



# Status of Civil Registration in Jamaica



April 3-7, 2005

Registrar General's Department -  
Jamaica



**To become one of the most  
efficient and effective agencies in  
the island, satisfying the needs of  
all customers and implementing  
Total Quality Management  
(TQM).**

Registrar General's Department -  
Jamaica



# **RGD's Mission**

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**To support national planning and to  
provide evidence of every birth, death,  
marriage, stillbirth and adoption and  
provide a secure repository for public  
records.**



# ***RGD's Background***

- *Established in 1879*
- *Reports to Minister of Health*

General's Department -  
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# Head Quarters



***Executive Agency since April 1, 1999***



# Jamaica

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- AREA SQ KM10,991
- POPULATION 2,650,937  
(End of year 2004)
- LIFE EXPECTANCY 76.07 years



# Executive Agency Status

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Under Public Sector Reform Project the RGD became an Executive Agency on April 1, 1999

**Since then the Agency's operations have been characterised by:**

- o **Customer-service culture**
- o **Innovations in services offered**
- o **Improved physical plant**
- o **Aggressive public education and information**
- o **De-centralisation of services**



# OVERVIEW OF THE RGD

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- Activities are governed by over 30 statutes
- Two main arms

## **General Register Office**

## **Island Record Office**

- Repository of over 70 million records from as early as 1660s
- Registration of:
  - Births, Deaths, Marriages and Stillbirths
  - Provide updating services for original records (e.g. late registration, correction of error)
- Recording of wills deeds, conveyances
- Provide certified copies of all records





# OVERVIEW OF THE RGD

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- Register all vital events (births, deaths, marriages, foetal deaths, legitimation and adoption) and provide certified copies of records
- Compile and publish vital statistics to support national planning.
- Drafting of deed polls
- Perform Registry Weddings



# Status of Civil Registration

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- The RGD has 380 members of staff
  - 10% contractual for data entry operations
- There are approximately 1800 marriage officers
  - They cover approximately 40 Religious denominations and 14 civil registrars
- 330 Local District Registration centres
  - – those representing over 80% of registrable events are permanently employed. For small remote districts the relationship is voluntary but monitored by Parish Officers
- 7 Regional Offices
- 2 mobile units – East and West



# Status of Civil Registration

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## ■ Births

- 95% of all births occur in formal birthing centres
- Birthing centres required under law to report the event of birth within five days to the local district registrars of the RGD
- Some parents do not name the infant in hospital nor return early to name child
- Definition of birth being included in revised legislation



# Status of Civil Registration - Births

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- The unique Entry number is the Alpha numeric number of the birth record with the date of registration . It usually has 2 to 3 letters and up to 4 digits
  - Eg. EA 1234
- The letters represent the parish and district
  - Eg. E –St.Catherine,
  - A – Spanish Town (a town in St Catherine)
  - 1234-represents the one thousand two hundred and thirty fourth person who was registered.



# Status of Civil Registration

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- On average the number of births registered each year since 2001 has show a gradual reduction to some 46,000
- Deaths registered each year is 15 to 16,000
- Marriages account for some 26,000 per annum with 50% of these marriages being carried out in hotels
- Stillbirths are under 700 cases per annum
- Infant deaths are under 500 cases per annum



# Status of Civil Registration

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## ■ Deaths

- All deaths are registered in the RGD based on the medical certificate of the cause of death provided by the medical doctor or the coroners report or postmortem signed by the pathologist
- ICD 10 coders trained and in place at the RGD
- 40% of all deaths occur in hospitals
- Medical certificate of the cause of death inaccurately completed by some doctors
- Partial registration of death being carried out until the coroners determination is received
- Police data on violent and sudden deaths included in statistical publication
- Electronic death edit developed in house and in use

# Death Registration –types of death

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- **Natural Causes** e.g.  
diabetes
- **Sudden** e.g.  
Heart attack,  
motor vehicle accident
- **Violent** e.g.
  - Shooting or stabbing





# *Registering the Death*

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- The Local District Registrar will require the following information to register the death
  1. Medical certificate of the cause of death
  2. The correct name of the deceased
  3. Occupation of the deceased
  4. Address & place of birth of the deceased
  5. Order for Burial
  6. Form D of the coroner if violent or sudden death





# Status of Civil Registration

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## ■ Stillbirths

- Notification forms available at hospitals and birthing centres
- These forms are completed by the medical record staff and collected along with other births and deaths notification by Parish officers employed to the RGD
- Traumatized family members sometimes do not register the event
- A perception that there is under reporting in this area – studies are being carried out
- Including in revised legislation criteria for stillbirth definition
  - Foetal length crown to heel
  - Gestation period
  - Birth weight



# Status of Civil Registration

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- Marriages
  - Over 1800 religious marriage officers serving the island
    - Banns are published
    - Special licenses are used
    - Articulo mortis marriages
  - 50% of all marriages are for visitors to the island
  - 14 Civil registrars of marriages
  - Hotel marriages
    - Tourists are able to secure a license after being in the island for 24 hours
  - Certified copies are being delivered to hotels before customer returns to his/her country
  - Marriage officers are trained before they are allow to perform ceremonies
  - Form need to be redesigned
  - Published marriage officers' handbook

# Non-traditional Services

## Registry Wedding

- For persons who want an economical wedding
- Speed (two weeks notice or same day with Minister's license)
- Certified copy provided at the time of the marriage
- Of 23,000 Marriages some 12,000 are hotel marriages





# Status of Civil Registration

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- Hospitals and birthing centres send notification to the LDRs who register in duplicate
  - LDR gives Family member a certificate of registry
  - Parish officers collect originals and they are kept in secure fireproof vaults at the RGD
- Hospitals, coroners, private medical doctors prepare medical certificate of the cause of death (mcocod)
  - Send mcocod to LDR
  - Death is registered
  - Cause of death is coded in RGD applying the principles of ICD 10
- All data is keyed to an electronic database and record and supporting documents imaged. Data is shared in a limited way without personal information and using passwords
- Firewalls and encryption in place
- Death edit programme is applied against the death data



# How records are held

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- Paper
  - Original (loose leaf)
  - Duplicates (bound)
- Microfilm (original and duplicates)
- Microfiche
- Electronic (original duplicate and backup also including redundancy)
- Original and duplicates are held in different physical locations and electronic backup held offsite



# Records Management

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- Air conditioned vaults with temperature control
- Records are placed on steel shelving
- Record vaults are secured by combination locks with dual access
- Security cameras installed for record centres
- Fire suppression system
- Acid free containers for paper records
- Electronic tracking of movement of records
- Special ink and special paper used
- Gloves are worn by users of the records

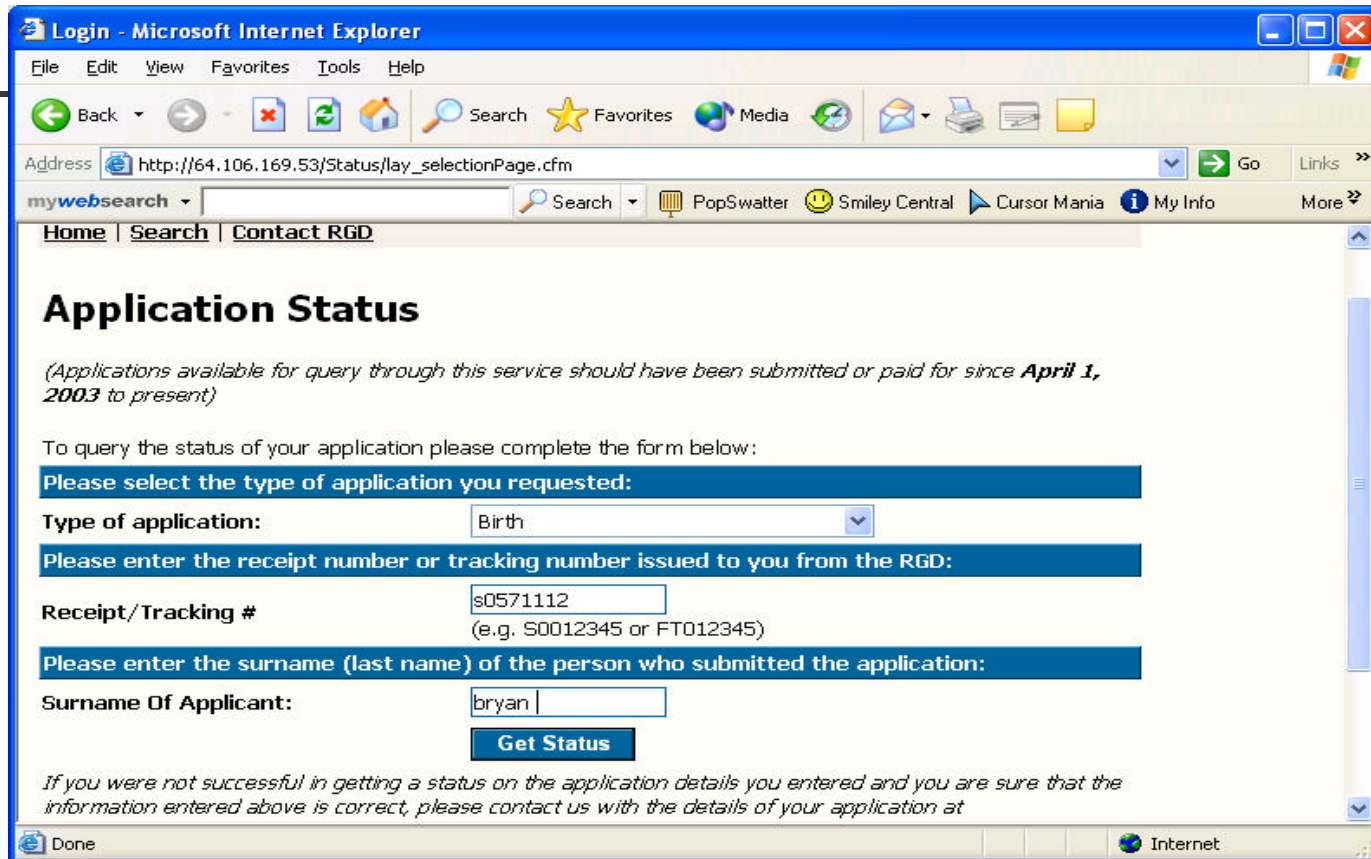


# Certified copies of Vital Records

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- RGD Produces certified copies of birth death and marriage records on request – over 260,000 applications satisfied in 2004/05 earning income of over J\$400 million
- Since May 7, 2001, these certificates have been printed on special security paper
- Certificates **produced by the RGD** before this date remain legally valid
- Applications can be made online via the web

# Customer Online query screen



The screenshot shows a web browser window titled "Login - Microsoft Internet Explorer". The address bar displays the URL "http://64.106.169.53/Status/lay\_selectionPage.cfm". The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The toolbar contains buttons for Back, Forward, Stop, Home, Search, Favorites, Media, and a printer icon. The address bar also includes a "Go" button and a "Links" dropdown. Below the address bar, there is a search bar with the text "mywebsearch" and a "Search" button. To the right of the search bar are links for "PopSwatter", "Smiley Central", "Cursor Mania", and "My Info".

The main content area of the browser displays the "Application Status" page. At the top, there are navigation links: "Home", "Search", and "Contact RGD". The page title is "Application Status". Below the title, there is a paragraph of text: "(Applications available for query through this service should have been submitted or paid for since **April 1, 2003** to present)".

Below the text, there is a form with the following fields and labels:

- Type of application:** A dropdown menu with "Birth" selected.
- Please enter the receipt number or tracking number issued to you from the RGD:** A text input field containing "s0571112". Below the field, there is a note: "(e.g. S0012345 or FT012345)".
- Please enter the surname (last name) of the person who submitted the application:** A text input field containing "bryan".

Below the form fields, there is a "Get Status" button. At the bottom of the page, there is a paragraph of text: "If you were not successful in getting a status on the application details you entered and you are sure that the information entered above is correct, please contact us with the details of your application at".

The browser's status bar at the bottom shows "Done" and "Internet".

www.rgd.gov.jm

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# Customer Online query screen

**mywebsearch** Search PopSwatter Smiley Central Cursor Mania My Info More

Receipt	Applicant	Contact Information
S0571112	GARTH BRYAN	37 KING STREET SPANISH TOWN PO, ST CATHERINE JM 398-4883 (H), 835-3795 (W), 920-2874 (C) Email:

**Applying For**

Death - 7 Day Copies: 2  
Entry #: EA3485 - ST. CATHERINE - Monday, January 05, 2004  
REMA VERONICA SAPPLETON  
Deliver: Post - Jamaica  
Submitted From: Head Office - Friday, March 26, 2004

**Application Progress**

1	Application Received:	✓
2	Payment Received:	✓
3	Record Located:	✓
4	Certificate Processing:	✓
5	Certificate Generated:	✓
6	Certificate Dispatched:	DISPATCHED / COLLECTED

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# Application tracking system

http://192.168.2.206/bats/GeneralQuery/RGD\_BATS\_CommentUpdate.cfm?tracking\_id=461557 - Microsoft I...

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Print Mail Links

Address http://192.168.2.206/bats/GeneralQuery/RGD\_BATS\_CommentUpdate.cfm?tracking\_id=461557 Go

mywebsearch Search PopSwatter Smiley Central Cursor Mania My Info More

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[Home](#) | [Search](#) [Logout](#)

## General Query

### Customer Information

Receipt	Applicant	Contact Information	Applying For
S0571112 <b>Normal</b>	GARTH BRYAN	37 KING STREET SPANISH TOWN PO, ST CATHERINE Jamaica 398-4883 (H), 835-3795 (W), 920-2874 (C) Email:	Death - 7 Day Copies: 2 Entry #: EA3485 - ST. CATHERINE - 05-01-2004 REMA VERONICA SAPPLETON Deliver: Post - Jamaica Submitted From: Head Office - 26-03-2004

### Details

Payment	26-03-2004 \$1,250.00		
Index Search	To:	From:	Codi
Vault	To: 29-03-2004	From: 29-03-2004	Codi
Armoury	To:	From:	Codi
Record Updating	To:	From:	Codi

Internet



# Initiatives since April 2003

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- Application Tracking System (ATS)
  - Launched April 1, 2003
  - Born from a great need to track customer requests, respond effectively to customer queries, have a common system to be used by staff in processing applications
- Online Query System
  - Launched December 30, 2003
  - Available through RGD's website – [www.rgd.gov.jm](http://www.rgd.gov.jm)
  - Customer able to track status of their application
- All involved in record preservation and protection are members of the Association of Records Managers and Administrators- this facilitates online training



# Updating Civil Records

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## ■ Late Registration:

- for persons not registered within one year after birth/death
- Statutory declaration and evidence required
- Cost is higher than for registration at birth (\$3000 compared to \$200)

## ■ Correction of Error:

- corrections to errors of fact

## ■ Late Entry of Name:

- Name entered on birth registration if not done within one year
- Automatic registration from hospitals but parent need to name the child

## ■ Adding of father's particulars (status)



# Record Updating Procedures

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- **Status:** (Status of Children Act of 1975) to address adding of father's particulars where the parents are unmarried. The father's particulars are added to the birth record of the child i.e name, age , occupation and place of birth at the time of the birth of the child
  - If the father is deceased, the family court would be required to give a ruling
  - If the father's name is to be changed (a new father) – the matter would have to be brought before the family court)
  - If mother is deceased – RGD will need a copy of the mother's death certificate



# Record Updating Procedures

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- **Re-registration** to reregister a child and add father's particulars to record of child born out of wedlock when parents marry each other
- **Adoption:** Records adoption orders received from the Family Court and closes the registration record against being issued



# No Impediment Certificates

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- A certificate of no-impediment is produced after a search is conducted to determine if a person is married or has ever been married.
- Such searches are usually requested for immigration purposes, particularly when an individual wishes to sponsor his or her spouse .

# Certificates produced on SECURITY PAPER



- Blind embossing
  - Watermark
  - Deeply engraved texts
  - Embossed latent image
  - Chemical sensitivity
  - Invisible imprint
- 
- RGD's Logo
  - Microlines
  - RGD verifier – handheld device

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# Public Education and Information

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- Radio Drama “RGD and You” daily on 11 radio stations
- RGD and You TV version to be launched in April 2005
- Target of 80 public education outreaches per month
- Special events – first baby born at selected hospital gets RGD gift package and registration highlighted
- Registration month – white bibles with registration information for child entered
- Monthly Newsletters – “For the Record”



# Public Education and Information

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- Mobile teams target over 1000 schools each year
- Awards to outstanding marriage officer, Local District Registrar etc
- Training for
  - Local district registrars, Midwives, Doctors, Police, Coroners, medical records staff and RGD gives lectures at the Universities and colleges on medical records and registration
- Facilitating research from university students, researchers and genealogical surveys and tours from students



# Future

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- RGD will Provide the national registration number at birth during 2005/06
- Hotel Interface
- Registry Management System
- Further deployment of wireless connectivity and access for Customer Service Reps.
- Increased payment options: Paymaster, Online Payments, point of sale etc.
- Tender evaluation concluded for bulk data entry of 10 million vital records for earlier years
- Launch of online registration in May 2005
- RGD will also provide links to other Overseas databases for

Genealogical Research



**“WE AIM TO SATISFY”**

***THANK YOU***



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