

Annual Expert Group Meeting for Registrar Generals (EGMRG) on Civil Registration and Vital Statistics

The Mountain Kingdom of Lesotho CRVS- Social Protection Integration

Linking Legal Identity to Social Service Delivery

Country Case Studies: CRVS Integration Experiences



Plenary Session 2: Interoperability — The Foundation of the New Decade
EGMRG Victoria Falls, Zimbabwe | 18 July 2026

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THE CONTEXT — Why Interoperability Was Needed

The Starting Point: Challenges We Faced

- **The Problem We Set Out to Solve**
- **Fragmented Service Delivery:** Social protection programs operating in silos, with limited coordination with civil registration
- **Vulnerable Populations Missed:** Poor and vulnerable households, particularly in remote areas, lacking both legal identity and access to social services
- **Cumbersome Registration Procedures:** Multiple supporting documents, in-person visits, and lengthy verification steps disproportionately affecting rural and low-income families
- **Limited Registration Points:** Insufficient access points for civil registration in remote communities

The Opportunity We Identified

- **Leverage Social Protection as an Entry Point:** Use social protection programs to drive demand for civil registration
- **Create a Unified System:** Integrate CRVS with social protection to ensure no one is left behind
- **Digital Transformation:** Digitize both CRVS and social protection systems for seamless interoperability

Key Questions We Asked

How can we link civil registration with social protection to reach the most vulnerable?

What institutional and technical reforms are needed to enable integration?

How can we ensure that every child is registered and can access social services?

[Visual: Map of Lesotho showing coverage gaps or photo of community registration outreach]



THE JOURNEY — How We Achieved Integration

— Our Integration Approach

How We Are Linking CRVS with Social Protection

Our Institutional Framework

- Lead Agency: Department of National Identity and Civil Registry (NICR), Ministry of Home Affairs
- Integrated System: CRVS, identification, and passport data brought together under one roof
- Unique Identifier: A unique personal identification number is issued upon birth registration
- Legal Framework: Supported by a robust and comprehensive legal framework

Key Enablers

1. Political Leadership: Government commitment to strengthening CRVS systems
2. Partnerships: Collaboration with UNICEF and other development partners
3. Legal Framework: Robust legal provisions supporting integration
4. Digital Transformation: Investment in digital infrastructure and systems

WHAT WE ACHIEVED — Results and Impact

Key Success Stories

1. Integrated Service Delivery at Community Level

- Village Health Workers and Civil Registration Officers work together at community level
- System is integrated with NISSA, helping families access healthcare, education, and social grants more efficiently

2. Child Grants Programme (CGP) Digitization

- CGP is an unconditional cash transfer targeting poor and vulnerable households with children
- Digitization of CGP enables linkage with CRVS for eligibility verification

3. Ntlafatsa Bana Initiative

- Collaborative initiative enhancing well-being of children in CGP beneficiary households
- Promotes birth registration, ensuring every child is recognized under the law



LESSONS LEARNED

Challenges We Overcame

1. Geographic Barriers

- o Challenge: Remote communities lacked access to registration services
- o Solution: Digital birth registration and community-based outreach
- o Lesson: Technology can bridge geographic gaps

2. Awareness Gaps

- o Challenge: Limited public awareness of the importance of registration
- o Solution: Multi-media campaigns using Radio, TV, pamphlets, and posters
- o Lesson: Awareness creation is essential for demand generation

3. Capacity Constraints

- o Challenge: Limited technical capacity at subnational levels
- o Solution: Training of Village Health Workers and Civil Registration Officers
- o Lesson: Capacity building must be continuous and community-based



WHAT'S NEXT — Our Vision for the Future

Sustaining and Scaling Integration. This slide should focus on:

- Next Steps.

Action	Timeline	Partners
Develop Costed CRVS Strategic Plan 2026–2030	2026	UNICEF, UNECA
Scale Up Digital Birth Registration Nationwide	2026–2027	Ministry of Home Affairs
Deepen CRVS-NISSA Integration	2026–2028	MoGYSD, UNICEF
Implement Integrated National Digital Identity Ecosystem	2026–2030	MICSTI, UNICEF
Align with National Strategic Development Plan II and National Social Protection Strategy II	Ongoing	Government of Lesotho

- Key Message to COM6

Message to COM6

"Invest in integrated CRVS systems. When legal identity is linked to social services, we reach the most vulnerable and ensure that no one is left behind. Integration is not just about efficiency — it is about equity and human rights."

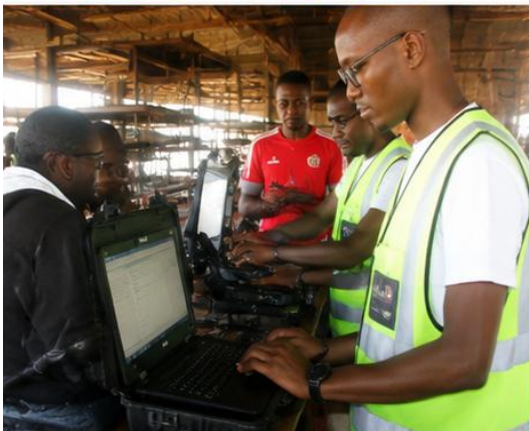




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Thank you

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