

EXECUTIVE SUMMARY

Installation of Management Information System for the Registrar branch in Divisional Secretariat was the very innovative task in public sector. With introducing ICT policy of public sector, it paves the way of creating an open window for giving efficient and effective service to the general public. It created a very user and customer friendly environment for service delivery. A Registrar branch of any Divisional Secretariat is providing range of services including issue of various certificates. It is including birth, marriage and death certificates which are important for day to day activities of general public. All certificates is issuing manually by consuming of huge amount of human resources and time. Ultimately it designated as a costly and inefficient process. Therefore, long queue of the registrar branch could be seen when issuing birth certificates. Especially, it takes more time to issue late registered birth certificates, then therefore it affected to issuing normal birth certificates also.

Therefore, MIS was implemented to registrar branch and it provided a new environment for search relevant document instead of manual searching. This system is closely related with well-prepared standardized record room system. System facilitate for searching late birth registration using many parameters such as Certificate number, date of birth, Child's name, and name of the mother or father. The system is capable to provide preserved rack and column number of considering birth certificate. Further, MIS is generating monthly and annual reports. Monthly reports displayed the total late registered births over the division and it also generated the total late registered births per each Grama niladari division. Therefore, registrar branch identified the people who were not aware in registration of births in correct time `period which lead to late birth registrations.

The objective of this project was to identify reasonable strategy to reduce long queue for issuing late registered birth certificates, reduce the delay of issuing normal birth certificates, reduce the public complaints on inefficient and poor service quality and reduce the human resources cost for searching certificates. And also it helped to identify the Grama Niladari divisions which needs necessary advices and awareness for promote on time registration of

births. Furthermore, it helps to increase the total service delivery efficiency of the organization with low cost and minimum usage of human resources. Then both parties including external and internal customers were also satisfied. Ultimately the process was optimized to provide a late registered birth certificate during five minutes time and it was a 91%improvement. The organization has been decided to continue the project and optimize more with innovative ideas in order to further reduce the certificate issuing time.