

Children Incentive Card (CIC): Smart Effort to Improve the Rate of Birth Certificate Ownership in Surakarta City

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Organisation: Agency of Population and Civil Registration of the City of Surakarta

Country: Indonesia

Level of government: Local government

Sector: Social protection

Type: Public Service

Launched in: 2009

Overall development time: 4 year(s)

Link to the innovation's website

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Description

The Children Incentive Card (CIC) is a form of identification for children under the age of 17 years. It comprises 34 relevant data points (e.g. name, gender, date of birth, place of birth, parents' names, civil registration number, current address, birth certificate number etc.). CIC allows its users to access incentivised, targeted private services, which are provided by the private, local business community to target groups such as children from vulnerable economic backgrounds. From a public administration perspective, CIC collects data, which is used for the purpose of further policy analysis in providing public incentives such as scholarships, health insurance and others. The data is shared with the Surakarta City's Health Affairs Office and Education Affairs Office. The physical card is made of PVC and takes 5 minutes to be issued. The registration form can also be filled in online.

Why the innovation was developed

- Up to 2013, 60% of all children in Surakarta City did not own birth certificates, with 8% of those classified as 'high risk' children. High risk refers to children from particular poor economic family background; neglected children; those, who live in detainment centers and those, who are born from extra marital relationships. The majority of children with no birth certification are female.
 - The reasons for the low level of children with birth certificates are: Public lack of awareness about the importance of providing identification for children below the age of 17 years who cannot legally be given an adult ID.
 - Public lack of awareness about the importance of incentivising public service delivery to children so that their welfare can be guaranteed.
 - The procedure for obtaining a birth certification is complicated and unclear, which creates reluctance within the population.
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Objectives

Develop staff capacity, Improve access, Improve effectiveness, Improve service quality, Improve social equity

- Provide means of identification for children under the age of 17 years.
 - Provide incentives for children who own the card thus increasing their welfare, by for instance allowing children from vulnerable economic backgrounds to access private services, like the opticians and having glasses, that are otherwise too expensive for them.
 - Safeguard children's security and safety by enabling proper monitoring of children.
 - Create equal treatment for children when accessing public services, in public administration by allowing them to have identification similar to adult's ID cards.
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Main beneficiaries

Government bodies, Government staff, High-risk populations, Low-income groups, Young people

- The main beneficiaries are the children of Surakarta City, defined as persons under the age of 17 years.

Results

Effectiveness

- The number of the users of Children Incentive Card has increased every year. In 2013, the number was 40% higher than in 2009.
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Service quality

Accessibility:

- Through issuing a higher number of CICs, local services (both private and public) for children have been made more accessible.

Responsiveness:

- CIC improved government's services in the process of Birth Certificate administration. It previously took 30 days to issue a birth certificate, whereas today it only takes five days.

Development

Design

The Agency of Population and Civil Registration of the City of Surakarta, in cooperation with the local business community and an NGO named Peduli Anak ('Child Aware') initiated this innovation. The innovation was launched with the expectation of improving children's welfare in the longer term, while boosting the number of children with legitimate identification in the shorter term.

Testing

- The programme was launched in December 2009 through a pilot project in Banjarsari District. In July 2010 the card was inaugurated in all districts in Surakarta City.
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Implementation

Tools used:

- A computer application is used for the implementation of the initiative and for the integration of the system with the Civil Registration Administration Information System.

Resources used:

- Internal human resources involved in the initiative are all civil servants and employees in the Civil Registration Office of the Surakarta City Government. Externally, the initiative is supported by an Executive Team, with members of other civil servants from relevant City, District and Municipal-level departments; NGOs; and other private and government institutions.
 - In 2014, financial allocation from Surakarta City's annual budget for the CIC consisted of IDR (Indonesian Rupiah) 230 000 000.
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Partnerships

A large number of different local businesses

Private sector

The involvement of a large number of private local businesses as well as local civil society is of paramount importance for the success of the CIC. Local businesses provide cheaper services to owners of a CIC, thereby creating real incentives to register children.

Peduli Anak ('Child Aware')

Civil Society

The involvement of a large number of private local businesses as well as local civil society is of paramount importance for the success of the CIC. Local civil society played a crucial role when it came to raising awareness of the benefits of the innovation, as well as being consultative partner in the design of the innovation

Lessons Learned

Lessons Learned

- Efforts to optimise the existing infrastructure that a government has can produce simple and useful systems as CIC. Success factors for the innovation were:
 - The Children Incentive Card duplicates already existing good practices in other countries. In turn, it can be replicated all over Indonesia.
 - Data processing is useful for policy analysis in providing further incentives such as scholarships and the social security network.
 - Innovations such as CIC can act as strong incentives for society to register childbirths and obtain birth certification for their children.
 - Cooperation between public and private sectors is key.
 - Data processing between parties involved in civil registration, such as hospitals and maternity clinics, works well thanks to the adoption of latest ICT.
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Conditions for success

- Willingness of private sector to engage with public sector on public service delivery issues.
 - Legal framework, which anchors the innovation in existing conditions.
 - Cross-governmental cooperation and coordination to implement the innovation in cooperation with all relevant departments.
 - A constant and secured source of allocated resources – human and financial – to follow-up with the innovation.
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