and quantitative indicators. Some of the activities reflected in the Communication Plan will need further financial allocations and further commitment of the Ministry of Justice for its implementation. The joint efforts of UN Women, UNFPA and UNDP and the introduction of a communication working group in 2018 under the Ministry of Justice lead to this important step.

As there is no data available to tell if the percentage of population that are aware of the necessity of registering civil acts and of how to do so increased, the level of awareness of the population on civil registration cannot be measured. Nevertheless, many activities that contribute to achieve greater awareness among the population were undertaken.

With the support of UNFPA and UN Women and in partnership with the NGOs "ASTI" and "Gender and Development" several outreach and awareness raising campaigns were conducted in the 2019. Particularly activities covered cities of Dushanbe and Bokhtar (Khatlon region), districts of Rudaki (RRS) and Bobojon Gafurov (Sughd region).[8]. Please refer to Progress report from UN Women and UNFPA covering Phase I enclosed as Annex to this report.

Output 6	Outreach awareness raising campaigns by selected civil society organisations complement the Ministry of Justice communication strategies
Indicator 1	% of identified population residing in districts where isolated communities can be found are assisted to obtain missing civil registration documents

The activities linked to this output started later by the end of 2018 than those within other outputs and without reflection of the baseline and target of the envisaged indicator.

The initial dynamic of implementation was slow, but gradually increased in delivering the interventions' portfolio on public awareness raising, consisting of: publication and dissemination of the information materials/information graphics on civil registry acts; TV shows and radio programs about CR services; face-to-face outreach by involving local community leaders; as well as mobile consultations in the targeted districts (Rudaki, Bokhtar and Kulob).

"For me the meaning of ZAGS was associated with the registration of marriage and I learned that they are undertaking seven types of civil registration acts not just marriage registration." – *single mother during mobile consultations*

A measurement against the baseline is not possible, nevertheless the following activities were conducted and population residing in districts where isolated communities can be found were assisted in order to obtain missing civil registration documents.

To increase the level of public awareness the following activities were implemented by two civil society organisations, "Gender & Development" and "ASTI", initiated by UNFPA and UN Women:

- Theatre performances about CR issues in five areas (2017, 2019) and TV-broadcasting (2019)

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[8] Final reports from UNFPA and UN Women

- Radio programmes devoted to the different types of civil registration services and on the CR reform on radio *Asia Plus*, radio *Tojikiston* and Radio *Sadoi Dushanbe*
- SMS campaign on timely registration of vital events (2019)
- TV Talk-show programme on *Afkor* about the civil registration reform, civil registration issues, such as birth, marriage etc.
- Production and broadcasting of video clips about OSS, marriage and birth registration (2018, 2019)
- Newspaper articles about the civil registration system reform and the importance of civil registration acts, published in *Minbary Halk*, *Oila*, *Sadoi Mardum* and *Asia Plus* (online and print) (2018, 2019)
- Billboards on civil registration of birth and marriage placed in pilot areas (2018)
- Mobile consultations and information sessions in the remote villages of pilot regions (2017, 2018, 2019)
- Development of information materials about all seven CR services: birth, dearth, marriage, divorce, adoption, affiliation, surname and patronymic; printing and distribution among the population, ZAGs and Legal Aid Centres (2019)

43.200 brochures, flyer and leaflet about all seven civil registration acts were printed

27.210 people were covered by information sessions on CR services

22 Jamoats with low level of awareness were covered by an awareness raising campaign incl. for vulnerable groups their access to civil registration services in pilot cities was improved

58 mobile outreach visits were conducted

2,165 consultations and **569** individual consultations took place

160 children received birth certificates in the course of the campaign

9.000 citizens from the project districts and mahallas were **educated** on the importance of CR and **encouraged** to timely register their civil status

1.843 of them were people from isolated communities of whom **192** were vulnerable people

20 radio-programmes devoted to 7 types of vital events and the CR reform

2.7 mio. people were reached

9 mio. people reached via TV-programmes devoted to 7 types of vital events and the CR reform

22 theatre performances in **5** cities

2.100 people attended these performances on various topics such as birth and marriage certificates and passport

4.23 mio. people were reached by the theatre TV-broadcast

4 articles in

4 newspapers - Minbary Halk, Oila, Sadoi Mardum & Asia Plus

9.000 SMS about timely registration of vital events

55 community leaders and **9** ZAGs staff of Dushanbe and pilot districts were trained to disseminate information about the importance of timely registration

All planned activities were accomplished during the reporting period and a post-assessment report, following the mobile consultations and public information sessions revealed that awareness about civil registration increased.

Concluding, above outputs 5 and 6, namely endorsing by the Ministry of Justice the Communication Action Plan, conducting awareness raising campaigns, will contribute to increase the percentage of population in isolated communities who are aware of the necessity of registering civil acts and of how to do so directly and significantly, contributing therefore to outcome 2.

IMPLEMENTATION CONSTRAINTS AND WAYS TO OVERCOME THEM

The main constrains and challenges identified during the project implementation period are: insufficient coordination among state institutions due to lack of understanding of importance of the CR System, issues with network/Internet connection, deficient implementation of OSS model by Kulyab CR office and lack of UAGS involvement in overseeing the work process, low level of capacity of CR staff, particularly on digitalization and using computer equipment, lack of M&E officer in the project to timely keep monitoring and evaluation of the situation to keep timely informing the project management, costly and lengthy certification process of IT equipment by the Main department for the protection of state secrets under the Government of the Republic of Tajikistan.

As part of project risk management following measures envisaged for overcoming above constrains:

Constrain:	Insufficient coordination amount state institutions due to lack of understanding of importance of CR reforms.
Measures:	The project created a linkages and cooperation between the relevant state institutions where possible.
Result:	Awareness of state agencies on importance of CR reforms raised. Inter-agency coordination group established in 2019 by Decree of the Executive Office of the President #35/9-128 as of 26 November 2018.

It should be noted that the President of the Republic of Tajikistan highlighted in his speech at the International Forum of Entrepreneurs in 2018 the importance of the CR reforms

Constrain:	Issues with network/internet connection.
Measures:	The issue raised during Project Steering Committee meeting and partners meetings. The Communication Service under the Government of the Republic of Tajikistan requested to provide information on fiber-optic connection. Project will promote use of fibre optic internet.
Result:	Project will promote use of fibre optic internet.

Constrain:	Deficient implementation of OSS model by Kulyab CR office and lack of UAGS involvement in overseeing the work process, low level of capacity of CR staff.
Measures:	The issue raised during Project Steering Committee meeting by the Ministry of Justice to held UAGS accountable for results.
Result:	In Phase II of the project it's planned to reform HR including monitoring and evaluation of results.

Constrain:	Lack of M&E officer in the project to timely keep monitoring and evaluation of the situation to keep timely informing the project management.
Measures:	The issues raised during Project Steering Committee meeting. The position introduced in Phase II of the project.
Result:	The position introduced in Phase II of the project.

Constrain:	Costly and lengthy certification process of IT equipment by the Main department for the protection of state secrets under the Government of the Republic of Tajikistan.
Measures:	The issue raised during Project Steering Committee meeting.
Result:	It was agreed that certification process and its cost should be envisaged, discussed and negotiated during the planning stage of procurement of software and hardware.

Chapter 4 – Finances and Management

	OUTPUTS	Initial Project Budget	Revised Project Budget	Actual expenses as of 31 Jan, 2019	Commitments as of 31 Dec, 2019	Balance of un-depreciated assets	Resource balance	Expected GMS	Remaining Balance	% implemented
	Description	-	A	B	C	D	E=A-B-C-D	F	G = A - B - C - F - D - F	H = (B + C)/ A
1	Legislation on civil registration is compliant with international standards	1,214,154	947,899	958,256			-10,358		-10,358	101%
2	New internal regulations defining roles, responsibilities and processes are applied by civil registry offices and jamoats	1,059,376	758,512	808,311			-49,799		-49,799	107%
3	Civil registry offices and jamoat staff have enhanced capacities to provide quality services to the population	604,376	657,190	654,901			2,289		2,289	100%
4	Civil registration and archiving of data is managed through an electronic system	460,250	1,518,342	1,153,434	288,612		76,296		76,296	95%
5	Ministry of justice makes use of new communication strategies to proactively incentivise the population to register their civil acts	110,000	217,467	217,467			0		0	100%
6	Outreach awareness raising campaigns by selected civil society organizations complement the MoJ communication strategies	340,000	196,526	196,526			0		0	100%
7	Direct Project Costs	1,139,414	633,635	570,407		52,327	10,900		10,900	90%
8	GMS	312,219	310,219	314,041			-3,822	11,034	-14,856	101%
	Total	**5,239,789**	**5,239,789**	**4,873,344**	**288,612**	**52,327**	**25,506**	**11,034**	**14,472**	**99%**

The project budget is reflected in accordance with the budget revisions adopted by SDC and Project Board in 2018 and 2019. The project regularly conducted monitoring of budget utilization and expenses against the structural changes and beneficiaries needs. For instance, the expenses under the planned activities of Output 4 on introducing electronic system and digitization of CR archives has significantly increased. The increase required due to the following needs: a) electronic system CROIS2 developed in 2016 and project supported the maintenance until 2019 by engagement of international company; b) procurement of IT equipment, number of initially planned IT equipment was increased based on recommendations of project evaluation. Additionally, mandatory certification of IT equipment for compliance with national requirements on information security and protection of personal data increased the cost under this output. Another example is that the planned activities under the Output 6 has substantially been decreased since significant part of communication campaigns and outreach activities launched with delay at the end of 2018.

The national staff was recruited through an open competition in conjunction with the Ministry of Justice/Department of Civil Registration. The team is responsible for the development and implementation of work plans, organising trainings and the appointment of experts as required. The key project staff include:

Project Manager had a dual function of being responsible for the overall management of the project as well as for providing substantive knowledge and capacity development expertise. He is responsible for guiding the overall leadership of the Project activities, ensuring that they are consistent with the signed Project Document and approved Annual Work Plans. The Project Manager led the Project Team through planning and implementing and managing the delivery of activities approved in the Project document and annual work plans. The Project Manager maximised efforts to achieve the expected project results by providing strategic guidance, policy advice and technical assistance for the implementation of activities.

Until October 2018 the project was led by International Project Manager. Early in 2018 for the purpose of enhancing partnership with Ministry of Justice and other involved state agencies, increasing performance of the project and within the vision of capacitating national staff and transferring the management to national staff, the position of **Deputy Project Manager was introduced.** Deputy Project Manager with handover of position by International Project Manager was upgraded to Project Manager in October 2018. Starting from this time until the end of the phase the project was managed by National Project Manager.

The national Programme Officer – Legislative, Policy and institutional framework was responsible for the provision of expertise on the legislative and policy environment in Tajikistan and on issues relating to civil registration, in particular for vulnerable and marginalised groups. The officer worked on activities falling under outcome 1 and incorporating outputs 1 and 2.The ensured a human rights-based approach and gender empowerment,.

The national Programme Officer – Service Delivery was responsible for Outcome 1, outputs 3 and 4. The Officer was responsible for providing substantive knowledge and practical assistance on the capacity development of civil registry officers and jamoats who are responsible for civil registration, in order to strengthen capacities. He provided a structured capacity development programme for the institutional strengthening of civil registry officers (ZAGS). The Officer worked closely with the Institute for Advanced Legal Education on institutionalising the training activities included in the project.

The national Administrative and Finance Associate was responsible for providing services on finance, management, procurement and logistics etc. He facilitated budgeting and expenditure tracking, prepared financial reports, assisted recruitment and payment of UNDP staff and managed the procurement.

The project driver was responsible for transportation of project staff and assets.

The project engaged **UN Youth Volunteer in communications, outreach** and gender from March 2019 to March 2020. **UN Youth Volunteer** was supported project Outcome 2, outputs 5 and 6 on communication campaigns, research etc. She produced posts and articles including photos for UNDP website, project Facebook page, and etc.

Risk monitoring and management of risk and mitigation measures

Identified risks	Probability			Impact			Risk Mitigation
The action identifies both internal (I) and external (E) risks inherent to the project design:	Unlikely	May occur	Likely	Minor	Notable	Substantial	The action foresees the following measures to reduce the probability of the identified risks occurring, or to reduce the severity of the impact of a risk on the outcome of the project:
(E) Political destabilization, insurgency and armed conflict		■		■			Maintain neutrality and conflict-sensitivity in action: adapt programme to the complex context.
(E) Corruption impedes project activities and/or outputs		■				■	Good governance, including transparency and accountability, and careful monitoring approach to project activities.
(E) Legislation, government policy and practices not implemented due to weak capacities, lack of coordination and/or low finances		■			■		Close coordination with key institutions to develop alternative strategies; facilitate coordination with Ministry of Finance with respect to financial allocations for reforms.
(E) Lack of motivation/ political will to implement reforms		■		■			Identify motivating factors that can be incorporated into the project.
(E) Inability to secure on-going government funds to improve civil registration system		■				■	On-going dialogue with President's Administration and Ministry of Finance, along with Ministry of Justice, to identify funds.
(E) Frequent electricity cuts in particular at jamoat offices in rural areas			■			■	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.
(I) Lack of cooperation between ZAGS and jamoats		■				■	The project will facilitate the definition of clear roles and responsibilities, joint activity planning and clear reporting mechanisms.
(I) Lack of cooperation between Ministry of Justice and other state institutions		■				■	The project will create linkages and cooperation between the relevant state institutions where possible.
(I) Deterioration in relations between UNDP and project partners	■				■		Maintain respectful, collaborative, participatory, organic approach and transparency.
(I) Decreased motivation/ ability/ willingness of civil registry service providers	■					■	Continuous efforts to build the capacity of providers according to needs determined by them

Cost effectiveness of the project

UNDP works to improve access to quality assured supplies in a cost effective and reliable way. It is done by abiding the following principles:

- **Best Value for Money**, which consists of the selection of the offer that best meets the end-user's needs and that presents the best return on investment. Best Value for Money is the result of several factors, including quality, experience, the vendor's reputation, life-cycle costs and benefits, and parameters that measure how well the good or service allows the organization to meet its social, environmental or other strategic objectives.

- **Fairness, Integrity and Transparency**, which ensures that competitive processes are fair, open, and rules based. All potential vendors should be treated equally, and the process should feature clear evaluation criteria, unambiguous solicitation instructions, realistic requirements, and rules and procedures that are easy to understand.

Chapter 5 – Lessons Learnt

While the project has strong support from the Ministry of Justice, and from other partners, several implementation challenges exist which impede the roll out of the Civil Registration Reform. These include insufficient coordination among state institutions due to lack of understanding of importance of the CR System, internet infrastructure remains one of the essential challenges for CROIS2 deployment, deficient implementation of OSS model by Kulyab CR office and in Rudaki, lack of UAGS involvement in overseeing the work process, lack of M&E officer in the project to timely keep monitoring and evaluation of the situation to keep timely informing the project management, lack of gender and communication and outreach officer in the project to have a full coverage of the area, costly and lengthy certification process of IT equipment by Gossecret, continued lack of IT literacy and CROIS2 by the CR staff.

A good practice was the engagement with EoP and Parliament which are key in institutional coordination and reform promotion.

CR Offices will be connected through the available fiber-optic lines in the areas. The capacity building activities will continue by the conducting additional training, developing and distribution of training materials.

A good practice was the continuous capacity building activities, conducting additional trainings, development and distribution of training materials.

Review of Key recommendations from final project evaluation

Rec. 03	Reinforce lobby and advocacy for adoption of the CR legislative amendments.
Rec. 04	Change the IT equipment provision principle to ZAGS, adjust the Electronic Platform Integration Plan and continue capacity enhancing of the CR officers.

It was recommended to change the initial principle and to equip adequately the CR offices in two stages. In such a way, on one hand, regardless if in Phase I or Phase II, but each ZAGS office will get fully equipped at once and not gradually and the whole staff will switch simultaneously to electronic system avoiding dual CR format; on the other hand, the electronic platform integration will take place also in two stages, i.e. simultaneously with the equipment provision.

The capacity development is a process not an act, because the staff turnover in civil registration is quite high, and according to the filed mission findings about 40 persons from the CR system did not benefitted yet of any capacity development support in electronic system. Therefore, enhancing the capacity of CR officers on such topics as: the new provisions in the legislation and instructions; application of the CROIS2; gender aspects in civil registration; OSS model etc. is necessary to be systematically undertaken by the Institute for Advanced Legal Education of the MoJ according to the curricula developed with the project support.

Rec. 05	Identify how many computers and other IT equipment are still necessary to fully equip the remaining ZAGS offices.
Rec. 06	Replicate gradually the OSS model in other ZAGS offices.

Therefore, it is recommendable to assess in how many ZAGS offices the OSS model is feasible to be implemented given the existing infrastructural limitations. Subsequently, implementation of this recommendation will require additional analysis, which can be undertaken simultaneously with the one envisaged in the previous Recommendation 5.

Rec. 07	Strengthen the IT Unit of the Ministry of Justice.
Rec. 08	Pilot archive digitalization in some area and developing a scale-up plan based on accurate financial estimations.
Rec.11	Establish strategic partnerships with the key implementing actors based on the comparative advantages.

It is recommendable to establish partnerships under the overall leadership of UNDP Tajikistan, as a lead agency and in close consultations with the Ministry of Justice. Partnerships in the Phase II of the project should be based on the strategic stakeholder mapping, on the added value, comparative advantages and proven thematic capacities of the partners in the context of their on-going activity related to civil registration and country-specific experience gained through the Phase I of the project. The increased CRR thematic expertise represents a valuable asset and the project should capitalize on it.

Annexes

List of abbreviations

CR Project	'Support to Civil Registration System Reform' Project
CRO	Civil Registration Office
CROIS2	Civil Registration Office Information System (version 2)
CRVS	Civil Registration and Vital Statistics
DHS	Demographic and Health Survey
EoP	Executive Office of the President of Tajikistan
GoT	Government of Tajikistan
MoJ	Ministry of Justice
IALE	Institute of Advance Legal Education under the Ministry of Justice
MoH	Ministry of Health and Social Protection
M&E	Monitoring and Evaluation
OSS	One Stop Shop
SDC	Swiss Agency for Development and Cooperation
UAGS	Main Department of Civil Registration (in Dushanbe)
UNDP	United Nations Development Programme
UNFPA	United Nations Population Fund
UNICEF	United Nations Children's Fund
UN Women	United Nations Entity for Gender Equality and the Empowerment of Women
WG	Working Group
ZAGS	Civil Registration Office

PROJECT RESULTS AND IMPACT SUMMARY

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	Outcome Result
Indicator 1: Number of ZAGS offices that are fully functional, able to carry out all activities required by law and regulations.	0 (ZAGS)	3 ZAGS Offices (The Steering Committee held 19 June 2018 agreed to put on hold activities focused on Jamoats)	One main achievement was the Order of the Minister of Justice on starting the piloting of the One Stop Shop concept (January 23, 2019, #11) as well as the Order of the Minister of Justice on starting the registration of civil status acts in the CROIS 2 system (April 05, 2019 #45). The pilot ZAGS Office in Kulob city of Khatlon Region, and Rudaki ZAGS office started delivering services based on the new One Stop Shop Concept. One of the core changes is, that the work is since divided between front- and back office and not anymore "cabinet based". This means that only one part of the ZAGS staff works in direct contact with citizens. The main challenge faced introducing the new working method in Kulob, was winning the ZAGS staff for it. As the change implies a shift of responsibilities, it faced some resistance by staff members. In addition, most of staff, particularly archivists, due to their specific work (dealing only with paper-based archives), don't have a proper level of basic computer knowledge and skills. From 11 to 13 March 2019, 3 representatives of CR Offices (Vahdat city, Tursunzoda and Shahrinav districts), 2 from the EoP, 1 from the Ministry of Justice and 3 from UAGS (including regional offices in Khatlon and Sughd) visited Moscow, Russian Federation to study public administration reform, public service delivery reform including in CRVS, learn the experience of creating OSS through the multifunctional centers (My Documents), e-government and inter-agency cooperation of this country. Results of this visit was the GoT has assigned the MoJ to lead the process of establishing the pilot model of multifunctional center in Dushanbe.	Four of the outputs contributing to O1 made important progress. Amendments to the Law on Civil Status Acts have been endorsed in July 2019, which made registration of birth free within first three month. During the reporting period the project make achievement to outcome indicator 1 *"Number of ZAGS offices that are fully functional, able to carry out all activities required by law and regulations increased from 0 (baseline, 2016) to 3 (target, 2019)"*

			Civil registration and archiving of data through electronic system	
			Incremental deployment of CROIS2 started from April 2019 by order of the Minister #45 as of 5 April 2019. Starting from April 2019 till June 2019 5 CR Offices in Dushanbe city, 20 CR Offices in cities and districts of Sughd Region, 13 Offices or 18% of the Districts of Republican Subordination, 9 Offices or 12.3% of Gorno-Badakhshan Autonomous Region and 26 CR Offices in Khatlon Region equipped with IT equipment passed laboratory examination by accredited center under the Main department for the protection of state secrets under the Government of the Republic of Tajikistan and started using CROIS2 instead of paper-based system. In total 68 CR Offices started using CROIS2.	
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	- 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 satisfied with quality and affordability of services on registration of marriage. - 45% of users of civil registration services are satisfied with quality and	increase from baseline by 20%	Piloting new on OSS service delivery model in two offices, equipping all CR Offices, deployment of CROIS2 with IT support to CR staff and capacity building resulted in increase of number of more and better functional CR Office using electronic system from 0 to 73 which serves the whole population of the country. Therefore, this can contribute to achieve the outcome 1 because of high potential and likelihood of increasing level of satisfaction of population by service delivery.	Measuring degree of satisfaction and affordability for users of the civil registration system premature at this stage due to lengthy process of legal reforms, partial deployment of the CROIS2, lack of digitized CR archive. Conduction of the Final research / Action Research planned in Q1 2020 to assess, analyses level of satisfaction of population with civil registration service delivery.

Output Indicator	Baseline	Target 2019	Progress to date	Outcome Result
			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	25,176	10,000		Measuring discrepancy of data between MoH and civil registration system premature at this stage because the Action research exercise had not yet commenced at the time of reporting. Information from a 2017 presentation from the Agency for State Statistics indicate the discrepancy between MoJ registered birth figures and MoH issued figures are up to 50,000 per year. Efforts to date to reduce this discrepancy in birth rate data have been insufficient. A more radical approach is required to track individuals from birth, which is the digitisation of birth registrations.
Indicator 4: Number of procedures (i.e., individual visits, different documents required, different authorizations needed) required for registration of civil acts	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.	3 procedures (individual visits) required for registration of civil acts submitted supporting documents de-facto correspond to de-jure list of supporting documents.	Within this output piloting One-Stop-Shop service delivery model in CR Office in Kulob city and in CR office of Rudaki district based on the concept note endorsed/approved by the order of Minister #11 as of 23 January 2019. Renovated and fully equipped offices has front and back office division and better conditions for citizens, including separate entrance, separate waiting zone with cooling/heating. The queue management system installed and configured in the office which allows automatic management of queue, reporting and monitoring of performance of staff and service delivery time.	Within introduced One-Stop-Shop service delivery model in

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

Output Indicator	Baseline	Target 2019	Progress to date	Outcome Result
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	Legislation is revised and adopted. Regulations to support implementation	The following Draft of LNA were developed: - Draft of amendments to the Law on "On State Registration of Acts of Civil Status and was endorsed in July 2019.	Amendments to the Law on the Registration of Civil Status Acts have been endorsed on 19 July 2019. As a result, registration of birth made free within first three month after birth. Another key

			- The Draft of Government Regulation of the Republic of Tajikistan "On Integrated Electronic civil registration system" was submitted to the Ministry of Justice for further consideration by the MoJ's Working group and approval by the Government of RT.	amendment is making mandatory using electronic system for civil registration.
no regulations to support implementation of existing legislation on civil registration. National ZAGS Reform Programme was adopted in 2014.	of the legislation are drafted and adopted.		- Draft of Instruction on conducting the registration of civil acts describing in detail the provision of the Law of the Republic of Tajikistan "On State Registration of Acts of Civil Status" was improved and finalized as per received comments within the Ministry of Justice' Working group.	
			- Draft of Instruction on conducting the registration of civil acts by Consular Offices was developed and finalised.	
			- The Draft of bilateral agreements between Ministry of Justice and Ministries and Agencies involved to the civil registration sphere for Inter-ministerial coordination mechanism was drafted and submitted to the Ministry of Justice for further discussion within the MoJ's Working group and approval by the involved Ministries and Agencies.	
			- The Draft of the New State Programme on Development of Civil Registry Bodies of the Republic of Tajikistan for 2020 – 2025 was developed and sent for agreeing with the Ministries involved to the civil registration sphere and approval by the Government of the RT.	

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

Output Indicator	Baseline	Target 2019	Progress to date	Outcome Result
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	Alongside to amendments to laws the project supported in drafting and submission of by-laws such as Instruction on civil registration for CR offices and jamoats, Instruction on civil registration for consular departments.	Within this output piloting One-Stop-Shop service delivery model in CR Office in Kulob city and in CR Office in Rudaki district based on the concept note endorsed/approved by the order of Minister #11 as of 23 January 2019
Indicator 2: % of ZAGS implementing the new rules and regulations	0	40% ZAGS serving at least	The collecting information, summarizing and analysing the practices on civil registration in 4 regions of the Republic of Tajikistan and Dushanbe city conducted in July 2019 in	Within this output piloting One-Stop-Shop service delivery model in CR Office in Kulob city and in CR

Indicator 3: Number of people served by these ZAGS		30% of the population	order to finalize the Draft of the Instructions and Regulations on registration of civil status acts	Office in Rudaki district based on the concept note endorsed/approved by the order of Minister #11 as of 23 January 2019
Indicator 3: Number of people served by these ZAGS	0	40% ZAGS serving at least 30% of the population	The collecting information, summarizing and analysing the practices on civil registration in 4 regions of the Republic of Tajikistan and Dushanbe city conducted in July 2019 in order to finalize the Draft of the Instructions and Regulations on registration of civil status acts	Within this output piloting One-Stop-Shop service delivery model in CR Office in Kulob city and in CR Office in Rudaki district based on the concept note endorsed/approved by the order of Minister #11 as of 23 January 2019

Output 3: Civil registry offices staff have enhanced capacities to provide quality services to the population				
Output Indicator	**Baseline**	**Target 2019**	**Progress to date**	**Outcome Result**
Indicator 1: % of ZAGS 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.	Absence of systematic training for ZAGS staff in the Institute of Improvement of Qualification for workers of justice system.	Capacity needs assessment completed; training programmes and induction course for staff who are responsible for civil registration developed. All ZAGS staff participate in training once every 2 years (i.e. twice until 2019).	A training about the "Provision of gender responsive public services" was conducted by UN Women for members of the Ministry of Justice, IALE and some heads of CROs. Furthermore, a communication tool for CROs to raise awareness of the population on non-registered and kinship marriages was developed and published (2000 copies in Russian; 2000 copies in Tajik). A compendium (Handbook) on the best practices on provision of gender responsive public services has been developed and published (40 copies in Russian; 145 copies in Tajik). Both kind of materials have been handed over to the IALE under MoJ.

In 2018 around 300 CR staff (female and male) covered by 6-day training on basic computer skills, using information system CROIS2, data quality in CROIS2 and gender orientation. The project engaged trainer on basic computer skills, the Institute (IALE) conducted session on CROIS2, staff of EPOS Health Management GmbH conducted session on data quality in CROIS2 and gender orientation session conducted by consultant /trainer engaged by UN Women. As a result of this training, the knowledge of staff increased in average by 20%.

In 2019 the project supported provision of 3-day training on basic computer skills and using CROIS2 to 345 CR staff | Result fully achieved:

Capacity needs assessment completed; training programmes and induction course for staff who are responsible for civil registration developed. All ZAGS staff participate in training once every 2 years (i.e. twice until 2019). |

Output Indicator	Baseline	Target 2019	Progress to date	Outcome Result
			(female and male). As a result of this training, the knowledge of staff increased in average by 20%. Staff from CR Offices (Vahdat, Tursunzoda, Shahrinav), 2 from the EoP, 1 from the Ministry of Justice, 3 from UAGS (including regional offices in Khatlon and Sughd) visited Moscow, Russian Federation to study public administration reform, public service delivery reform including in CRVS, learn the experience of creating OSS through the multifunctional centers, e-government and inter-agency cooperation of this country. A second study tour, to Georgia, was conducted in December 2019. Further training and capacity building of the CR staff will be needed, to contribute to adapted behavior, to develop a higher level of awareness and sensitivity for CR issues. In a long-term perspective, this will lead to improved services.	
Indicator 2: % of ZAGS offices that show improved conditions of work (infrastructure, equipment, administration, access to rules and information, etc.)	0	20%	Number functional CR Office using electronic system increased from 0 to 73 which serves around 9 mln of total population. All 73 CR Offices provided with laptops, printers, modems etc, 2 CR Offices alongside to IT equipment provided with queue management system.	Achieved

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

Output Indicator	Baseline	Target 2019	Progress to date	Outcome Result
Indicator 1: Electronic systems for registration and archiving are introduced and are functional across all ZAGS offices	0	• Digitization model adjusted to the specific conditions of the country developed • Piloting digitization of 178,000 Civil Registration records (historical	EPOS Health Management GmbH continued the maintenance of the system during the reporting period. CROIS2 with all components successfully migrated from old servers to new servers procured within the project with higher performance and capacity, passed laboratory examination by accredited center under Main department for the protection of state secrets under the Government of the Republic of Tajikistan. The system is functioning without interruption. Incremental deployment of CROIS2 started from April 2019 by order of the Minister #45 as of 5 April 2019.	This outcome partially achieved. Electronic system officially introduced in all CR Offices. Piloting deployment of CR records started later and will be continued in 2020.

Outcome Indicator	Baseline	Target 2019	Progress to date	Outcome Result
			archives) conducted • Information system CROIS2 deployed and functional in ZAGS Offices in districts and cities	Starting from April 2019 till December 2019 5 CR Offices in Dushanbe city, 20 CR Offices in cities and districts of Sughd Region, 26 CR offices in Khatlon Region, 13 Offices of the Districts of Republican Subordination, 9 Offices of Gorno-Badakhshan Autonomous Region equipped with IT equipment passed laboratory examination by accredited center under the Main department for the protection of state secrets under the Government of the Republic of Tajikistan and started using CROIS2 instead of paper-based system. Following the best practices on IT management and IT service three levels of IT support established. Piloting digitization of 178,000 Civil Registration records (historical archives) started in November 2019 and to be completed by April 2020.	
Indicator 2: % of paper-based records transferred to electronic archive	0	• Digitization model adjusted to the specific conditions of the country developed • Piloting digitization of 178,000 Civil Registration records (historical archives) conducted		Piloting digitization of 178,000 Civil Registration records (historical archives) started in November 2019 and to be completed by April 2020.
Outcome 2: The population of Tajikistan know how to have their vital events timely recorded in the civil registry system.				
Outcome Indicator	**Baseline**	**Target 2019**	**Progress to date**	**Outcome Result**
Indicator 1: % of children under 2 years old with a birth certificates (disaggregated by gender)	84,3% of boys and 81,9% of girls under 2 years of age have birth certificates	90% boys and girls	Communication Action Plan was adopted by the MoJ in January 2019. In order to monitor its implementation, a "Mechanism for implementing and monitoring of MoJ Communication Plan" was developed with determination of qualitative and quantitative indicators and IALE and ZAGS staff were accordingly trained during a 3 days training that took place in June 2019. A strategy and activities for the implementation of the Communication	This outcome partially achieved because it started much later than the Outcome I, plus it is not a subject just to one project; it is a process, which, usually takes many years of joint efforts. The indicators are too ambitious for such a project due to their

			Action Plan were developed and first steps were taken to put them in practice.	formulations: Indicator 1: "% of children under 2 years old with a birth certificates (disaggregated by gender)"; Indicator 2: "% of untimely birth and death registrations in ZAGS is decreasing" and Indicator 3: "% of households have all their vital events registered (disaggregated by sex of head of household and province)". Regarding the indicator 1, the available DHS data and data of UNICEF on birth registration "Percentage of children under age 5 whose births are registered (by sex, place of residence and household wealth quintile)" are not relevant to the project, because the CR project targets children under 2 years old and DHS. The achievements against the target of the indicator 2 are bottlenecked by approval of the legislative amendments elaborated and submitted to the Government. As for the indicator 3 there is no available data yet because it is pending the Annual Action Research results.
Indicator 2: % of untimely birth and death registrations in ZAGS is decreasing	80% births are registered on time. 80% of deaths are registered on time	85% births are registered on time. 85% of deaths are registered on time	At the minimum stage, after numerous consultations with State Stakeholders, the project has assisted the Ministry of Justice to accept the Draft amendments to the Government Regulation #77 on Approval of the forms for civil registry acts dated from February 27, 2010 with the aim to make the registration of birth free of charge. Amendments to the Law on the Registration of Civil Status Acts have been endorsed in July 2019.	
Indicator 3: % of households have all their vital events registered (disaggregated by	82,3% of households have all their vital events registered including:	85,3% of households have all their vital	Baseline and targets are from the baseline survey. Reporting on the indicator is at the time of reporting premature, pending the Annual Action Research results.	Not measured yet. Reporting on the indicator is at the time of reporting

sex of head of household and province)	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.	events registered including: 85,3% of male- and 84,9% of female-headed households have all their vital events registered. 78,6 % of households in DRS, 81,4% of households in Dushanbe , 83,6% of households in Khatlon, 90% of households in GBAO and 93,2% of household in Sogd have all their vital events registered		premature, pending the Action /Endline Research results

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**	**Outcome Result**
Indicator 1: A 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; Mechanism of implementation of Communication strategy developed.	Communication Action Plan was adopted by the MoJ in January 2019. In order to monitor its implementation, a "Mechanism for implementing and monitoring of MoJ Communication Plan" was developed with determination of qualitative and quantitative indicators and IALE and ZAGS staff were accordingly trained during a 3 days training that took place in June 2019. A strategy and activities for the implementation of the Communication Action Plan were developed and first steps were taken to put them in practice.	The Output achieved.
Indicator 2: % of population that are aware of the necessity	General population awareness is low (Inception	70% of the population are	Communication Action Plan was adopted by the MoJ in January 2019. In order to monitor its implementation, a	Measuring population awareness is premature at this stage. However,

of registering civil acts and of how to do so.	Survey). More precise information TBD as part of the baseline survey to be conducted in 2016	aware of the necessity of registering civil acts and of how to do so	"Mechanism for implementing and monitoring of MoJ Communication Plan" was developed with determination of qualitative and quantitative indicators and IALE and ZAGS staff were accordingly trained during a 3 days training that took place in June 2019. A strategy and activities for the implementation of the Communication Action Plan were developed and first steps were taken to put them in practice.	there have been preliminary results gathered through Post Assessment conducted by UN Women and Gender & Development in spring 2019. Post-assessment revealed the following: - Information-education campaign covered 59% of population, including 58% of vulnerable groups. Such significant indicators were achieved by using different channels of Mass Media (TV, radio, newspapers), information sessions, consultations and printed visual materials (brochures, booklets, leaflets, info graphics, billboards); - Traditional Mass media channels, as TV, radio, and newspapers, became more significant source of information on civil registration; - Vulnerable groups of population prefer information sessions and individual consultations close to their place of residence; - Level of informing population, including target vulnerable groups on timely registration of birth, death, receiving recurring civil registration documents increased to 20%, 10% and 23% accordingly; - Increased level of population satisfaction on quality of received civil registration services: on birth - 7%, on death

Output Indicator	Baseline	Target 2019	Progress to date	Outcome Result
				-20%, receiving of recurring civil registration documents -41%. This data testify effectiveness of information-educational campaign on civil registration, as applicants to civil registration offices were informed about necessary documents to be submitted, and vulnerable applicants received services out of turn according to special agreement concluded in the frame of the information campaign; - Decreased number of married couples without marriage certificate for 4%, is evidence of positive behaviour changes.

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	Outcome Result
Indicator 1: % of identified population residing in districts where isolated communities can be found are assisted to obtain missing civil registration documents.	to be established by CSOs upon identification of population with problems	N/A	A qualitative survey with aim to identify isolated communities in target districts (B. Gafurov, J. Balkhi and Rudaki) was conducted, Households without registration of vital events and reasons are defined, relevant policy recommendations are provided. To increase the level of public awareness the following activities were implemented by the two civil society organisations "Gender & Development" and "ASTI" during the reporting period: - SMS campaign on timely registration of vital events send to more then 9 000 citizens - Radio programmes devoted to the different types of civil registration services and on the CR reform on radio "Asia Plus", radio "Tojikiston" and Radio "Sadoi Dushanbe" - TV Talk-show programme "Afkor" on civil registration reform, civil registration issues (birth, marriage etc.)	The output achieved partially.

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| | | | | - Theatre performance about CR issues, that was afterwards broadcasted at TV Tajikistan
- Video clips about OSS, marriage and birth registration
- Articles on civil registration system reform, importance of receiving the civil registration acts published in the newspapers "Minbary Halk", "Oila", "Sadoi Mardum" and "Asia Plus
- Billboards on civil Registration of birth and on civil registration of marriage placed in public places of pilot areas
- 15 mobile consultations and information sessions were conducted in the remote rural villages of pilot regions
- Printing and distribution of different information materials among the population, CROs and Legal Aid centres
All planned activities were accomplished during the reporting period and a post-assessment report, following the mobile consultations and public information sessions revealed that awareness about civil registration increased. A change in behaviour couldn't be observed. As it is a time consuming procedure it is too early to assess it. | |