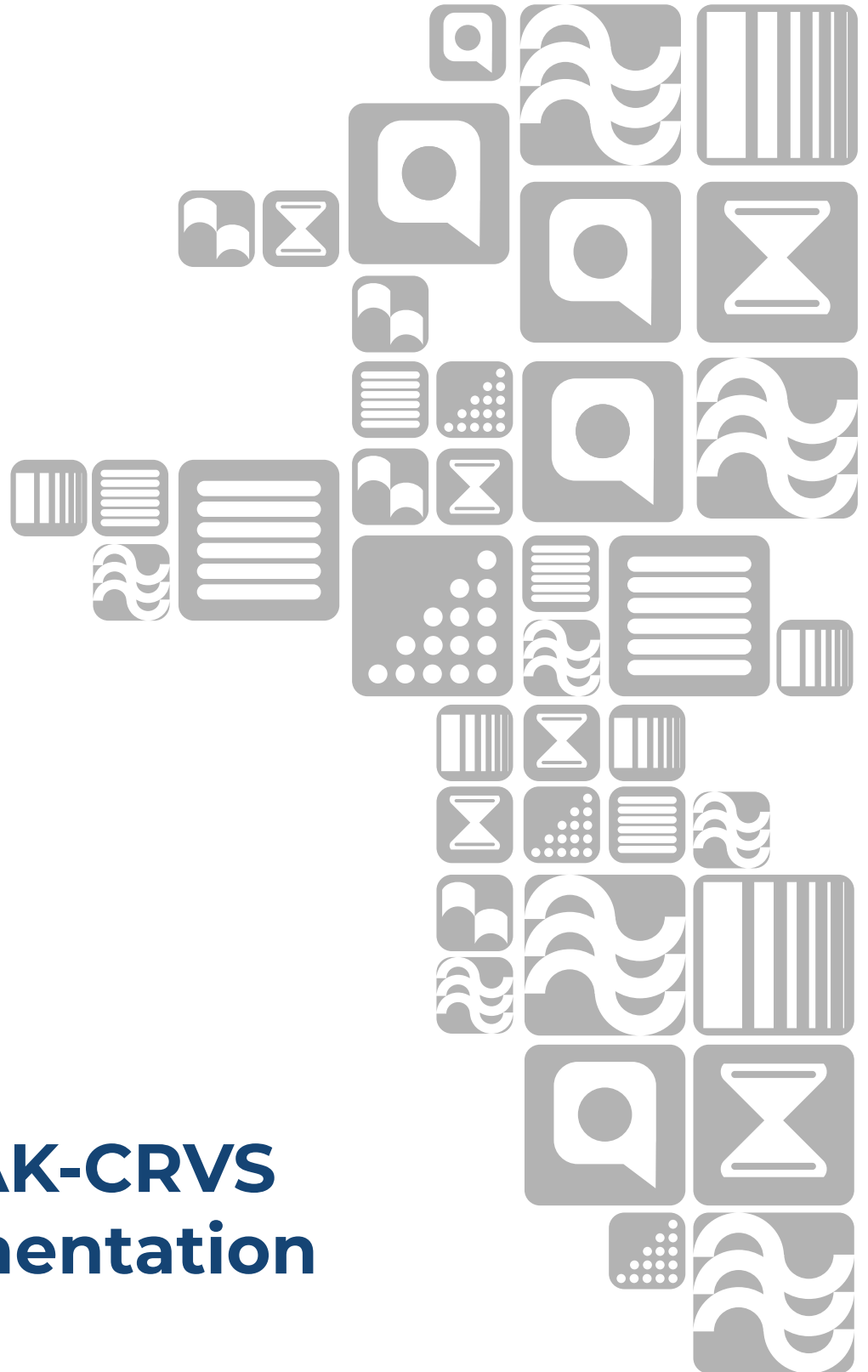




KOMPAK-CRVS Implementation Stories

in Bima, East Lombok, North Lombok,
and Sumbawa
West Nusa Tenggara Province



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From 2015 to 2022, a collaboration between the Government of Indonesia, coordinated by Ministry of Development Planning (Bappenas), and the Government of Australia through KOMPAK, has supported the Government of Indonesia's efforts to strengthen basic social services and economic empowerment to reduce poverty. In partnership with the Center on Child Protection and Wellbeing at Universitas Indonesia (PUSKAPA), Bappenas and KOMPAK designed and implemented the Civil Registration and Vital Statistics (PASH/CRVS) program.

The CRVS program aims to help local governments and relevant service units inclusively record, without exception, all its citizens, especially the poor and vulnerable (women, children, people with disabilities, and the elderly). The outcome will be that citizens will then have their legal identity rights fulfilled and can use their legal identity documents to access basic services to support their welfare. In addition, the citizen data will be managed and become the basis for planning and improving these basic social services through accountability.

This document summarizes the journey, achievements, and lessons learned from the implementation of the CRVS program in the Bima, East Lombok, North Lombok, and Sumbawa districts of West Nusa Tenggara Province. At its conception, the CRVS program deliberately selected several subdistricts from these districts as part of KOMPAK working areas, but later on the program developed and expanded to several other areas.

This document is composed in a chronological manner, with data and descriptions extracted from 91 documents consisting of activity reports, research, policy papers, technical documents, and bulletins. This document will support the synthesis analysis for the final report of the CRVS program as a whole.



A. Initial Situation of the Civil Registration and Vital Statistics System in Bima, East Lombok, North Lombok, and Sumbawa

To ensure that KOMPAK-driven programs effectively strengthen civil registration and vital statistics systems, KOMPAK and PUSKAPA carried out various assessments and studies at the beginning of their collaboration. In 2015 KOMPAK and PUSKAPA conducted a formative study¹ as well as various assessments and mapping of CRVS related issues in all KOMPAK pilot areas.² A situation analysis³ was also conducted using the National Socioeconomic Survey (Susenas) data, civil registration data from the local civil registration office as well as by reviewing relevant regulations at the regional level.

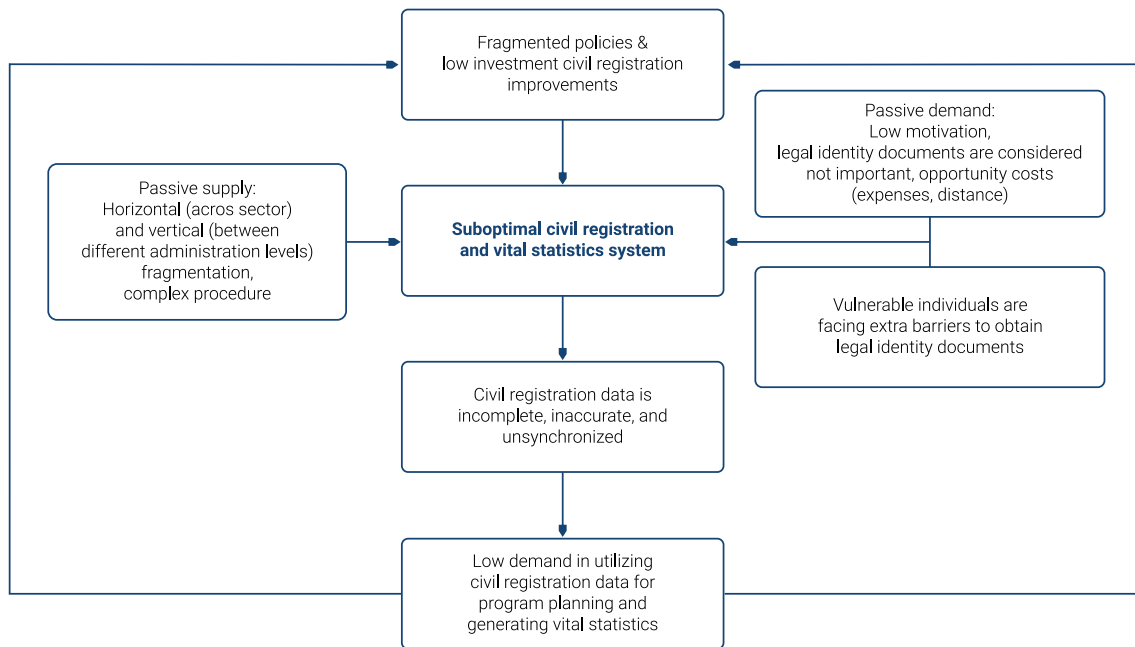
From the results of various assessments and studies, the CRVS program identified the main reasons why the provision of an inclusive and accountable civil registration and vital statistics system was disrupted. In general, the CRVS problems were attributable to the obstacles faced by the community in accessing services (demand side), obstacles faced by service providers (supply side), and policies or enabling environments in the system that were not functioning properly.

¹ In 2015 KOMPAK and PUSKAPA conducted a formative study by sampling three subdistricts in three districts—West Aceh, Pekalongan, and Pangkep—to obtain in-depth information on community access and the CRVS system. The study provided an overview of the political, economic, social and geographical backgrounds of the poor and vulnerable community in each area.

² PUSKAPA (2016). CRVS Program Design, a collaboration between Center on Child Protection & Wellbeing, University of Indonesia (PUSKAPA) with the Ministry of National Development Planning (Bappenas) and Community Collaboration and Services for Welfare (KOMPAK). [unpublished document]

³ PUSKAPA (2016-2020). Analysis of Civil Registration Situation 2016-2020 in Bima, East Lombok, North Lombok, and Sumbawa districts. Collaboration between PUSKAPA, Bappenas, and KOMPAK [unpublished document]

Diagram 1. Mapping CRVS Related Problems



Demand Side Barriers

Long distances, processing fees,⁴ and complicated procedures were found to be the main barriers for residents in obtaining their legal identity papers/ cards. Despite no administrative fees, it was still difficult for people to obtain their identity documents due to other processing fees. For instance, the cost of legalization of marriage certificates was found to be IDR 350,000. Although incentives had been created, including the elimination of fines and birth registration fees, they were found to be

ineffective in increasing the community's demand for legal identity documents. In the end, the community remained constrained by other factors such as the cost/difficulty in accessing the nearest civil registration office and limited transportation.

The community's lack of initiative to report their personal life events also contributed to the suboptimal performance of the registration system. Another main reason why applications

⁴ Biaya pengurusan di sini adalah biaya di luar biaya administrasi yang harus dikeluarkan oleh pemohon, seperti biaya transportasi, biaya fotokopi, atau biaya jasa pengurusan informal.

⁵ Bappenas. (2016). *Catatan Kebijakan Juli 2016: Tak Terlihat, Tak Terjangkau: Memutus Rantai Keterabaian CRVS dan Keterlibatan Masyarakat*. PUSKAPA, Australian Aid, & KOMPAK

for identity papers remained low is that people did not see how having identity cards would benefit them. The study found that most families preferred to

wait, sometimes for a whole year, until they recorded another life event such as a birth or change of residence to remove a deceased's name from the family record.

Supply Side Barriers

Although regulations at the national level aimed to bring services closer to the community at the subdistrict level, this had not been implemented in most subdistricts and villages. As a result, vulnerable people who live far from the local civil registration office, which are commonly located in urban areas, had to travel long distances.

Another challenge in civil registration service delivery was the lack of available and qualified human resources. Registration officers had varying levels of capacity or skills, and those officers at the subdistrict level who had experience with the verification and validation process were often transferred to other areas, leaving some communities to be served by untrained volunteers.

The CVRS system was also impeded by a lack of guiding policies when it came to inter-sectoral collaboration. Some government offices that could reach unregistered groups assumed that they were not authorized to do so.

For example, no effort was made by the education sector to contact those students without birth certificates. Structured effort was also wanted in the health sector where health facilities and midwives could directly facilitate birth registrations. Although several midwives were willing to assist, in general, health workers were reluctant to because of their high workload.

Funding for civil registration in the regional budgets was quite low and limited to regular services.⁶ Government offices did not have the funding to provide mobile services, procure the necessary equipment, employ sufficient and competent staff, or utilize information and communication technologies.

⁶ KOMPAK. (2021). *Public Financial Management Challenges: Lessons Learned from the Budget Constraint Analysis in 15 Districts*. KOMPAK.

The Lack of Supporting Policies and Enabling Environment

The suboptimal implementation of the CRVS system was also influenced by the fact that the civil registration data system was not connected with data systems in other sectors. In 2015, the Ministry of Home Affairs opened access to civil registration databases in other sectors, such as health and social welfare. However, this access was strictly limited to verifying the Citizen Identification Number of universal health insurance members, and it was found that a lot of the registration data were invalid.⁷

The lack of optimal connectivity between relevant sectors with respect to the most recent or up-to-date civil registration data made it difficult for other sectors to use the data as a basis for their planning and budgeting. Although discussions on efforts to harmonize sector data had been carried out several times, discrepancies were still found between the need for data and their availability and timeliness, posing a major setback in these efforts.

The 2015 Susenas Birth Certificate Ownership Analysis

The 2015 Susenas analysis on birth certificate ownership⁸ in KOMPAK working areas in West Nusa Tenggara (Bima, East Lombok, North Lombok and Sumbawa districts) provided an overview of the situation in each district, which informed the formulation of program designs to be implemented.

The suboptimal results of the civil registration and vital statistics system was reflected by the low birth certificate ownership in Bima, East Lombok, North Lombok, and Sumbawa districts, particularly in the case of children under five. Diagram 2 shows a pattern of

decreasing birth certificate ownership among newborns (aged between one year and five years) in Indonesia; a similar pattern was also seen in almost all KOMPAK-supported districts in West Nusa Tenggara Province.

In North Lombok, 80% of children under 18 and 73% of children under five had a birth certificate, but only 45% of children under 12 months had obtained the document. Meanwhile in Sumbawa, 72% of children under 18 reported having a birth certificate, 56% of children under five, whereas for children under 12 months only 26% were reported to have

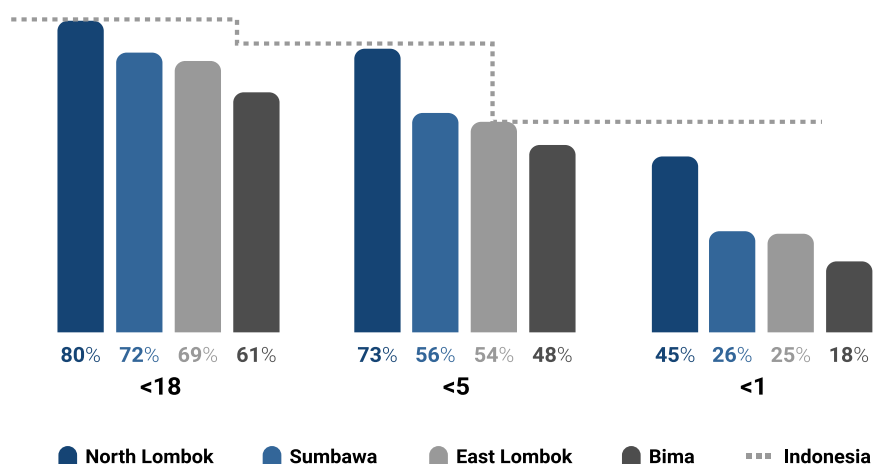
⁷ Kusumaningrum, S., dkk. (2016). *Back to What Counts: Birth and Death in Indonesia (A Study to Institutionalize Civil Registration and Vital Statistics in Basic Services)*. BAPPENAS, KOMPAK, dan PUSKAPA. <https://puskapa.org/en/publication/640/>

⁸ Based on respondents who reported having a birth certificate.

a birth certificate. In East Lombok, 69% of children under 18 and 54% of children under five had a birth certificate, but only 25% of children under 12 months had the document. In Bima, 61% children under-18 were reported to have a birth certificate, 48% of children under five, and children under 12 months only 18% had a birth certificate. All this indicated

that the civil registration system was not able to record enough newborns within their first year. In general, birth certificate ownership in almost all KOMPAK-assisted districts in West Nusa Tenggara was below the national figure in 2015, for all children under 18, five, and 12 months (Diagram 2).

Diagram 2. Estimated Birth Certificate Ownership by Age (U18, U5, U1) in KOMPAK Supported Districts, West Nusa Tenggara Province, 2015
(Susenas, 2015)

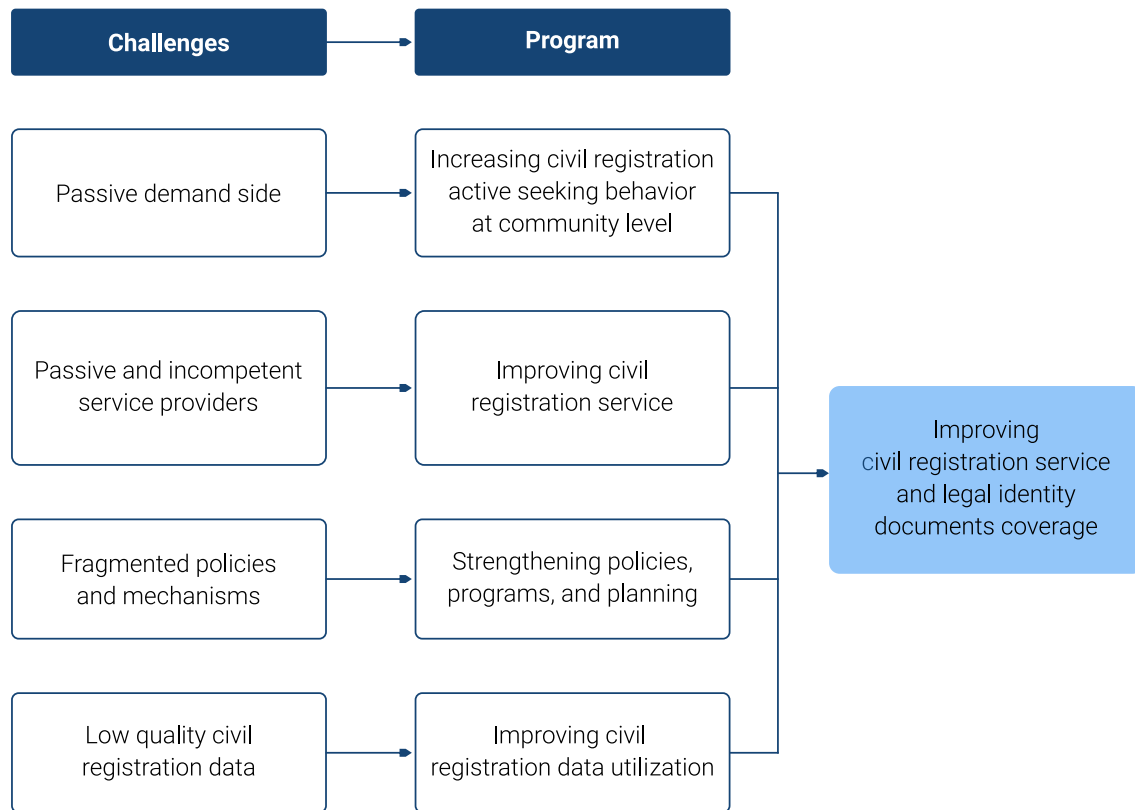




B. Initial Design of the KOMPAK CRVS Program⁹

⁹PUSKAPA (2016). *CRVS Program Design*, a collaboration between Center on Child Protection & Wellbeing, University of Indonesia (PUSKAPA) with the Ministry of National Development Planning (Bappenas) and Community Collaboration and Services for Welfare (KOMPAK). [unpublished document]

Diagram 3. Initial CRVS Program Design



Based on the results of a problem mapping conducted at the beginning of the CRVS program design, various targeted activities were developed to increase the applications for and possession of official identity documents. These activities included information gathering, technical assistance, behavior-changing communications, and support for community institutions, as well as testing and improving various implementation models.

The activities were directed at improving the civil registration system by increasing the incentives for people to apply for their identity papers; increasing the quantity and quality of civil registration services; strengthening policies and operational systems for effective services, and increasing the use of civil registration data.



C. KOMPAK-CRVS Implementation Stories (2016-2018)

Cross-sectoral collaboration

North Lombok

The issuance of Minister of Home Affairs Regulation Number 9 of 2016 on the acceleration of birth certificate ownership sought to overcome one of the contributing factors to low birth registration in West Nusa Tenggara Province, which is that the birth of a child could not be registered in the names of the father and mother without a marriage certificate. The CRVS program used this opportunity to improve access to civil registration services in North Lombok and align it to the newly elected regent's first 99-days program.

The technical support and information provided by the CRVS program led to the establishment of an initiative to increase the ownership of legal identity documents, called *Jaring Pekat* (Birth Certificate Screening through Education, Health, and Community).¹⁰

The *Jaring Pekat* acceleration model, that has been implemented since 2016, involved the education and health sectors in North Lombok. In 2017, through school-based registration, 30,000 children received their birth certificates within 28 days.¹¹ As a follow-up to school-based registration, North Lombok continued to provide integrated services for the legalization and registration of parents' marriages.¹² Between March 2016 and 2017, 16 integrated services for marriage legalization had been

carried out, reaching 506 couples and issuing 994 birth certificates for children of couples whose marriages were legalized.¹³ Particularly for newborn children or children in contact with health services, collaboration through *Jaring Pekat* involved the health sector through subdistrict health center (Puskemas) and hospital services. This collaboration enabled the implementation of a 30-minute online service.¹⁴

The establishment of an acceleration model in North Lombok could not have happened without the support of progressive regional heads. With the regent's support, each governmental office played an active role in accelerating the increased ownership of legal identity papers. The first pilot for *Jaring Pekat* in North Lombok was conducted at

¹⁰ KOMPAK. (2016). *Laporan Kemajuan Juli–Desember 2016*.

¹¹ PUSKAPA. (2017). *CRVS 2015–2017 Program Report*.

¹² PUSKAPA. (2017). *April–June 2017 Quarterly Report*.

¹³ Ibid.

¹⁴ KOMPAK. (2017). *Laporan Misi Supervisi Bersama Pelaksanaan Program KOMPAK di Daerah*.

the district-owned hospital by making sure that every mother who gave birth could go home with a certificate. The North Lombok Regent also set a 2% per month target to increase the ownership of birth certificates, from less than a

50% baseline in May 2016, or a total of 49,769 children. As of October 2016, the Government of North Lombok reported that they had reached 79% of birth certificate coverage; a total of 63,196 children that now had a birth certificate.¹⁵

Bima

Similar to North Lombok, the CRVS program's support in Bima also resulted in an acceleration model. In June 2017, three months after the model development workshop was carried out in April 2017, the Government of Bima launched an effort to increase birth certificate ownership through a cross-sectoral collaboration known as *Kabua Ncore*.¹⁶ The *Kabua Ncore* acceleration model involved the local civil registration office, schools, health centers, and the community to ensure that birth certificate administration services can be accessed from various other basic service units.

Through Bima Regent Regulation Number 23 of 2017 on *Kabua Ncore*, the Bima district-own hospital was assigned to receive the birth certificate application files, verify and validate the data, submit the application to the local civil registration office, and deliver the identity documents to the applicant once they were issued. In addition to Bima hospital, *Kabua Ncore* also assigned village and subdistrict health centers as well as village midwives to facilitate public access to birth certificate services.

Additionally, through *Kabua Ncore*, the education units were also engaged to facilitate students in accessing legal identity papers. With this initiative, each education unit was expected to

disseminate the importance of birth certificates, collect data on the need for birth certificates, and facilitate birth certificate applications to the local civil registration office.¹⁷ The village government was also engaged to verify the required documents and send them to the Bima civil registration office.

In addition to their acceleration efforts, several program-supported districts, including Bima, provided mobile civil registration services to reach vulnerable communities. The PUSKAPA study found that, in contrast to other KOMPAK working areas which provided mobile civil registration services at the subdistrict and village offices, Bima provided those services at community gatherings or

¹⁵ KOMPAK. (2016). Progress Report July-December 2016.

¹⁶ The model was ratified through Regent Regulation Number 23 of 2017 on Acceleration of Birth Certificate Ownership through *Kabua Ncore* by Way of Education, Health, and Community.

¹⁷ East Lombok Regent Regulation Number 23 of 2017 on the Acceleration of Birth Certificate Ownership through Birth Registration Services at Education, Health, and Village Offices.

activities such as Car Free Day.¹⁸ Some areas also provided special services for vulnerable individuals such as the persons with disabilities, elderly people, and people with mental disorders.¹⁹ Although this service had succeeded in increasing ownership of legal identity documents, particularly for ID cards and birth certificates, mobile services in several districts had not optimally met the needs of the community because they were not carried out frequently enough, and were mostly carried out on weekdays. Bima also provided additional services on the weekend, but they were often constrained by limited staff and logistics.

East Lombok

In 2018, East Lombok started the development of an integrated registration service model, which was designed to engage the education and health sectors, as well as the community.²¹ Cross-sectoral collaboration in East Lombok had been institutionalized by the issuance of Regent Regulation Number 7 of 2018 on the Acceleration of Birth Certificate Ownership through Education, Health, and Village Offices.

Through the regent regulation, hospitals, health centers, including community maternal and child health centers (Posyandu) in East Lombok had the obligation to register child births as the basis for obtaining birth certificates. Applications for birth certificates that were received would then be sent to

In addition to mobile services, outreach services in West Nusa Tenggara were also carried out through marriage legalization for Muslim couples. Religious courts in the province had legal aid budgets to provide mobile and free marriage legalization services for the poor. However, the budgets were often insufficient and therefore required alternative funding. Bima and East Lombok succeeded in raising this issue in the Village Consultation Forum for Development Planning (Musrenbangdes).

²⁰

the local civil registration office for processing and subsequent issuance. In addition, village midwives and independent midwives were also encouraged to provide birth information to the coordinating midwife at the health center in their working area.

¹⁸ Kusumaningrum, S., et. al. (2020). Strong Institutions of Resilient Community: A Study on the Management, Provision, and Results of Basic Services in Population Administration, Education, and Health. Jakarta: PUSKAPA, Bappenas, and KOMPAK.

¹⁹ Ibid.

²⁰ Ibid.

²¹ East Lombok Regent Regulation Number 7 of 2018 on the Acceleration of Birth Certificate Ownership through Birth Registration Services at Education, Health, and Village Offices.

The regent regulation also emphasized the obligation of education units in East Lombok to support the acceleration program to increase ownership of legal identity documents by students.

Each education unit was expected to record students who did not have a birth certificate, collect applications and submit them to the local registration office.

Sumbawa

Similar to the other three districts, Sumbawa also implemented a model to accelerate the increase in birth certificate ownership, which involved education, health, and community services to increase ownership of identity documents. However, unlike other districts, in Sumbawa, the acceleration model also engaged the social welfare center (Integrated Referral and Service System/SLRT) to identify the need for legal identity documents among social welfare recipients.

Through Sumbawa Regent Regulation Number 24 of 2018 on the Acceleration of Birth Certificate Ownership through the Education and Health Sectors, Integrated Referral Service Systems and Villages, the government of Sumbawa encouraged the health sector, which included health offices, subdistrict health centers, supporting health centers, midwives, hospitals, and private hospitals or clinics, to help increase birth certificate ownership. The health sector was also tasked with raising awareness, supporting the preparation of complete birth certificate requirements, as well as facilitating the submission and distribution of files to and from the local registration office.

The regent regulation also emphasized the role of the education sector, including the Education Office and education units in Sumbawa, to raise awareness, collect data and complete certificate requirements, as well as submit application files to the civil registration office. The Education Office was also expected to disseminate birth certificates to parents once they were issued.

CRVS Services in a Disaster Situation: A Case Study in the North Lombok District, West Nusa Tenggara

In 2018, the North Lombok civil registration office suffered severe damage due to an earthquake. The offices and facilities were smashed, roofs and walls were demolished, and many civil registration data recording devices and various documents were destroyed or buried. Coordination between the government at the national, provincial, and district levels became the disaster response starting point. The provincial government identified the need for equipment and therefore coordinated with Telkom Indonesia (Indonesia's state-owned telecommunications company) and the Directorate General of Population

and Civil Registration of the Ministry of Home Affairs to ensure that the internet network was available as soon as possible after the disaster.²² The North Lombok District civil registration office collaborated with several civil society organizations to provide post-disaster civil registration services, and to collect data on residents whose identity documents were lost or damaged by the disaster. In the post-earthquake emergency period (August-December 2018) the North Lombok civil registration office issued 2,103 birth certificates, 456 death certificates, and 75 marriage certificates.²³

Collaboration with Village Communities

In October 2017, some of the KOMPAK-supported districts developed a civil registration mechanism at the village level through the appointment of village facilitators who assisted with applications for legal identity papers. The CRVS program provided technical support to local governments in setting up these functions. In 2017, the institutionalization of village facilitators took place in West Aceh, Bireuen, Bener Meriah, Pekalongan, North Lombok, East Lombok, and Sumbawa. More than 50 village facilitators in 10 villages and village information system

operators in 157 villages were identified, appointed, and budgeted for through local government budgets. The Program supported these frontline service providers with training and access to modules and references.

The earliest collaboration with village communities in the province could be seen in Sumbawa, with the Sumbawa Regent's Decree, which collectively appointed village administrators. As the CRVS program progressed, the village civil registration facilitators were inaugurated as Village Civil Registration

²² PUSKAPA. (2020). *Layanan Administrasi Kependudukan dalam Situasi Bencana: Kajian Singkat Berdasarkan Kejadian Gempa di Nusa Tenggara Barat dan Sulawesi Tengah Tahun 2018*. [dokumen tidak diterbitkan]

²³ KOMPAK. (2019). *KOMPAK Newsletter Maret 2019*. [dokumen tidak diterbitkan]

Facilitators (PPKD). Currently, PPKD is part of the effort to accelerate birth certificate ownership in the model of facilitating civil registration services in the villages. PPKD helps the community navigate obstacles in the registration process and identifies community needs, as well as assists in sending applications to the local civil registration office. Once issued, PPKD delivers the identity documents to the applicant. In 2019, 195 PPKD were recruited in Sumbawa and 33 in Bima.²⁴ In March 2019, the program also facilitated a discussion meeting to draft a regent regulation and drafted six SOPs on services for civil registration technical units at the subdistrict level in Bima.

The CRVS program also sought to increase public knowledge and connect villagers in the province to civil registration services. In April 2018, a total of 520 female residents received information on the importance of legal identity documents and civil registration, community participation, and inclusive village planning and budgeting.²⁵ Since 2017, efforts to facilitate civil registration through door-to-door document collection have resulted in 59,784 applications (as of April 2018).²⁶ Since July 2017, a total of 255 village information system operators from 224 villages were trained and appointed to serve the needs of civil registration in the community.²⁷

²⁴ PUSKAPA (2019). *PUSKAPA-KOMPAK Partner Progress Report June 2019*. [unpublished document]

²⁵ PUSKAPA (2018). *Collective Actions to Break The Cycle of Invisibility: A Program Report on Institutionalizing Inclusive and Accountable Civil Registration and Vital Statistics (CRVS) Systems August 2015–April 2018*. [unpublished document]

²⁶ Ibid.

²⁷ Ibid.

Strengthening Policies & Standard Operating Procedures (SOPs)

North Lombok

In 2017, the North Lombok Regent issued a decree that delegated some of the regent's authority to the head of the subdistrict, the main focus of which was to support the collaboration of education, health, and legal identity services (Decree of the North Lombok Regent Number 232/25/Pem/2017).²⁸ Through the Decree, four subdistricts received budgets to mainstream basic services in their villages for the 2018 fiscal year.²⁹ In addition, the CRVS program also supported the preparation of North Lombok Regent Regulation Number 7 of 2017 on the Acceleration of Birth Certificate Ownership through the Education and Health Sectors and Community, which was the legal umbrella for the implementation of *Jaring Pekat* in North Lombok.

In 2021, the CRVS program supported the issuance of Regent Regulation Number 2 of 2021 on Guidelines for Village Authority Civil Registration Services.³⁰ In 2021, the program supported technical service guidance for civil registration through the district and village registration facilitators at the North Lombok Hospital, as well as the provision of civil registration services at all subdistrict health centers in North Lombok.³¹

Bima

During the first half of 2018, the Program facilitated the development and training of SOPs for civil registration services in three districts in West Nusa Tenggara. A joint workshop with the civil registration offices, and the subdistrict and village governments in Bima, resulted in 17 SOPs; training for which was attended by 55 people (27 men and 28 women). The training also focused on the components of gender equality and social inclusion to ensure good services for the community, especially vulnerable groups.

In 2018, the CRVS program supported the Bima government's issuance of Bima Regent Regulation Number 23 of 2017 on the Acceleration of Birth Certificate Ownership through *Kabua Ncore* (Education, Health, and Community Sectors), to increase collaboration in accelerating the increase in birth certificate ownership. In addition, the CRVS program also facilitated the development of seven SOPs for the issuance of birth certificates, death certificates, identity cards (KTP), family cards, (KK), citizen identification numbers (NIK), and domicile changes.

In mid-2021, the CRVS program supported the Bima District in finalizing three regent regulation drafts on the

²⁸ KOMPAK. (2017). *Report on the Joint Supervision of the KOMPAK Program Implementation in the Provinces*. [unpublished document]

²⁹ KOMPAK. (2017). *Report on the Joint Supervision of the KOMPAK Program Implementation in the Provinces*. [unpublished document]

³⁰ Assessment of Work Performance KOMPAK June 2021.

³¹ Assessment of Work Performance KOMPAK June 2021.

recruitment and dismissal of PPKD, and special civil registration services in hospitals, and for people with disability.³²

East Lombok

In 2017, following developments in North Lombok, the CRVS program supported the issuance of a Regent's Decree on the partial delegation of the regent's authority to the head of the subdistrict.³³

Similar to other districts, the CRVS program also supported the East Lombok government to institutionalize efforts to accelerate birth certificate ownership by issuing East Lombok Regent Regulation Number 7 of 2018 on the Acceleration of Birth Certificate Ownership through Education, Health, and Village sectors. The issuance of the regulation was followed by a workshop, which was attended by the local civil registration office, and subdistrict and village governments, to develop 27 SOPs for civil registration services. The stakeholders involved in the registration process were then trained on the SOPs. In 2019, the CRVS program encouraged commitments to increase birth certificate ownership by supporting the East Lombok government's Regent Regulation Number 30 of 2019 on the Acceleration of Birth Certificate Ownership.

In April 2019, the program also supported the issuance of a regent regulation to establish the East Lombok civil registration service units at the subdistrict level and a decree to appoint the heads of service units. Efforts to increase the role of subdistricts and villages were continued with the issuance of East Lombok Regent Regulation Number 1 of 2020 that provides guidelines for facilitating civil registration services in the villages. The CRVS program also supported the issuance of Regional Regulation Number 2 of 2019 on Village Financial Management, which also strengthened the implementation of the facilitation model in East Lombok.

³² Assessment of Work Performance KOMPAK Juni 2021.

³³ KOMPAK (2017). Laporan Misi Supervisi Bersama Pelaksanaan Program KOMPAK di Daerah.

Sumbawa

The CRVS program supported the Sumbawa government's issuance of Sumbawa Regent Regulation Number 24 of 2018 on the Acceleration of Birth Certificate Ownership through Education, Health, Integrated Referral Service Systems, and Village Sectors. The regulation was subsequently amended into Sumbawa Regent Regulation Number 51 of 2019.

In mid-2021, the CRVS program noted that the regent regulation on facilitating

civil registration services in the villages in Sumbawa was ready to be signed by the regent,²⁴ and it was finally issued in the third quarter of 2021 under the title, Sumbawa Regent Regulation Number 55 of 2021 on facilitating civil registration services in the villages. In addition, the CRVS program also supported the preparation of technical guidance documents for collaboration between the social welfare center (SLRT) and civil registration services in Sumbawa.³⁵

Utilization of Civil Registration Data

In the early stages of the CRVS program, the utilization of civil registration data in the province was most apparent in the East Lombok. In 2017, residents of South Rarang village in East Lombok used the village information system (SID) to update civil registration data.³⁶ South Rarang verify and validate the data retrieved from the village information system by comparing them with the data from the civil registration database. South Rarang then passed on the data needs to the East Lombok civil registration office to help residents obtain their identity documents. The results of this verification and validation also supported the updating of the

social welfare recipients' database, through the Next Generation Social Welfare Information System (SIKS-NG).³⁷ Since 2019, the South Rarang village government has been able to more easily verify and validate civil registration and social welfare recipients' data through village information system support.

The CRVS program also supported efforts to use of civil registration data in Sumbawa by encouraging multi-stakeholder cooperation. In 2019, the local civil registration office and the Sumbawa Office of Social Affairs finally signed an agreement for utilizing citizen identification numbers, civil registration

³⁴ Assessment of Work Performance KOMPAK Juni 2021.

³⁵ Assessment of Work Performance KOMPAK Juni 2021.

³⁶ KOMPAK Newsletter Agustus 2020 dan hasil observasi pengelola program.

³⁷ Ibid.


data, electronic IDs and birth certificates in social services.³⁸ This collaboration was carried out to optimize the database and application system developed by the Office of Social Affairs. In addition,

legal identity documents and civil registration data were used for validation and verification in the delivery of social services.

In general, the implementation of the 2016-2018 CRVS program in West Nusa Tenggara resulted in various achievements, but there was still room for improvement. Achievements and challenges during the 2016-2018 period include:

- 1) The ownership of legal identity documents increased, but there were still vulnerable groups who did not have access;
- 2) The civil registration service had started to implement the SOPs, but most of the SOPs were only available in the districts;
- 3) The civil registration and vital statistics system had started to involve various sectors, but they were still not fully connected;
- 4) The allocation of resources was still low for civil registration and vital statistics;
- 5) Some population data was still incomplete and inaccurate.

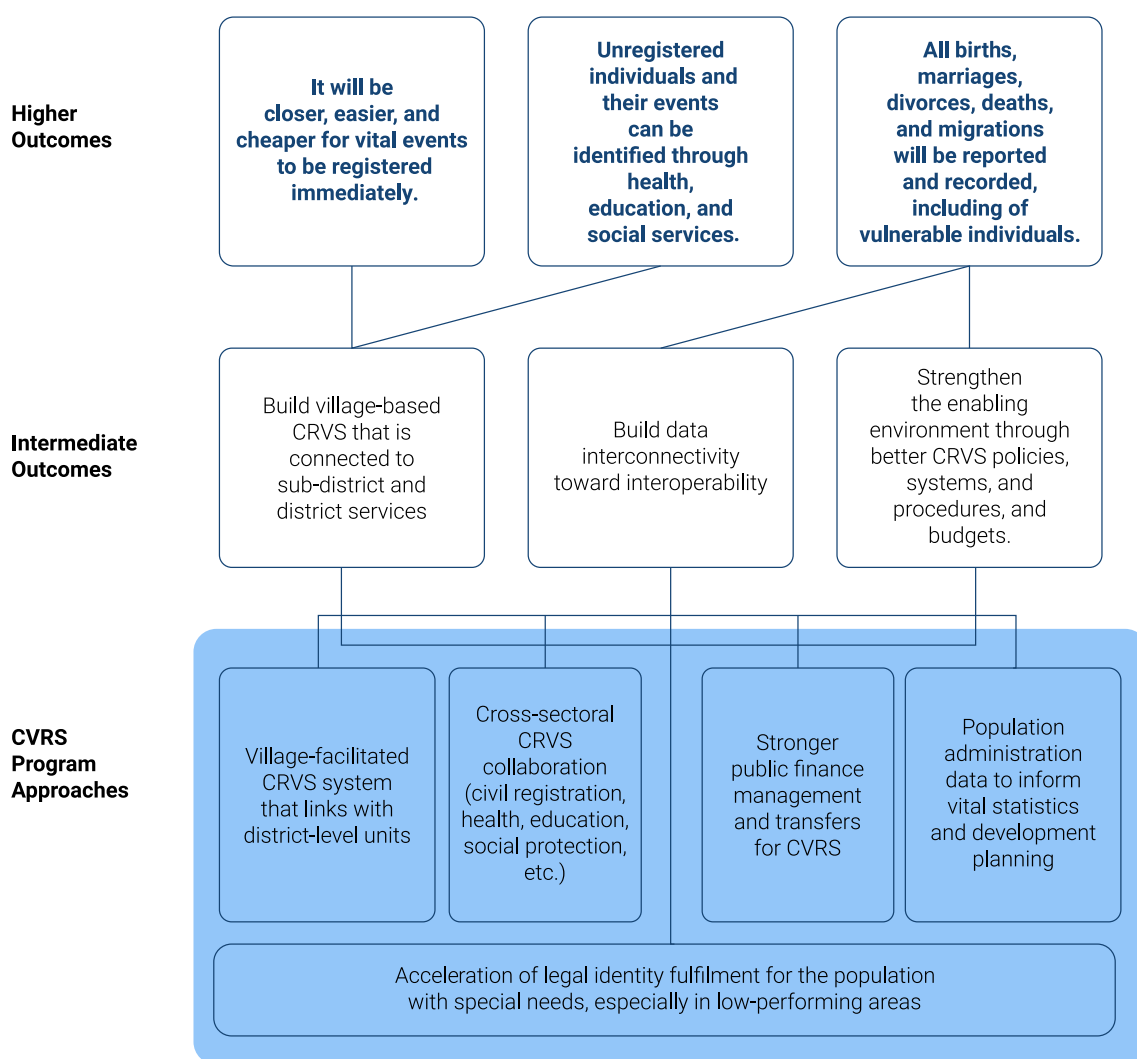
³⁸An agreement between the Civil Registration Office of Sumbawa District and the Sumbawa District Office of Social Affairs Number 474/230.1/Dukcapil/2019 and Number 466.1/253/Disos/2019 on Utilization of Citizen Identification Numbers, Civil Registration Data, e-KTP, and Birth Certificates in the Scope of Duties of the Sumbawa District Office of Social Affairs.



D. 2018 Transitional Period: Refocusing the KOMPAK CRVS Program


In 2018, a restructuring and refocusing of KOMPAK programs was carried out to ensure more effective interventions. Based on lessons learned from the 2016-2018 facilitation period, the CRVS program refocused its resources on supporting five main approaches: 1) A village-based CRVS system that was connected to service units in the district; 2) Cross-sectoral collaboration for CRVS; 3) Stronger local public financial management for CRVS; 4) Civil registration data for vital statistics and planning, and 5) Acceleration of the acquisition of legal identity documents for people with special needs.

Diagram 4. Five CRVS Program Approaches



The CRVS program implemented its refocusing strategy by striving for the greatest impact possible with the resources available, while ensuring its relevance to the problem at hand. The stages or levels of implementation for each approach were readjusted based on the situation in each working area.

Based on the observations and assessments of program implementers in the Bima, East Lombok, North Lombok, and Sumbawa districts, the collaboration model with village communities was considered the best for increasing the ownership of legal identity papers. Therefore, CRVS activities in 2019-2021 in West Nusa Tenggara were focused on the model to facilitate civil registration services in the villages by encouraging the institutionalization of CRVS facilitator initiatives.



E. Development of the 2019-2021 CRVS Program Approach in the Bima, East Lombok, North Lombok, and Sumbawa Districts

Development of Ways to Facilitate Civil Registration Services in the Village

The CRVS program's transition and focus on collaboration with the community resulted in an initiative to strengthen civil registration services at the village level in the province. Since the end of 2018, the CRVS program has sought to strengthen the work of existing CRVS facilitators to facilitate civil registration services in the villages model in which Village Civil Registration Facilitator (PPKD) in the province were appointed and funded by the village to assist village residents. Through technical support from the program since late 2018, the four supported districts in the province completed drafts or issued regent regulations which became the basis for villages to budget for the model.

In addition to funding, the CRVS program also ensured the implementation of the facilitation model was staffed by people with the right capacities. By mid-2021, the CRVS program had trained at least 57 trainers and facilitators for the model at the provincial, district, and village levels, who then implemented related training in their areas.³⁹ Each CRVS facilitator was appointed by a governmental office and was tasked with providing capacity building for PPKD, which is part of a joint effort between the Office of Village & Community Empowerment and the civil registration office of each district.

In East Lombok, village civil registration services closely interacted with the operators in strengthening the village information system. Initially, there was an initiative to provide an online civil registration service using a WhatsApp application, known as BAKVIA (Making a Birth Certificate Via WhatsApp). The CRVS program also slowly encouraged the use of village information systems to fully implement an online legal identity document application. This initiative was called BAKSO (Making Legal Identity Documents Online).

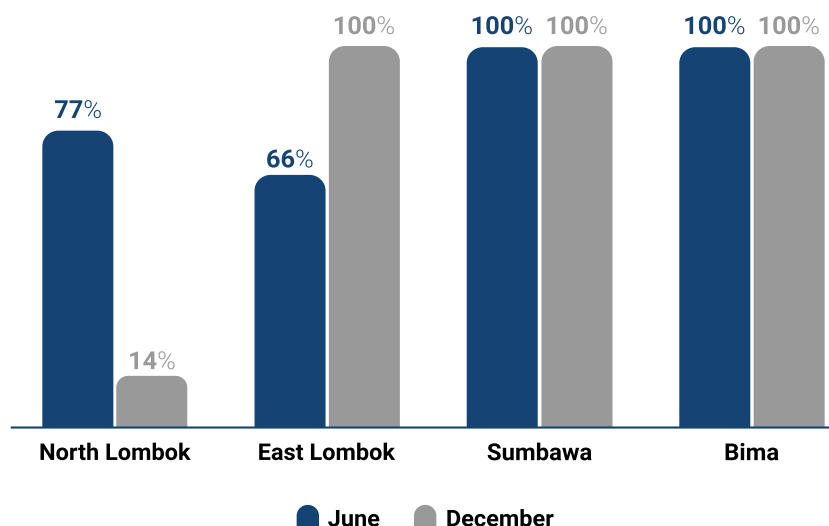
Based on the Village Survey conducted by KOMPAK in June 2021, Diagram 6 shows that all the villages in the Bima and Sumbawa districts had implemented the facilitation model, while in North Lombok the percentage has decreased. North Lombok adopted a slightly different variation of the facilitation model which caused different interpretations in the survey. Unlike other districts, the model of supporting civil registration services in the villages in North Lombok is a collaboration between the district and village government, combining the village and district budget.⁴⁰

³⁹ Assessment of Work Performance KOMPAK Juni 2021.

⁴⁰ Ibid.

Diagram 5. Percentage of villages that had implemented the facilitation model in KOMPAK-Supported Districts, West Nusa Tenggara

(KOMPAK District Survey, June & December 2021)



In 2021 the CRVS program developed a technical guidebook for subdistrict governments to conduct a regular coordination meeting to discuss and monitor the implementation of the model in facilitating civil registration services in the villages in all KOMPAK-supported districts in West Nusa Tenggara. Currently, the program continues to support the inter-village model replication process in the districts of East Lombok, Bima, North Lombok and Sumbawa by encouraging cross-sectoral collaboration through the Legal ID Working Group (*Pokja Adminduk*).⁴¹ In the same year, the program also took note of the progress of the adoption of the model outside the KOMPAK-supported

districts, and supported the drafting of district regulations for facilitating civil registration services in the villages in the Dompu, West Lombok, Central Lombok, and West Sumbawa districts.⁴² By mid-2021, the draft regent regulation (Perbup) had been ratified in Dompu, while in other districts the draft was still developed by relevant government agencies. The program also supported the establishment of civil registration units at the subdistrict level in East Lombok, which to date has grown from 8 to 21.

⁴¹ The Legal ID Working Group or Pokja Adminduk is an initiative started by KOMPAK in 2016 assisted by LPA NTB. The first initiative was carried out in North Lombok District. The Pokja Adminduk in the village also involved posyandu cadres, village heads, and village midwives.

⁴² Assessment of Work Performance KOMPAK Juni 2021.

Strengthening Civil Registration Services for Vulnerable Communities during the Covid-19 Pandemic in West Nusa Tenggara

During the Covid-19 pandemic, the Indonesian government aimed to support vulnerable communities by providing social assistance. However, the social welfare database that was used as a reference for disbursement of funds had limitations in reaching the most vulnerable groups because the data was not up-to-date. The CRVS program saw an opportunity to support the disbursement of social assistance to vulnerable communities through the CRVS sector.

The CRVS program recognized that efforts were needed in each KOMPAK-supported area to ensure that civil registration services could reach vulnerable communities. In West Nusa Tenggara, the CRVS program carried out capacity building for PPKD, Legal ID Working Group (*Pokja Adminduk*), and village information system operators in North Lombok in June 2020, and East Lombok in July 2020. The local civil registration offices, the Office of Social Affairs, and the Offices of Village & Community Empowerment in East Lombok and North Lombok were engaged to equip participants with knowledge about civil registration services and social assistance disbursement mechanisms, during the pandemic. The CRVS program also strengthened participant knowledge about the impact of the pandemic on vulnerable communities and expanded the definition of vulnerable during a pandemic. During the training, PPKD, Legal ID Working Group (*Pokja Adminduk*) and village information system operators learned how to provide civil registration services, identify vulnerable groups, and understand the ethics and referrals for vulnerable groups.

Stronger Public Financial Management for CRVS

The CRVS program's support for public financial management included ensuring the strengthening of civil registration services in regional planning and budgeting. Public budgeting issues for CRVS had emerged since 2018. In some areas, marriage legalization for Muslim couples could not be provided due to the high cost. Alternative funding had been initiated and sought in several areas. In East Lombok District, marriage legalization for Muslim couples was carried out in the village with funding

from joint contributions of the religious court and the village budget. In Bima, the Village Consultation Forum for Development Planning (Musrenbangdes) succeeded in supporting the availability of the Village Fund Allocation (ADD) to finance marriage legalization and local civil registration office pick-up services.

To ensure budget availability for civil registration, the CRVS program provided capacity building sessions for the local civil registration office, the office of

development planning, the Office of Village & Community Empowerment, the Office of Communication and Information, subdistrict and village governments in West Nusa Tenggara in district and village budgeting for facilitating civil registration services in the villages, especially in performing a cost analysis.⁴³ This capacity building included technical details of how to prepare the Medium-Term Village Development Plans (RPJMDes), Village Government Work Plans (RKPDDes) and Village Budget (APBDDesa) Review Guidelines. These skills were important to strengthen the capacity of village governments and the Village Consultative Body (BPD).⁴⁴ In mid-2021, the CRVS program supported North Lombok government to secure district's budget allocation for village registration facilitators payments; in Bima, the

program secured budget allocation for PPKD and other cross-sectoral civil registration supporting officers; in East Lombok, the program secured budget for paying additional staff at subdistrict civil registration technical units in East Lombok.⁴⁵

Additionally, the CRVS program also ensured that budgeting was carried out in an inclusive manner. By producing a guidebook to develop the Village Government Work Plans (RKP Desa), the program encouraged the involvement of vulnerable groups through special consultation to identify their needs for legal identity ownership.⁴⁶ The special consultation help the vulnerable individuals to get support from the village government and the local civil registration office.

Utilization of Civil Registration Data

In September 2019, the CRVS program facilitated a cross-sectoral collaboration workshop on the utilization of CRVS data in Sumbawa and Bima. In October of the same year, the Program facilitated focus group discussions to develop cross-sectoral collaboration in using CRVS data at the provincial level in Mataram, East Java. Initially, efforts to utilize data through information systems were carried

out in all supported districts. However, in 2020, the Program decided to focus on Sumbawa and East Lombok districts, taking into account the commitment of each local government to realize an integrated database at the district level.⁴⁷

⁴³ Assessment of Work Performance KOMPAK Juni 2021.

⁴⁴ Assessment of Work Performance KOMPAK Juni 2021.

⁴⁵ Assessment of Work Performance KOMPAK Juni 2021.

⁴⁶ KOMPAK. (2020). *Panduan Fasilitasi Penyusunan Rencana Kerja Pemerintah Desa (RKP Desa)*. Central Jakarta: KOMPAK.

⁴⁷ Program Manager's Observation Results.

In East Lombok, the use of civil registration data at the village level was carried out through the village information system. The village information system supported the expansion of service coverage and increased the number of civil registration service recipients. In 2020, the civil registration office of East Lombok together with the forum for village information system, developed and integrated the civil registration database and village information system data. The collaboration resulted in an online application to apply for legal identity documents, called BAKSO app.⁴⁸ In addition, the program also helped villages in East Lombok to synchronize their civil registration data by employing students from Student Social Field Work (KKN) Program on Civil Registration. KOMPAK has been developing this Student Social Field Program with nine universities in West Nusa Tenggara⁴⁹ since June 2018.

Through these efforts, villages in East Lombok identified 1,415 children without an identity card; 65 people without a birth certificate, family card, or identity card, and 61 unrecorded deaths.⁵⁰ The village officers decided to prioritize legal identity documents for their vulnerable groups, (1,460 out of 1,667 people).⁵¹

At the district level, the East Lombok government has had an integrated database system called SIPADAT, since 2018. SIPADAT collected sector data in one information system to be a reference for future development. In mid-2021, the CRVS program supported discussions to develop a data interconnectivity model to link civil registration data with village information systems data, social affairs database, and other sectors' database.

The KOMPAK Survey found that, as of June 2021, village information system had been comprehensively implemented in villages and subdistricts in KOMPAK-supported areas in West Nusa Tenggara, as shown in Diagram 7. After a regent regulation institutionalized village information system at the district level in 2021, all the KOMPAK-supported villages had implemented village information system and stored civil registration data as aggregated data with Citizen Identification Number as identifiers.⁵²

⁴⁸ The Village Civil Registration and Dukcapil Office of the West Nusa Tenggara Province and KOMPAK. (2020). *Panduan Fasilitasi Kuliah Kerja Nyata Tematik Adminduk*. Central Jakarta: KOMPAK.

⁴⁹ These universities included Mataram University, Hamzanwadi University, Gunung Rinjani University, Sumbawa University of Technology, Samawa University, STKIP Paracendekia, NW Sumbawa University, Sumbawa Institute of Arts and Culture, and STKIP Taman Siswa Bima.

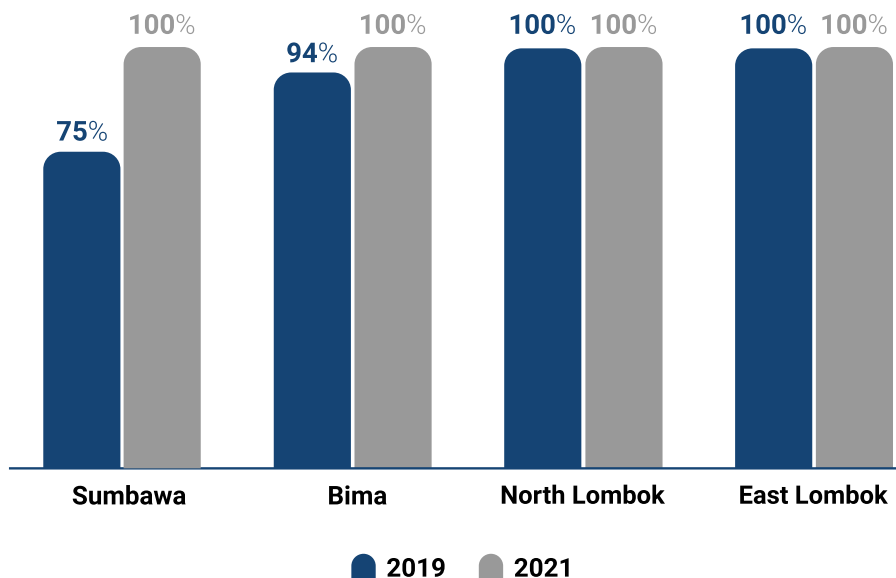
⁵⁰ Guidelines for Facilitating Students' Social Field Work for the Village Government and Dukcapil of West Nusa Tenggara Province and KOMPAK. (2020). *Panduan Fasilitasi Kuliah Kerja Nyata Tematik Adminduk*. Central Jakarta: KOMPAK.

⁵¹ Ibid.

⁵² Assessment of Work Performance KOMPAK June 2021.

Diagram 6. The Percentage of Subdistricts Implementing Village Information System in KOMPAK-Supported Districts in West Nusa Tenggara Province

(KOMPAK District Survey, 2019 & 2021)



In parallel, the CRVS program also supported data utilization in Sumbawa, which had developed an integrated database called Sigma. Like SIPADAT in East Lombok, Sigma in Sumbawa also collected aggregate data from various sectors. In 2021, the program supported the drafting of the data interconnectivity model that link civil registration data with village information system data, social welfare data, and other sectoral data (education and health) in Sumbawa. It is planned to have Sigma connected to village information system, subdistrict

dashboards, and district dashboards so that villages would not need to request data from their local civil registration office.

Civil registration data in Sumbawa was also used for updating and matching with social assistance data.⁵³ The Sumbawa Office of Social Affairs also supported outreach to vulnerable groups to increase their ownership of identity papers. Access to social services motivated the community to report their personal/family details. Better access to identity

⁵³Sumbawa District Office of Social Affairs. *Utilization of Civil Registration Data for Basic Services*. Presented at a public discussion on the use of civil registration data for basic services, 15 November 2021 [PowerPoint presentation]

records and improved civil registration data in the social service database supported the work of the Sumbawa government, and with the migration of district-subsidized health insurance to national health insurance recipients, as many as 29,944 people. This resulted in saving the regional budget IDR 13.6 billion.⁵⁴ This improvement also supported communities affected by the Covid-19 pandemic in accessing social assistance such as the Family Hope Program (PKH); Non-Cash Food Assistance Program (BPNT); Cash Social Assistance Program (BST); Village Fund Direct Assistance Program (BLT-DD); National Social Safety Net program (JPS) and Special Social Assistance Program (Sumbawa District).

The CRVS program also advocated for strengthening village information system implementation via regent regulation in all KOMPAK-supported districts in the province, and guidelines for using the village information system app for village government operators.⁵⁵ The program also facilitated capacity building for officers on data verification and validation in villages and subdistricts in North Lombok, as well as the integration of civil registration and social welfare data into village information system.⁵⁶ As of June 2021, there was a plan for the Sumbawa and Bima governments (supported by KOMPAK) to

revitalize and strengthen the capacity of operators in village information system management.⁵⁷

To strengthen the use of civil registration, the CRVS program also provided advocacy and technical assistance to local governments and village governments in using village information system to collect and update (verify and validate) data on vulnerable groups and data in social affairs database. The program assisted in collaboration capacity building for 230 social welfare (SLRT) facilitators of civil registration services in all districts and municipalities in West Nusa Tenggara.⁵⁸

A CRVS study in North Lombok found several barriers to the use of CRVS data in disaster situations including inconsistent data on disaster victims. Most of the data only listed nicknames, and they did not match the names in civil registration database or school ID/ certificates used for validation purposes.⁵⁹ A PUSKAPA study recommended establishing SOPs for implementing civil registration services in post-disaster situations. The CRVS program recently disseminated the results of the study to the working groups of the National Strategy for the Acceleration of Civil Registration for the Development of Vital Statistics (Stranas AKPSH).

⁵⁴ Sumbawa District Office of Social Affairs. *Utilization of Civil Registration Data for Basic Services*. Presented at a public discussion on the use of civil registration data for basic services, 15 November 2021 [PowerPoint presentation]

⁵⁵ Assessment of Work Performance KOMPAK June 2021.

⁵⁶ Assessment of Work Performance KOMPAK June 2021.

⁵⁷ Assessment of Work Performance KOMPAK June 2021.

⁵⁸ Assessment of Work Performance KOMPAK June 2021.

⁵⁹ PUSKAPA (2020) *CRVS Services in A Disaster Situation: A Brief Study Based on Earthquake Events in West Nusa Tenggara and Central Sulawesi in 2018*. [unpublished document]

A decorative graphic on a blue background featuring a central large hourglass icon. Surrounding it are various smaller icons in a grid-like arrangement, including symbols for time (hourglass), communication (speech bubbles), data (bar and dot charts), and social interaction (people icons).

F. Collaboration with Other KOMPAK Flagships

CRVS efforts in West Nusa Tenggara were conjoined with the work of other KOMPAK flagships. The CRVS program continuously collaborated with subdistrict and village strengthening team (*Kecamatan* and Village Strengthening Flagship/KVS), and public financial management team (Public Financial Management Flagship/PFM) to support regulations and CRVS budgets. The Covid-19 pandemic is affecting government budget allocations for CRVS at the provincial, district, and village levels. To counter this, the CRVS program worked with other KOMPAK flagships to ensure the sustainability of CRVS innovations in the province. KVS Flagship supported the CRVS Program by seeking coordination at the subdistrict level which specifically discussed the model of facilitating civil registration services in the villages through coordination meetings. Through synchronization and capacity building, the subdistricts also helped ensure that the budgeting for the model at the village level was carried out.

In addition, PFM Flagship also helped ensure that the civil registration program was included in the local government information system, which contained the budget and performance targets for the civil registration sector. To ensure an accelerated civil registration program between districts, subdistricts, and villages, the PFM team ensured that the village and local medium-term planning which contained the duties and obligations of each regional level, are aligned. Cross-flagship collaboration in the KOMPAK program is also evident from the results of the KVS and PFM teams advocating for a regent regulation on management guidelines and priorities for the village budget. This regulation was the basis for prioritizing the use of village budgets to support the implementation of the model, in addition to other priority activities for basic services. The KVS team also ensured that the program to guide and monitor village governments was implemented by the subdistrict officials to monitor the village budgeting practice for basic services, which covered the civil registration, education, and health sectors and ensure they were a top priority.



G. Lessons Learned

Much of the advocacy work for improved governance, including in CRVS, relied on the commitment and capacity of actors in local governments and civil society organizations with influence to drive change.

The outcomes of programs such as CRVS were not only the technical outputs such as policies and trained staff, but also the relationships and networks built during implementation. In West Nusa Tenggara, this was evident from the CRVS program's efforts to approach champions in strategic agencies such as the local office of development planning (Bappeda), the civil registration office, and the Office of Village & Community Empowerment at the provincial and district levels. The program also encouraged the recruitment of government officials as CRVS facilitators so that they could be champions in ensuring the sustainability of facilitating civil registration services in

the village's model. The Program's work in the province also established a strong network among local partners and civil society organizations, including and especially Child Protection Agency in West Nusa Tenggara (LPA-NTB), which played a major role in strengthening the model. The involvement of experienced local partners and extensive networks helped the program reach champions in government agencies as well as social activists from the community. There were opportunities to engage social activists at the village level, including as community cadres, and they helped disseminate new approaches to the community.

To ensure sustainability, the institutionalization of an innovation should not stop at regulation and budgeting, but also consider how the two could become governance that includes systems and procedures as well as internalization of norms and good practices for all parties involved.

Provincial civil registration officers still show varying levels of abilities in providing services. The quality and understanding of the implementation of the model of facilitating civil registration services in the villages in each district/village in the province varies even though institutionalization had been implemented.

The connection of village information systems with an online service for identity document applications, for instance, could be considered a practice of facilitating civil registration services in the villages by the local government, even if the CRVS facilitators/PPKD were not active.

Programs such as CRVS should know how to use the momentum and seize emerging opportunities through comprehensive technical assistance.

The provincial government demonstrated its commitment to civil registration by building stakeholder collaboration at the

provincial and district levels. One such collaboration on National Children's Day aimed to issue 1,000 marriage certificates,

1,000 birth certificates, and 1,000 Child ID Cards.⁶⁰ However, the development of civil registration data use in the province is still limited to the village level through village information system. Data integration at the district level is also constrained by the diversity of stakeholders and the need to harmonize all technical aspects. Based on a discussion with the program manager at the Office of Communication, Informatics, and Statistics of West Nusa Tenggara,

the development of an information system at the district level still requires a secure and stable data provider to ensure confidentiality. The Program will continue working on developing a subdistrict information system that can summarize the data in village information system. Commitment at the provincial level was helpful toward harmonizing and improving local capacity in developing district information systems.

Implementing a governance improvement program might seem straightforward enough that it doesn't require careful attention to gender equality, protection for people with disabilities and special groups, and social inclusion. However, from CRVS we learned that vulnerabilities in civil registration occurred due to access inequality, unequal service capacity and accountability, and discrimination.

Therefore, in the design and implementation of CRVS and similar programs in the future, it is important to ensure that there is in-depth research and strong understanding on the part of service officers who interact directly with the community, including CRVS facilitators, on how to serve people with disabilities and other special groups. All research and design studies must consider the ethics and methodologies that enable outreach to vulnerable groups.

In implementation, the strengthening of policies, systems and procedures, as well as training and capacity building activities, should always include guidance on how to serve and interact with people with a disability and other at risk groups. In improving service accountability, various activities are needed to ensure that the development process, for instance in villages, promotes ethical and meaningful involvement of women, children and those with disabilities.

Particularly in West Nusa Tenggara, CRVS learned from two emergency situations and how these crises created or multiplied vulnerabilities.

The first was the Lombok earthquake, and second was the Covid-19 pandemic. The Program's support for strengthening civil registration services in both situations resulted in lessons learned

toward ensuring those services can identify weaknesses that occur in multidimensional crises. From the CRVS program we learned that there is a need to expand the definition of vulnerable

⁶⁰ Assessment of Work Performance KOMPAK Juni 2021.

individuals in the context of accessing civil registration and other services. This is crucial to ensuring that responses to their needs be mindful of the elements of vulnerability ranging from access inequality to discriminatory practices.

Advocacy for definition expansion was followed by facilitation so that the Program had a mechanism for further data collection and support for the vulnerable.



Appendix: Program-Supported Regulations

Bima

No.	Regulation
1.	East Lombok Regent Regulation Number 23 of 2017 on the Acceleration of Birth Certificate Ownership through Birth Registration Services at Education, Health, and Village Offices.
2.	Bima Regent Regulation Number 16 of 2017 on Job Descriptions, Functions, and Subdistrict Work Procedures in Bima District
3.	Bima Regent Regulation Number 2 of 2021 on Guidelines for the Preparation and Evaluation of Village Government Work Plans for Fiscal Year 2021
4.	Bima Regent Circular Number 050/044/07-1/2017 on synchronization of planning and budgeting between districts and villages to accelerate the improvement of access to basic services in 2018

East Lombok

No.	Regulation
1.	East Lombok Regent Regulation Number 4 of 2017 on Exemption of Civil Registration Fines for Late Reporting of Population and Vital Events
2.	East Lombok Regent Circular Number 891/470/PD/2017 on Synergy of Planning and Budgeting Between Villages and Districts to Accelerate Improvement of Access to Basic Services in 2018
3.	East Lombok Regent Regulation Number 1 of 2020 on Guidelines for Village Authority-Based Civil Registration Services
4.	East Lombok Regent Regulation Number 7 of 2018 on the Acceleration of Birth Certificate Ownership through Birth Registration Services at Education, Health, and Village or Kelurahan Offices
5.	East Lombok Regional Regulation Number 2 of 2019 on Village Financial Management
6.	East Lombok Regent Regulation Number 30 of 2019 on the Acceleration of Birth Certificate Ownership
7.	Circular Letter of the East Lombok District Population and Civil Registration Office on data collection and continuous data updating
8.	East Lombok Regent Regulation Number 1 of 2020 on List of Village Authorities Based on Right of Origin and Village-Scale Local Authorities
9.	East Lombok Regent Regulation Number 47 of 2020 on Guidelines for the Preparation of the 2021 Village Budget

North Lombok

No.	Regulation
1.	East Lombok Regent Regulation Number 7 of 2017 on the Acceleration of Birth Certificate Ownership through Birth Registration Services at Education, Health, and Village or Kelurahan Offices
2.	North Lombok Regent Regulation Number 12 of 2019 on Village Financial Management
3.	North Lombok Population and Civil Registration Office Circular Letter Number 188 of 2020 on Limitation of Online and Offline Services for Civil Registration at North Lombok Dukcapil
4.	North Lombok Regent Regulation Number 2 of 2021 on Village-Facilitated Civil Registration Services

Sumbawa

No.	Regulation
1.	Sumbawa Regent Regulation Number 24 of 2018 to Amend Sumbawa Regent Regulation Number 24 of 2018 on the Acceleration of Birth Certificate Ownership through Education and Health Services, the Integrated Referral Service Systems, and Village/Kelurahan Offices
2.	Sumbawa Regent Regulation Number 3 of 2021 on Village Information Systems in Sumbawa District
3.	Sumbawa Regent Regulation Number 51 of 2019 to Amend Sumbawa Regent Regulation Number 24 of 2018 on the Acceleration of Birth Certificate Ownership through Education and Health Services, the Integrated Referral Service Systems, and Village/Kelurahan Offices
4.	Sumbawa Regent Circular Letter Number 443 of 2020 on Online Services for Legal Identity Documents in Efforts to Prevent the Spread of the Coronavirus
5.	Sumbawa Regent Decree Number 589 of 2017 on Delegation of Part of the Regent's Authority to the Head of Subdistrict
6.	Sumbawa Regent Instruction Number 474.1/473/disdukcapil Year of 2017 on Completion of Recording and Issuance of Birth Certificates aged 0-18
7.	Sumbawa Regent Regulation Number 10 of 2017 on Village Authority
8.	Sumbawa Regent Circular Letter Number 414/841/BAPPEDA/2017 on Alignment of Planning and Budgeting Between Villages Districts to Accelerate Access to Basic Services
9.	Sumbawa Regent Regulation Number 55 of 2021 on Village Authority-Based Civil Registration Services

Sumbawa

No.	Regulation
10.	MoU between the Population and Civil Registration Office of Sumbawa District and the Sumbawa District Office of Social Affairs Number 474/230.1/Dukcapil/2019 and Number 466.1/253/Disos/2019 on Utilization of Citizen Identification Numbers, Civil Registration Data, Electronic Identity Cards, and Birth Certificates in the Scope of Duties of the Sumbawa District of Social Affairs

CRVS Strategic Partners:

Center on Child Protection and Wellbeing at Universitas Indonesia (PUSKAPA)

Authors:

Shaila Tieken, Widi Laras Sari, and Santi Kusumaningrum.

Methodology:

Systematic literature review of about 91 program documents consisting of activity reports, research reports, policy sheets, technical documents, and bulletins.

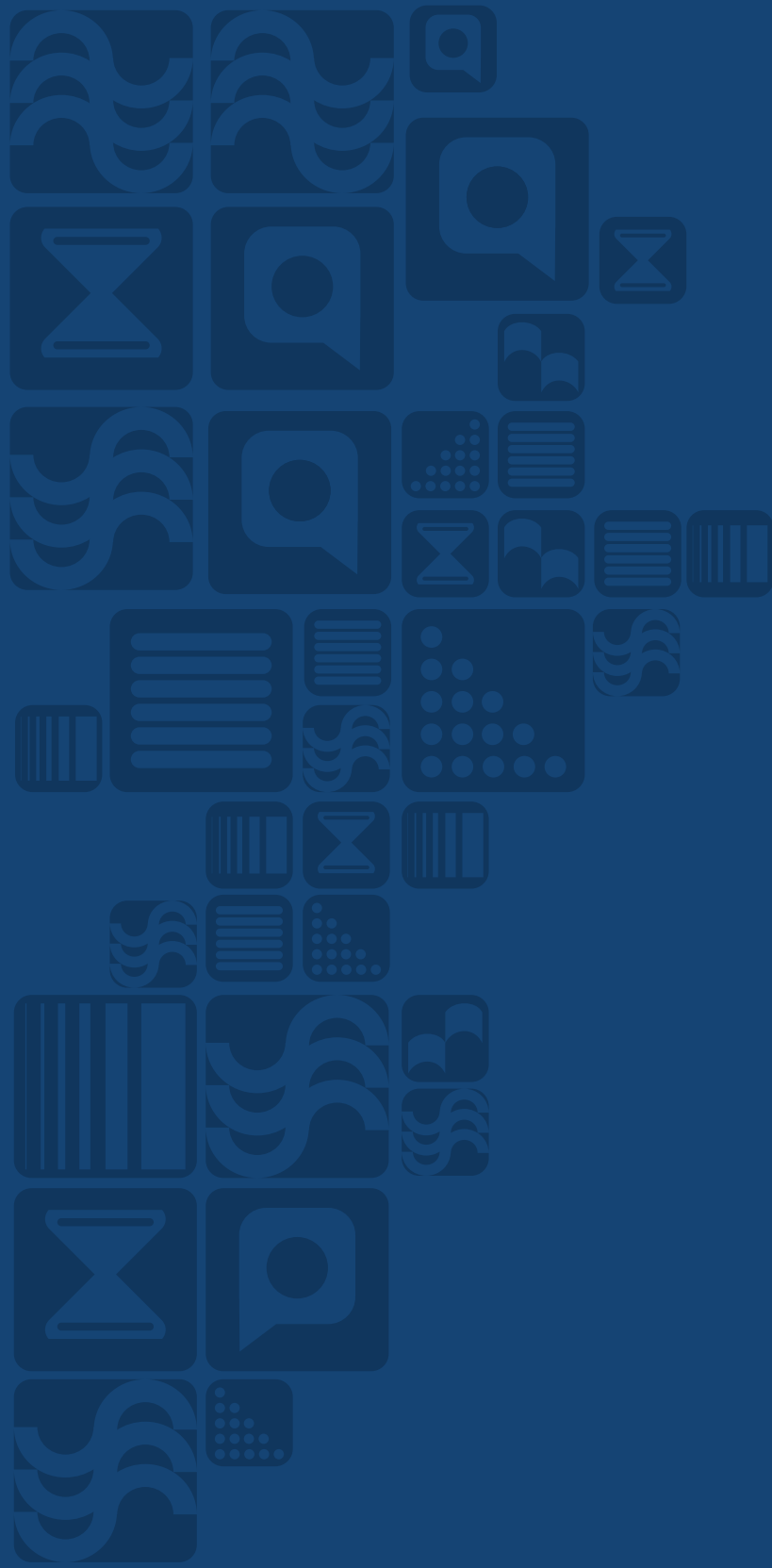
This “Implementation Story” is part of the final program report of the 2015-2022 KOMPAK Flagship: Strengthening Civil Registration and Vital Statistics (CRVS).

PUSKAPA

Pusat Kajian & Advokasi Perlindungan & Kualitas Hidup Anak
(Center on Child Protection and Wellbeing)
University of Indonesia
Nusantara II FISIP Building, 1st Floor
UI Campus, Depok, 16424
T: (021) 78849181 F: (021) 78849182
www.puskapa.org

KOMPAK

Jalan Diponegoro No. 72, Jakarta 10320
Indonesia
T: +62 21 8067 5000 F: +62 21 3190 3090
E: info@kompak.or.id
www.kompak.or.id



KOMPAK-CRVS Implementation Stories

in Bima, East Lombok, North Lombok, and Sumbawa
West Nusa Tenggara Province

