



# THE UNITED REPUBLIC OF TANZANIA NATIONAL AUDIT OFFICE

## PERFORMANCE AUDIT REPORT ON THE IDENTIFICATION, REGISTRATION AND ISSUANCE OF BIRTH AND DEATH CERTIFICATES



CONTROLLER AND AUDITOR GENERAL  
MARCH 2025



## About the National Audit Office

### Mandate

The statutory mandate and responsibilities of the Controller and Auditor-General are provided for under Article 143 of the Constitution of the United Republic of Tanzania of 1977 and in Section 10 (1) of the Public Audit Act, Cap 418.

## NAOT Vision, Mission & Motto



### Vision

A credible and modern Supreme Audit Institution with high-quality audit services for enhancing public confidence.



### Mission

To provide high-quality audit services through modernization of functions that enhances accountability and transparency in the management of public resources.



### Motto

Modernizing External Audit for Stronger Public Confidence

ISO 9001:2015 Certified

## Core Values



### Independence and Objectivity:

We are an impartial public institution, independently offering high-quality audit services to our clients in an unbiased manner.



### Professional competence:

We deliver high quality audit services based on appropriate professional knowledge, skills, and best practices.



**Integrity:** We observe and maintain high ethical standards and rules of law in the delivery of audit services.



**Creativity and Innovation:** We encourage, create and innovate value-adding ideas for the improvement of audit services.



**Results-Oriented:** We focus on achievements of reliable, timely, accurate, useful, and clear performance targets.



**Team Work Spirit:** We value and work together with internal and external stakeholders.

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## PREFACE



Pursuant to Section 28 of the Public Audit Act, Cap 418, I am mandated to conduct a Performance Audit (Value-for-Money Audit) to establish the economy, efficiency and effectiveness of any expenditure or use of resources in the Ministries, Departments and Agencies (MDAs), Local Government Authorities (LGAs) and Public Authorities and Other Bodies which involves enquiring, examining, investigating and reporting, as deemed necessary under the circumstances.

I have the honour to submit to Her Excellency Hon. Dr. Samia Suluhu Hassan, the President of the United Republic of Tanzania and through her to the National Assembly of the United Republic of Tanzania, the Performance Audit Report on the Identification, Registration and Issuance of Birth and Death Certificates.

The report contains findings, conclusions, and recommendations directed to RITA. RITA was given the opportunity to review the report and provide comments, and I sincerely acknowledge that the provide inputs were constructive and valuable.

My Office will carry out a follow-up audit at an appropriate time regarding action taken in implementing the recommendations given in this report.

I would like to thank my staff for their commitment to preparing this report. I also acknowledge the audited entities for their cooperation with my Office, which facilitated the timely completion of the audit.

A handwritten signature in blue ink, appearing to read 'Charles E. Kichere', written over a light blue circular stamp.

Charles E. Kichere  
**Controller and Auditor General**  
The United Republic of Tanzania  
March 2025.

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## TABLE OF CONTENTS

|   |      |
|---|------|
| PREFACE .....   | II   |
| LIST OF TABLES .....  | IV   |
| LIST OF FIGURES .....   | V    |
| LIST OF ABBREVIATIONS AND ACRONYMS.....   | VI   |
| EXECUTIVE SUMMARY .....   | VIII |
| CHAPTER ONE.....  | 1    |
| INTRODUCTION .....  | 1    |
| 1.1 Background of the Audit.....  | 1    |
| 1.2 Motivation for the Audit.....   | 2    |
| 1.3 Audit Design.....   | 4    |
| 1.4 Data Validation .....   | 13   |
| 1.5 Standards Used for the Audit.....   | 13   |
| 1.6 Structure of the Audit Report .....   | 13   |
| CHAPTER TWO .....   | 15   |
| THE SYSTEM FOR IDENTIFICATION, REGISTRATION AND ISSUANCE OF BIRTH AND DEATH CERTIFICATES .....  | 15   |
| 2.1 Introduction.....   | 15   |
| 2.2 The Legal Framework, Guidelines and Strategies Governing Identification, Registration and Issuance of Birth and Death Certificates..... | 15   |
| 2.3 Roles and Responsibilities of Actors in Governing Identification, Registration and Issuance of Birth and Death Certificates .....       | 18   |
| 2.4 Process Description for the identification, Registration, and Issuance of Birth and Death Certificates in the Country .....             | 20   |
| 2.5 Resources Employed for Identification, Registration and Issuance of Birth and Death Certificates.....                                   | 23   |
| CHAPTER THREE.....  | 25   |
| AUDIT FINDINGS .....  | 25   |
| AUDIT CONCLUSION.....   | 70   |
| 4.1 Introduction.....   | 70   |
| 4.2 Overall Audit Conclusion .....  | 70   |
| 4.3 Specific Audit Conclusions .....  | 71   |
| CHAPTER FIVE .....  | 74   |
| AUDIT RECOMMENDATIONS .....   | 74   |
| 5.1 Introduction .....  | 74   |
| 5.2 Audit Recommendations to RITA .....   | 74   |
| REFERENCES .....  | 76   |
| APPENDICES .....  | 77   |

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## LIST OF TABLES

|  |    |
|--|----|
| Table 3.1: Percentage of Cumulative Birth Registration Targets as Compared to Cumulative Unregistered Birth Events ..... | 27 |
| Table 3.2: Extent of Registration as Compared to the Country’s Population .....  | 28 |
| Table 3.3: Extent of Registration as Compared to the Region’s Population .....   | 29 |
| Table 3.4: Under release of Fund to Cater for Registration Activities .....  | 30 |
| Table 3.5: Extent of Registration as Compared to the Region’s Population .....   | 34 |
| Table 3.6: Attainment of the Registration Target based on Age Category.....  | 37 |
| Table 3.7: Birth Registration Implementation in the Visited Regions.....   | 37 |
| Table 3.8: Attainment of Birth Registration and Issuance Targets.....  | 39 |
| Table 3.9: Attainment of Death Registration and Certificate Issuance.....  | 40 |
| Table 3.10: Districts with no RITA Permanent and Contractual Staff .....   | 42 |
| Table 3.11: Staff Available in the Visited District .....  | 43 |
| Table 3.12: Number of Non-operating Birth Registration Centers .....   | 44 |
| Table 3.13: Status of Under Five Birth Registration Centers.....   | 45 |
| Table 3.14: Availability of Smartphones in Registration Center.....  | 47 |
| Table 3.15: Attainment of Conduct of Awareness Campaign to Citizens... ..  | 48 |
| Table 3.16: Relationship between Conducted Awareness programs and Registration of Births and Death .....                 | 49 |
| Table 3.17: Implementation Status of Public Awareness Programs .....   | 50 |
| Table 3.18: Timely Processing of Birth Registration Applications in the Visited Regions.....                             | 53 |
| Table 3.19: Death Applications Timely Processing in the visited regions ..   | 56 |
| Table 3.20: Workload of Single Staff in Visited Regions as compared to National Average Workload .....                   | 57 |
| Table 3.21: Number of Returned Birth Registration Applications in Visited Regions.....                                   | 58 |
| Table 3.22: Number of Returned Death Registration Applications for the Visited Regions .....                             | 59 |
| Table 3.23: Status of Integration of RITAs system with Key Stakeholders System .....                                     | 68 |

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## LIST OF FIGURES

|   |    |
|---|----|
| Figure 3.1: Population Issued with Birth Certificate as Compared to Population Projection as of December 2024 ..... | 33 |
| Figure 3.2: Attainment of Birth Registration and Issuance Targets from 2021/22 to 2023/24 .....                     | 36 |
| Figure 3.4: Percentage of death registration according to age.....  | 41 |
| Figure 3.5: Targeted Death Registration and Issuance in the Visited Regions .....                                   | 41 |
| Figure 3.6: Impact of Awareness Campaigns Conducted as compared to Actual Birth and Death Registration .....        | 51 |
| Figure 3.7: Timely Processing of Birth Application in the Country.....  | 52 |
| Figure 3.8: Extent of Delay in the Processing Birth Applications in the Visited Regions.....                        | 54 |
| Figure 3.9: Timely Processing of Death Application in the Country.....  | 55 |
| Figure 3.10: Extent of Delay in the Processing of Death Applications in the Visited Regions .....                   | 56 |
| Figure 3.11: Decreasing Rate of the Set Targets for the Birth Registration Program of 5 to 17 years old .....       | 62 |
| Figure 3.12: Set targets for the Registration Program of Births above 18 Years versus the Actual Registration.....  | 63 |

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## LIST OF ABBREVIATIONS AND ACRONYMS

|           |   |
|-----------|---|
| CAP       | Chapter   |
| CBE       | College of Business Education   |
| CMA       | Commission on Arbitration and Decision  |
| CRDB      | CRDB Bank   |
| CRS       | Civil Registration System   |
| CRVS      | Civil Registration and Vital Statistics                                       |
| DSE       | Dar es Salaam Stock Exchange  |
| eGA       | e-Government Authority  |
| eRITA     | RITA Online Service System  |
| HESLB     | Higher Education Students' Loans Board  |
| IFM       | Institute of Finance Management   |
| INEC      | Independent National Electoral Commission                                     |
| LGA       | Local Government Authority  |
| MoCDGWSG  | Ministry of Community Development, Gender, Women and Special Groups           |
| MoCLA     | Ministry of Constitution and Legal Affairs                                    |
| MoHA      | Ministry of Home Affairs  |
| MoLHSD    | Ministry of Lands, Housing and Human Settlements Development                  |
| NBC       | National Bank of Commerce   |
| NECTA     | National Examinations Council of Tanzania                                     |
| NHIF      | National Health Insurance Fund  |
| NIC       | National Insurance Corporation  |
| NIDA      | National Identification Authority   |
| NMB       | National Microfinance Bank  |
| NSSF      | National Social Security Fund   |
| PMO-LYEPD | Prime Minister's Office Labour, Youth, Employment and Persons with Disability |
| PO-RALG   | President's Office - Regional Administration and Local Government             |
| PSSF      | Public Service Social Security Fund   |
| RITA      | Registration Insolvency and Trusteeship Agency                                |
| SDGs      | Sustainable Development Goals   |
| TANPOL    | Tanzania Police Force   |
| TCB       | Tanzania Commercial Bank  |
| TCRA      | Tanzania Communications Regulatory Authority                                  |
| TPA       | Tanzania Ports Authority  |
| TR        | Treasury Registrar  |
| TRA       | Tanzania Revenue Authority  |
| TZS       | Tanzania Shilling   |
| U5BRI     | Under-Five Birth Registration Initiative                                      |

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|        |  |
|--------|--|
| U5YBRS | Under-Five Birth Registration Strategy                 |
| UDSM   | University of Dar es Salaam                            |
| UNICEF | United Nations International Children's Emergency Fund |
| WCF    | Workers Compensation Fund                              |





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## EXECUTIVE SUMMARY

### Background of the Audit

Section 3(3) of the Births and Deaths Registration Act [CAP 108 R.E 2002] (*herein after referred to as Cap. 108*) requires the Registrar-General of Births and Deaths to compile, after the close of each year, a summary of births and deaths of such year and a report on the increase or decrease of the population of the country, and on any special causes appearing to affect the same. Statistics are needed as part of vital human events for the country to compile and plan for the provision of services to its population.<sup>1</sup> Further, the statistics assist the government in tracking demographic information and making essential decisions.

Therefore, the objective of this audit was to assess whether the Registration Insolvency and Trusteeship Agency (RITA) was timely and effectively identifying, processing, and issuing Birth and Death Certificates with a view to assisting the public access to essential services.

### The Main Audit Findings

The audit has revealed that, as of December 2024, 71% of birth events in Mainland Tanzania were not registered based on the projected population of 63,743,121. This means that only 29% of the population, or 18,464,255 individuals, were registered and issued birth certificates. The low registration rate is attributed to the demand-driven nature of the process, which allows individuals to seek registration only when compelled by external authorities. Consequently, 7 out of every 10 individuals in Mainland Tanzania lack formal birth registration, leaving a significant portion of the population untraceable for critical life events where birth registration is a fundamental requirement.”

The audit noted other factors contributing to the low number of registered birth events in the country, as detailed below:

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<sup>1</sup> See Section 3 of the Births and Deaths Registration Act, (CAP 108 R.E 2002). ]

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## **Non-Attainment of Targets for Registration and Issuance of Birth and Death Certificates**

The result indicated that RITA did not attain set targets for the registration of births and deaths for the financial years 2021/22 to 2023/24, as detailed below:

### ***Non-attainment of Targets for Registration and Issuance of Birth Certificates***

The audit review of RITA's implementation reports for the financial years 2021/22 to 2023/24 revealed that RITA did not attain the targeted number of registrations and issuance of birth certificates as planned by the agency. The average birth registration in the years from 2021/22 to 2023/24 was 4,225,151, while the set target was 4,903,962, which is 86% of the intended target.

The audit analysis indicated that RITA registered 4,225,151 people in three years. To register, the remaining 45,278,866 people would take RITA 9.2 times longer, which is about 27 years. Therefore, it would take RITA until 2051 to finish the current registration, assuming no new births occur in the country between December 2024 and December 2051.

### ***Non-Attainment of Targets for Registration and Issuance of Death Certificates***

Furthermore, the audit review of the Civil Registration System (CRS) indicated that, for the period under review, RITA registered 102,093 death events, equivalent to 39% of the 255,411 targeted death registrations. In this regard, RITA managed to issue 178 death certificates for children under the age of five, 12,576 certificates for children between 5 - 17 years and 89,339 certificates for people aged 18 years and above.

The audit noted that non-attainment of the targets was attributed to RITA's view of birth registration as a routine task in the absence of a compelling demand from other government institutions. This has resulted in an unrecognized backlog of birth registrations. Moreover, the phasing out of the U5BRI program in 2022/23, which had prioritized the timely and

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effective processing and issuing birth and death certificates to children under five, has resulted in a growing number of unregistered births.

### **Untimely Processing and Issuance of Birth and Death Certificates**

The analysis of statistics of deaths and births from CRS for the financial years 2022/23 and 2023/24 revealed untimely processing of births and deaths registration as detailed below:

#### ***Not all Submitted Applications for Births Registration were Processed within the Required Five Days***

The audit noted that 53% of the registered birth registration applications were untimely processed. The analysis indicated that country-wise, the maximum delay of issuance of certificates was 589 days, contrary to the required processing time of five days.

#### ***Not all Submitted Applications for Death Registration were Processed within the Required Five Days***

Furthermore, the audit noted that death registration and issuance of certificates were delayed by 66%. In this respect, a delay of up to 557 days was noted. This implies that only 34% of applications for registration of deaths were processed in a timely manner.

The delays for both birth and death registration were attributed to several factors, such as uneven allocation of human resources to support timely registration, reliance on manual registration methods, and frequent returns of applications due to incorrect documentation. This delay hindered citizens' timely access to various services linked to such registration, such as healthcare services. The delay also impacts the enjoyment of the right to personal identity.

### **Underutilization of CRS for Processing, Registering and Issuing Birth and Death Certificates**

The audit revealed partial digitalization and automation of birth registration and non-integrated RITA Systems with all identified stakeholders.

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### ***Co-existence of Manual and Online Registration Systems at RITA***

The audit review of RITA's Strategic Plan of 2021/22 to 2025/26 revealed that RITA had rolled the CRS to all districts in the country, along with 11,053 registration centres for children under five, which use both CRS and manual registration methods. Despite this notable achievement, the review of the CRS business process indicated that birth registration was still taking place outside the CRS, defeating the purpose of digitalising the registration process.

The partial digitalization resulted in double the efforts/work of the registration officers, who were compelled to manually record the birth details and subsequently enter the same information into the system.

### ***Non-Integration of RITA's Systems with all Identified Stakeholders***

A review of the Integration Status Report of October 2024 revealed that RITA identified 37 stakeholders whose system needed to be integrated with RITA to assist in the accessibility of information and data related to births, deaths, marriages, divorces and trusteeships. Out of 37 stakeholders identified, 25 stakeholders were already connected (equivalent to 68%), leaving 12 unconnected stakeholders (equivalent to 32%). The remaining systems in the agency were not integrated because some entities did not have defined business processes. Those that could not establish their processes had limited integration.

### **Audit Conclusion**

The audit team acknowledges the efforts made by RITA in the identification, registration, and issuance of birth and death certificates. In this connection, the audit recognises the introduction of CRS in 2017 with a view to putting in place an effective Civil Registration and Vital Statistics (CRVS) system so as to improve the process of registration, compilation and dissemination of vital statistics. The efforts extend to the introduction of the U5BRI, which was phased out in 2022/23. Similarly, the audit recognises the current and ongoing RITA's efforts to develop the *Death Notification Module* into the CRS, which is intended to notify the Agency of death events as they occur so that it can identify the death registration load in the country.

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Despite these notable efforts, RITA has not been able to process and issue birth and death certificates in a timely and effective manner. The level of registration and issuance of birth and death certificates is predominantly low, with RITA having registered 29% of the total population in Mainland Tanzania.

RITA is untimely issuing certificates while noting that such applications are demand-driven, which deprives applicants of pursuing their death and birth registration demands on time. Furthermore, RITA has not effectively used the CRS to the extent that manual operations exist and that birth and death registration records in visited registration centres are still not uploaded to the system. RITA acknowledge the backlog of births and deaths of about 13,691,470 records, yet to be uploaded in the civil registration system.

### **Audit Recommendations**

*Registration, Insolvency and Trusteeship Agency is urged to;*

- a) Conduct a country baseline survey to establish the actual registration load in the country upon which registration targets should be based;
- b) Upload into the system all manual records of births and deaths so that the Agency can have an actual account of the country's birth and death records that is easily accessible;
- c) Allocate its resources to assist in the timely registration and issuance of birth and death certificates;
- d) Set realistic awareness program targets and conduct impact assessments to establish the extent to which the programs assist the Agency in increasing the rate of registration and issuance of certificates; and
- e) Integrate the CRS with different Government institutions to facilitate timely accessibility of birth and death events throughout the country.

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## CHAPTER ONE

### INTRODUCTION

#### 1.1 Background of the Audit

In Tanzania, children under 18 are ineligible for the National Identification Card, which contains a unique number used to identify the country's citizens. As such, a birth certificate is a basis upon which children can establish nationality, avoid the risk of statelessness, and seek protection from violence and exploitation, among other things. Proof of age is needed to prevent child labour, child marriage, and underage recruitment into the armed forces. Social services, including health, education, and justice systems, require a presentation of a birth certificate as proof of citizenship.

The United Nations Handbook on Civil Registration and Vital Statistics Systems Management, Operation and Maintenance Revision 1 of 2021 defines death registration as the registration of every death event that occurs to all population groups in a country within a specified period. Mortality data is crucial demographic information obtained through the registration of deaths as required by law.

Section 3(2) of Cap.108 of the Births and Death Registration Act requires the Registrar General of Births and Deaths to compile, after the close of each year, a summary of births and deaths of such year and a report on the increase or decrease of the population of the country, and on any special causes appearing to affect the same. Statistics are needed as part of vital human events for the country to compile and plan for the provision of services to its population<sup>2</sup>.

In recent years, RITA initiated a series of measures to improve birth and death registration in Mainland Tanzania, such as decentralised birth registration, a 'one-step, one-visit' registration and certification process, and a fee waiver.<sup>3</sup> The initiatives include the 30-day death registration

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<sup>2</sup> According to Section 3 of the Births and Deaths Registration Act, [CAP 108 R.E 2019]

<sup>3</sup> [https://www.rita.go.tz/files/news/Birth%20Certification%20Rate-Notes\\_FINAL%20VESION\\_1.pdf](https://www.rita.go.tz/files/news/Birth%20Certification%20Rate-Notes_FINAL%20VESION_1.pdf).

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requirement of the nearest relatives of such person present at his death or in attendance during his last illness and in default of relatives of every other relative dwelling within the district. The registration of every death event is stipulated under Section 17 of Cap.108.

## **1.2 Motivation for the Audit**

Factors that drove the execution of the audit on identification, registration and issuance of births and death certificates are as explained below:

### **(a) Government Efforts Injected in Improving the Identification, Registration and Issuance of Birth and Death Certificates**

The government amended various fees charged by RITA, including birth and death registration fees. In this regard, registering a child's birth within the first three months was made free. However, fees for registering children above 3 months were increased by 100%<sup>4</sup>. Furthermore, RITA implemented electronic systems such as eRITA (2024) to ensure smooth registration and issuance of birth and death certificates. Also, RITA prepared the Under-Five Birth Registration Strategy (U5YBRS) for five years (2011 - 2015) to increase the number of birth registrations for children below 5 years of age. Further, RITA launched the 5 to 18-year Registration initiative to register and issue birth certificates to primary and secondary school students.

Therefore, this audit aimed to assess how the changes impacted the process of identification, registration, and issuance of birth and death certificates. This was essential in order to assess if RITA was timely and effectively processing and issuing birth and death certificates to assist the public in accessing their essential services. The audit also aimed to assess whether there was value for money in the invested infrastructures and technologies for birth and death registration.

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<sup>4</sup> Speech by the Minister for Finance and Planning, Hon. Dr. Mwigulu Lameck Nchemba Madelu (MP), Presenting to the National Assembly, the Estimates of Government Revenue and Expenditure for 2023/24

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## **(b) Inadequate Registration of Births**

One of the targets under the Sustainable Development Goal (SDG) 16 is to provide legal identity for all, including birth registration, by 2030.<sup>5</sup> A review of the Tanzania Annual Budget Speech for the financial year 2024/25 indicated that RITA cumulatively registered 8.9 million children under 5 years since 2013, raising Mainland Tanzania's overall certification rate from less than 13% in 2012 to over 68% as of April 2024<sup>6</sup> contrary to the requirement of Section 26 of Cap. 108, which required compulsory registration of every birth in the country.

According to RITA's Monitoring and Evaluation Report of 2023/24, 60 million births occurred in Mainland Tanzania as of December 2024, but only 18 million, equivalent to 29% of citizens, were issued birth certificates. This calls for the CAG's intervention to determine and assess the existing challenges that stall the set target of providing legal identity for all, including issuing birth certificates to all by 2030<sup>7</sup>.

## **(c) Inadequate Registration of Deaths**

The Global Sustainable Development Goal (SDGs) 17.19 required death registration, with a proposed indicator of achieving 80% death registration among countries by 2030.  ISO 9001:2015 Certified

However, according to World Health Statistics 2021, only 62% of the global 55.4 million deaths were registered through the Civil Registration System (CRS) annually. Only 10% of deaths in Africa's population, including Tanzania, were registered.<sup>8</sup> In Tanzania, RITA managed to register only 39.8% of the 85,210 targeted deaths registration for the financial year

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<sup>5</sup> See SDG 16.9 retrieved from <https://www.un.org/sustainabledevelopment/peace-justice/>.

<sup>6</sup> UNICEF, (2019) Birth Registration, Retrieved from <https://data.unicef.org/topic/child-protection/birth-registration/>.

<sup>7</sup> *ibid*



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2022/23. The audit, therefore, aimed to assess the attainment of birth and death registration targets in the country.

**(d) Requirement of the SDGs and the National Five-Year Development Plan 2021/22 - 2025/26**

To attain target 16.9 under SDG 16 on providing legal identity for all, including birth registration, RITA, among other things, implemented the Under Five Years Birth Registration Initiative (U5BRI) Program. The program was implemented for 10 years, from 2013 to 2023, whereby 72.3% of the 13,088,235 registration target was attained. Therefore, the audit aimed to assess the extent to which the U5BRI Program assisted RITA and the country in attaining the SDG goal of providing legal identity to every person by 2030.

**1.3 Audit Design**

The design of the audit includes the audit objective, scope, criteria used during the audit, sampling and methods for data collection and analysis. These are further detailed below:

**1.3.1 Audit Objective**

The main objective of the audit was to assess whether RITA was timely and effectively processing and issuing birth and death certificates to assist the public in accessing their essential services as well as the government in tracking demographic information for making essential decisions.<sup>9</sup>

Specifically, the audit aimed at assessing whether:

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<sup>9</sup> The essential services are such as national IDs, voters ID's, primary school admission, national passport, proof of kinship when making inheritance claims.

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- a) RITA identifies, registers and issues certificates for every birth and death event in the country to assist in the attainment of social services by citizens and government planning;
  - b) RITA managed to set targets for registered and issued birth and death certificates for all identified birth and death events, ensuring that all citizens receive necessary certificates as per the legal requirements
  - c) RITA is timely processing and issuing births and death certificates for all identified and targeted births and deaths to enhance the timely accessibility of social services by citizens and government planning; and
  - d) RITA effectively and efficiently used CRS to assist it in processing, registering, and issuing birth and death certificates as per their targets.

### 1.3.2 Scope of the Audit

The main audited entity was RITA. This entity has been selected since it is the one that is statutorily responsible for registering and managing information on key life events such as births and deaths to enable the law to take its course<sup>10</sup>. In this respect, the audit focused on RITA's effectiveness and efficiency in the identification, registration and issuance of birth and death certificates for all relevant events in the country. Specifically, it assessed the timely processing and issuance of birth and death certificates and the effective and efficient use of an established Civil Registration System to process, register, and issue birth and death certificates to all identified and targeted birth and death events.

On assessing the setting of targets, identification, registration, and issuance of birth certificates to every birth and death event, the audit assessed the effectiveness of the mechanism used on setting targets, the effectiveness of registration centres, the awareness campaigns to improve the registration of births and deaths, and the capacity of RITA in terms of human and financial resources to ensure every birth and death event was recorded.

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<sup>10</sup> The Births & Deaths Registration Act, [Cap. 108 R.E 2002].

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Regarding the timely issuance of birth and death certificates, the audit assessed the time spent in processing and issuing birth and death certificates.

The audit also assessed the automation of the CRS employed in district registration centres as well as the usage and availability of registration devices to assist in the timely recording of death and death events. Also, the audit looked at the integration of the system to assess the exchange of information with other linked systems within and outside RITA.

The audit covered three financial years from 2021/22 to 2023/24. The choice of the audit period was necessitated by the presence of registration programs such as the Under Five Years Birth Registration Initiative, 5 to 17 years and above 18 years, which aimed at improving the system for identifying, registering, and issuing birth and death certificates. Thus, the selected period allowed auditors to assess the impact of different approaches used to identify, register, and issue birth and death certificates.

### 1.3.3 The Audit Assessment Criteria

The audit assessment criteria were drawn from various documents that mandated RITA to perform its functions. The criteria were drawn from legislation, standards, good practices, and RITA's strategic plans, as presented below:

#### ***The Extent of Identification, Registration and Issuance of Birth and Death Certificates***

Section 26 of Cap.108, requires every birth and death event occurring within Mainland Tanzania to be registered. Furthermore, RITA was to establish the extent of the registration load to ascertain financial and human resources and registration materials needed for registration.

According to Section 25(1)(a) of Cap. 108, upon payment of the prescribed fee, the District Registrar and the Registrar General are required to issue a certified copy of any entry in any register of births or deaths in his custody.

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### ***Registration and Issuance of Death and Birth Certificates***

Section 17 of Cap. 108 requires a birth and death event that occurred within the borders of Mainland Tanzania to be registered within 90 and 30 days of the occurrence of such event, respectively.

According to RITA's Strategic Plan for 2021/22 to 2025/26, the agency is required to register all births and issue birth certificates for 100% of the total births in the country during the review period. Sections 6 and 7 of Cap. 108 gives power to the Registrar General to delegate the registration function by decentralising them to the district administrative officer in charge of a district or such other person as he may appoint.

### ***Processing and Issuance of Birth and Death Certificates to Every Identified and Targeted Birth and Death Event***

RITA Client Service Charter of 2022 requires the issuance of a birth certificate to an applicant within 5 days of completion and submission of a request.

Section 19A of Cap. 108 requires the Registrar General to keep and maintain the electronic Register of Births and Deaths to promote cooperation, coordination and integration with other identification and registration systems.

### ***Utilization of the CRS for Processing, Registering and Issuing Birth and Death Certificates***

The e-Government Act, No. 10 of 2019, requires public institutions to reduce paper documents by innovating and digitalizing work processes and sharing administrative information amongst public institutions.<sup>11</sup>

The Act also provides that, for the purpose of e-government system sustainability, reliability, continuity and availability, in the development of new systems to involve relevant stakeholders and avoid duplication and,

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<sup>11</sup> Section 29 (1).

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where applicable, use Government centralized systems instead of developing new systems.<sup>12</sup>

Furthermore, the e-Government Act requires a public institution to maintain and promote integrated systems to be used in service provision as well as ensure any business process that facilitates revenue generation is automated and integrated with approved Government payment systems so as to ensure proper delivery of e-Government services.

#### **1.3.4 Sampling, Methods for Data Collection and Analysis**

During the audit, various methods of sampling, data collection and analysis were used, as presented below:

#### **1.3.5 Sampling Technique**

Two sampling techniques, namely clustering and purposeful sampling methods, were used to select the population for the study. Details for the selection of population according to age and geographical location are detailed below.

##### ***Selected Population***

The audit selected birth events based on the actual national census as of December 2022 and an average number of registered applicants from 2021/22 to 2023/24 financial years. The reason for using actual population size as the basis for sample size was because RITA was required to register every birth and death event that occurred in the country.

The clustering sampling technique was used to classify the population into three clusters, namely 0 to 4 years, 5 to 17 years, and 18 years and above. Classification by age was based on programs that were implemented by RITA during the period under audit.

Classification of the population in all age categories was done to ensure coverage of all age groups and highlight targets, attainment, and challenges of the three programs implemented by RITA.

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<sup>12</sup> Section 25(a) (ii) and (iii).

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### ***Selected Population in the Geographical Areas***

The purposeful sampling method was used to select the sample size from the total population available in the region and districts in the country. The selection process of population from regions and districts was based on the following factors:

- a) Average of births and deaths registration coverage from the 2021/22 to 2022/23 financial years; and
- b) Presence of at least one district without RITA offices to assess the general performance of areas which had officials and those which had no officials.

Regions were categorized based on the average data of births and deaths for the period from 2021/22 to 2023/24 financial years. The categorization was done as follows: Regions with the highest average (150,001 to 200,000), regions with medium-high average (100,001 to 150,000), regions with medium-low average (50,001 to 100,000) and regions with lowest average (0 to 50,000).

Regions with the highest average were assigned a weight of 4, regions with medium-high average were assigned a weight of 3, regions with medium average were assigned a weight of 2 and regions with the lowest average were assigned a weight of 1. This categorization ensured that all regions with different average birth and death records for 3 years were visited. **Table 1.1** provides details on the four regions selected from the 26 regions involved in sampling.

**Table 1.1: Selected Regions for the Audit**

| Range           | Region        | Average Birth and Death Records for 3 years | Weight | The presence of at least one District Without RITA Offices |
|-----------------|---------------|---|--------|--|
| 150,001-200,000 | Dar es Salaam | 150,589                                     | 4      | No   |
| 100,001-150,000 | Kagera        | 122,327                                     | 3      | Yes  |
| 50,001-100,000  | Dodoma        | 67,537                                      | 2      | Yes  |
| 0-50,000        | Songwe        | 48,753                                      | 1      | Yes  |

*Source:* Auditors' Analysis from the Regional Birth and Death Records, 2024

Based on the above criteria, one region was selected from each of the four clusters. In each cluster, the region with the highest number of records and had at least one district without RITA Office was selected. The selected regions were Dar es Salaam, Songwe, Dodoma and Kagera. Dar es Salaam and Kagera regions were selected because they were the region with the highest number of birth and death records with RITA Offices. Dodoma and Songwe were selected because they have managed to register below an average of 100,000 citizens per annum and because of the existence of districts with and without RITA district offices. The selection assisted the team in comparing the performance of regions based on the availability of the RITA Office and the number of recorded births and deaths events. The detailed information for the selection of regions visited is found in **Appendix 1**.

The selection of regions covered the availability of all categories of age registered in the respective regions, as detailed in Table 1.2.

**Table 1.2: Sampled Population in the Visited Region**

| Region        | Age Category | Average Registered Applicants |
|---------------|--------------|-------------------------------|
| Dodoma        | 0 - 4 years  | 46,756                        |
|               | 5 - 17 years | 9,621                         |
|               | 18 and above | 11,161                        |
| Dar es Salaam | 0 - 4 years  | 85,665                        |
|               | 5 - 17 years | 33,980                        |
|               | 18 and above | 30,943                        |
| Kagera        | 0 - 4 years  | 97,173                        |
|               | 5 - 17 years | 10,972                        |
|               | 18 and above | 14,182                        |
| Songwe        | 0 - 4 years  | 32,996                        |
|               | 5 - 17 years | 8,528                         |
|               | 18 and above | 7,229                         |

*Source:* Auditors' Analysis from RITA Civil Registration System, 2024

However, the selection of districts in the selected regions was based on distance from regional offices, where both the nearest and distant districts from the regional administrative offices were visited. Selection of the district also considered districts with or without RITA offices. Therefore, in each region, one district with the highest and one district with the lowest

recorded births and deaths events was visited. Details are provided in **Table 1.3**.

**Table 1.3: Selected District for the Audit**

| Region Selected | District | Presence of RITA Offices | Distance from Regional Offices (km) | Selected Districts |
|-----------------|----------|--------------------------|-------------------------------------|--------------------|
| Songwe          | Songwe   | Yes                      | 0                                   | Songwe and Momba   |
|                 | Momba    | No                       | 45                                  |                    |
| Kagera          | Kyerwa   | No                       | 174                                 | Kyerwa and Bukoba  |
|                 | Bukoba   | Yes                      | 0                                   |                    |
| Dodoma          | Dodoma   | Yes                      | 0                                   | Dodoma and Kondoa  |
|                 | Kondoa   | No                       | 158                                 |                    |
| Dar es Salaam   | Ilala    | Yes                      | 0                                   | Ilala and Ubungo   |
|                 | Ubungo   | Yes                      | 41                                  |                    |

*Source:* Auditors' Analysis from the Districts birth and Death Records, 2024

The selected districts were Ilala (nearest), Ubungo (distant), Dodoma (nearest to RITA Office), Kondoa (Distance without RITA Office), Kyerwa (Distance without RITA Office), Bukoba (nearest to RITA Office), Songwe (nearest with RITA Office) and Momba (distance without RITA Office).

In each district visited, random sampling was used to select Health centres and Ward Executive Offices, which perform the role of registration centres.

### 1.3.6 Methods for Data Collection

Both qualitative and quantitative data were collected to provide strong and convincing evidence on the Identification, Registration and Issuance of Birth and Death certificates. The team used three methods to collect data from RITA. These methods were interviews, documentary review, and physical verification, as explained below:

#### (a) Documents Review

Various documents relating to the identification, registration and issuance of birth and death certificates were reviewed to identify performance issues and their respective root causes.

The documents reviewed were baseline survey reports, registers for database, budget execution reports, registration guidelines of birth and death Certificates, awareness campaign reports, issuance database,



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complaints registers and automation status reports. The detailed documents reviewed and the reasons for reviewing them are found in **Appendix 5**.

**(b) Interview**

Interviews were conducted with various officials from RITA to obtain relevant information regarding identification, registration and issuance of birth and death certificates. Details of interviewed officials from the Head Quarters (HQ), district offices, health centres and ward executive offices are provided in **Appendix 6**.

**(c) Physical Verifications**

Physical verifications were made at RITA HQ offices and district registration offices, which were visited by the audit team. During the visit, the audit team conducted observations and took notes on the entire process of identification, registration, and issuance of birth and death certificates, as well as the challenges encountered.

**1.3.7 Methods of Data Analysis**

*Quantitative* data on the number of people identified and registered for birth and death certificates that were collected through documents and CRS was analyzed using an Excel spreadsheet.

Data were analyzed using charts to compare targeted, surveyed, identified, registered, and issued birth and death certificates.

*Qualitative data* of a number of people who were identified and registered for birth and death certificates were described, compared, and related to the audit objective. The analysis involved looking for categories such as events, descriptions, consistencies, or differences to develop a theory or conclusion from the collected data.

Depending on the number of interviews and documents reviewed, information was transformed into quantitative data by going through interviews/documents to see how many included a positive or negative statement about a certain issue or how many have made similar statements. Calculations were made, expressing the percentage of reviewed documents or interviews with a particular type of statement.

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#### 1.4 Data Validation

RITA was given the opportunity to go through the draft performance audit report and comment on the figures and information presented. RITA confirmed the accuracy of the information and figures presented in the report.

The information presented in the report was also crosschecked and discussed by experts in the field of identification, registration and issuance of birth and death certificates to confirm the validity of the fact presented.

#### 1.5 Standards Used for the Audit

The audit was carried out in accordance with the International Standards of Supreme Audit Institutions (ISSAIs) on performance audits issued by the International Organization of Supreme Audit Institutions (INTOSAI). The specific standards for the audit are ISSAIs 100, 300 and 3000. These standards require the audit to be planned and performed to obtain sufficient and appropriate evidence to provide a reasonable basis for the findings and conclusions.

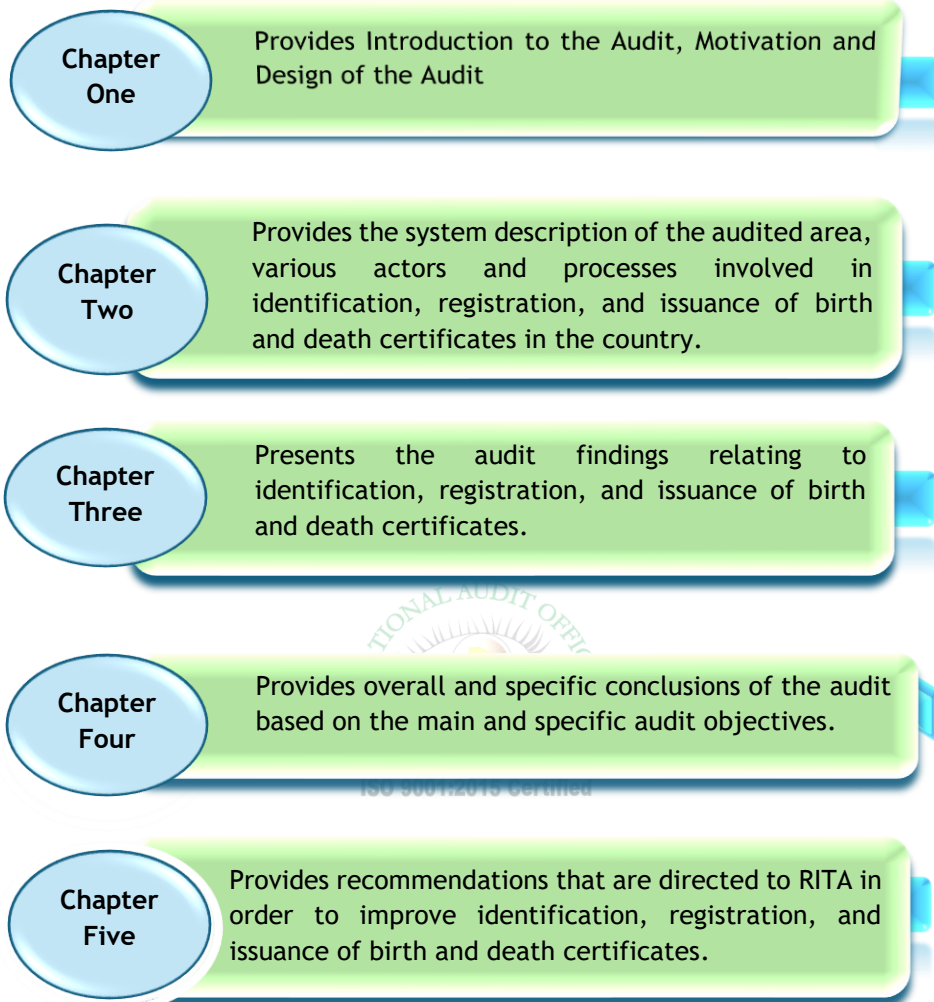
#### 1.6 Structure of the Audit Report

The chapters of this audit report are presented in **Figure 1.1**:

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**Figure 1.1: Structure of the Audit Report**



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## CHAPTER TWO

### THE SYSTEM FOR IDENTIFICATION, REGISTRATION AND ISSUANCE OF BIRTH AND DEATH CERTIFICATES

#### 2.1 Introduction

This chapter provides a description of the system for the identification, registration, and issuance of birth and death certificates in the country. It also highlights the legal framework, strategies and guidelines that govern the process, funding, and organisational structures of the audited entities. The key actors, roles, responsibilities, and relationships are also discussed.

#### 2.2 The Legal Framework, Guidelines and Strategies Governing Identification, Registration and Issuance of Birth and Death Certificates

Identification, registration and issuance of birth and death certificates in the country is guided by various laws, guidelines and Strategies as described below.

##### 2.2.1 Legal Framework

The main legislation governing the identification, Registration and issuance of birth and death certificates are the following:



### The Births and Deaths Registration Act Cap. 108

•The law describes the mandate and responsibilities of the Registrar General of RITA as a sole actor involved in the Identification, Registration and Issuance of Birth and Death certificates. Also, Cap. 108 among other things, provide for mandatory registration of all births and deaths occurring in Mainland Tanzania. The Act further, provides for decentration of registration activities from RITA to DAS as well as the need to integrate RITA's system with other systems within the government.

### The Law of the Child Cap. 13

•The law provides every child with the right to have a name and nationality. The Act also places the responsibility to the parents or guardians to register the birth of their children, Registration of children in Tanzania is done by Registration Insolvency and Trusteeship Agency (RITA).

### Convention on the Rights of the Child of

•One of the rights recognised by this Covenant is the child's right to a name and nationality and the right to know and be cared for by their parents. In this regard, it requires a child to be registered immediately after birth and have the right from the moment he is born to; have a name, obtain nationality, and, as far as possible, the right to know and be cared for by his parents.

## 2.2.2 Guidelines and Strategies

This section contains descriptions of various guidelines and strategies governing the identification, registration and issuance of birth and death certificates as explained hereunder:

### i. RITA Strategic Plan for 2021/22 to 2025/26

The strategic plan was to provide a roadmap for RITA and its stakeholders, outlining the specific objectives and goals to be achieved over a five-year period. Additionally, the plan was a key tool for mobilising resources and offering strategic direction to the management and staff in developing the Agency's annual plans and budget. Objectives, Strategies and Targets are shown in Table 2.1.

**Table 2.1: Objective, Strategies and Targets for Identification, Registration and Issuance of Birth and Death Certificates**

| Objective  | Strategies  | Target   |
|--|---|--|
| Delivery of Civil Registration, Insolvency and Trusteeship Services Improved | <ul style="list-style-type: none"> <li>Decentralization of birth registration services</li> <li>Provision of Awareness to Citizens</li> </ul> | <ul style="list-style-type: none"> <li>Number of Birth registered and issued with certificates be 1,820,794 in 2021/22, 1,642,957 in 2022/23 and 1,440,211 in 2023/24</li> <li>Number of deaths registered and issued with certificates be 69,129 in 2021/22, 85,210 in 2022/23 and 101,072 in 2023/24</li> <li>Number of Public Awareness Conducted be 608 in 2021/22, 620 in 2022/23 and 620 in 2023/24</li> </ul> |
| Institutional Capacity to Deliver Services Improved                          | Availability of resources to facilitate the provision of services at Headquarter and District Offices   | Number of Districts to be provided with working tools every year.  |

*Source: Auditors' Analysis on the RITA Strategic Plan, 2024*

**ii. Guidelines for the Registration of Births and Deaths, 2023**

The guideline outlined the registration process and identified the district registrar as responsible for registering births and deaths events in a specific district. It also instructed the registrar to accurately and promptly fill in deaths and deaths registration information and submit it to RITA HQ for record-keeping.

All registered deaths must be entered into the genealogy register, so the district registrar is responsible for ensuring that the registers are filled in on time and submitted to the HQ.

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## 2.3 Roles and Responsibilities of Actors in Governing Identification, Registration and Issuance of Birth and Death Certificates

Managing the identification, registration, and issuance of birth and death events in the country involves various actors. The main actors include the Ministry of Constitutional and Legal Affairs (MoCLA) and RITA. Other stakeholders include users of birth and death information, such as institutions that use birth and death information as proof for the provision of various services, and citizens who use birth and death information as proof to receive various services. Their roles are as explained below:

### 2.3.1 Ministry of Constitutions and Legal Affairs

Cap 108 specifies the roles of the Minister of Constitutional and Legal Affairs as follows:

- (a) To make rules that govern the registration and issuance of birth and death certificates; and
- (b) To appoint both Registrar General and Assistant Registrar General.

### 2.3.2 Registration Insolvency and Trusteeship Agency (RITA)

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RITA is the key institution responsible for the identification, registration, and issuance of birth and death certificates. It was officially established in June 2006, replacing the then Department of the Administrator General in the Attorney General's Chambers under the Ministry of Justice and Constitutional Affairs. It took over all responsibilities of the Administrator General's Department and operates as per the Executive Agencies Act, Cap 245.

RITA is dedicated to effectively and efficiently managing information on key life events, administering functions, and providing public trusteeship to uphold justice, peace, and security for the nation.

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In implementing one of its key functions of registering life events, RITA provides the following services:

- (a) Registration of Births and issuance of Birth Certificates;
- (b) Registration of Deaths and issuance of Death Certificates; and
- (c) Provision of statistics on vital civil events.

In 2019, Cap 108 was amended to allow the decentralisation of registration activities at the district level by appointing the District Administrative Secretary (DAS) as the District Registrar, who reports to the Registrar General.

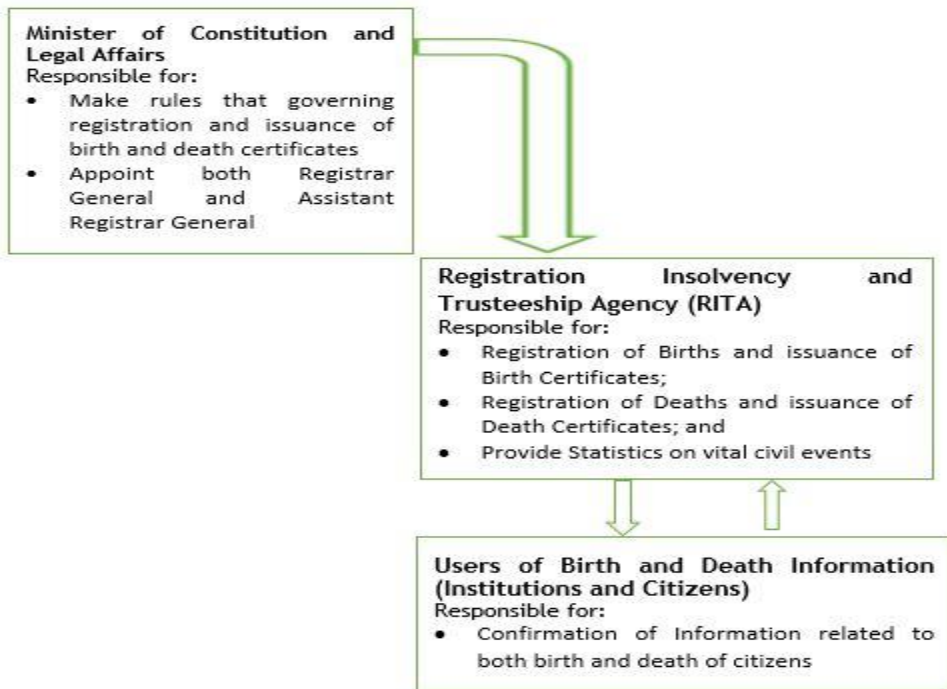
### **2.3.3 Users of Birth and Death Information (Institutions and Citizens)**

RITA managed to identify several stakeholders who are the key users of the information produced by RITA. These stakeholders include the National Identification Authority (NIDA), Public Service Social Security Fund (PSSSF), Higher Education Students' Loans Board (HESLB), Police Tanzania, National Health Insurance Fund (NHIF), Tanzania Commercial Bank, The Immigration Services Department, National Examinations Council of Tanzania (NECTA), Secretariat of Employment, National Electoral Commission (NEC), Hospitals, Tanzania Revenue Authority (TRA) and Ministry of Home Affairs.

These stakeholders use birth and death information as a confirmation during the provision of various services such as passports, identity cards, opening of bank accounts, and loan applications for higher education students. The relationship between the identified actors is presented in **Figure 2.1**.



**Figure 2.1: Relationship between Actors Involved in the Processing of Birth and Death Events**



Source: Auditors' Analysis from Birth and Registration Act, 2024

## 2.4 Process Description for the identification, Registration, and Issuance of Birth and Death Certificates in the Country

Below is the process involved in the registration and issuance of birth and death certificates:

### a) Birth Certificate Processing

The steps involved include the request for registration and certification, review and verification, and approval and issuance of birth certificates. Below are the details of the process:

#### i. Request for Registration and Certification

The applicant requesting a birth certificate must submit Form B2 along with supporting documents like the National Identification Card, Voter's registration card, and birth and clinic card notification.

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**ii. Review and Verification of the Application Submitted**

After submission of the application for birth registration and certification, the RITA officer verifies the information and checks their accuracy, requesting additional documentation if needed. If the application meets the requirements, it proceeds to the next stage; if not, the applicant is notified for corrections.

**iii. Approval and Issuance of Certificates**

After the application is completed and approved, the next step is for RITA to issue a birth certificate. This means that once the application is verified to have met the necessary requirements, a certificate is issued to the applicant. This certificate serves as an official documentation for the proof of a person's birth.

**b) Death Certificate Processing**

The steps involved in death certificate processing are the request for registration and certification, review and verification, and approval and issuance of birth certificates. Below are the details of the process;

**i. Request of Registration and Certification**

An applicant must fill out Form D3 as per Rule 3 of the Registration of Births and Deaths Rule. The completed form has to be submitted through the CRS.

The attachments for the death certificate application include death notification, burial permit, family meeting minutes, and the applicant's National Identification Card.

**ii. Review and Verification of the Application Submitted**

After submission of the application for death registration and certification, the registration officer verifies the information in the submitted application. In this regard, the Registration officer reviews the accuracy of the provided information and ensures that all required documents, such as identification and proof of relationship to the individual named on the birth certificate, are submitted. The application progresses to the next stage if it meets the necessary requirements. However, the applicant will be

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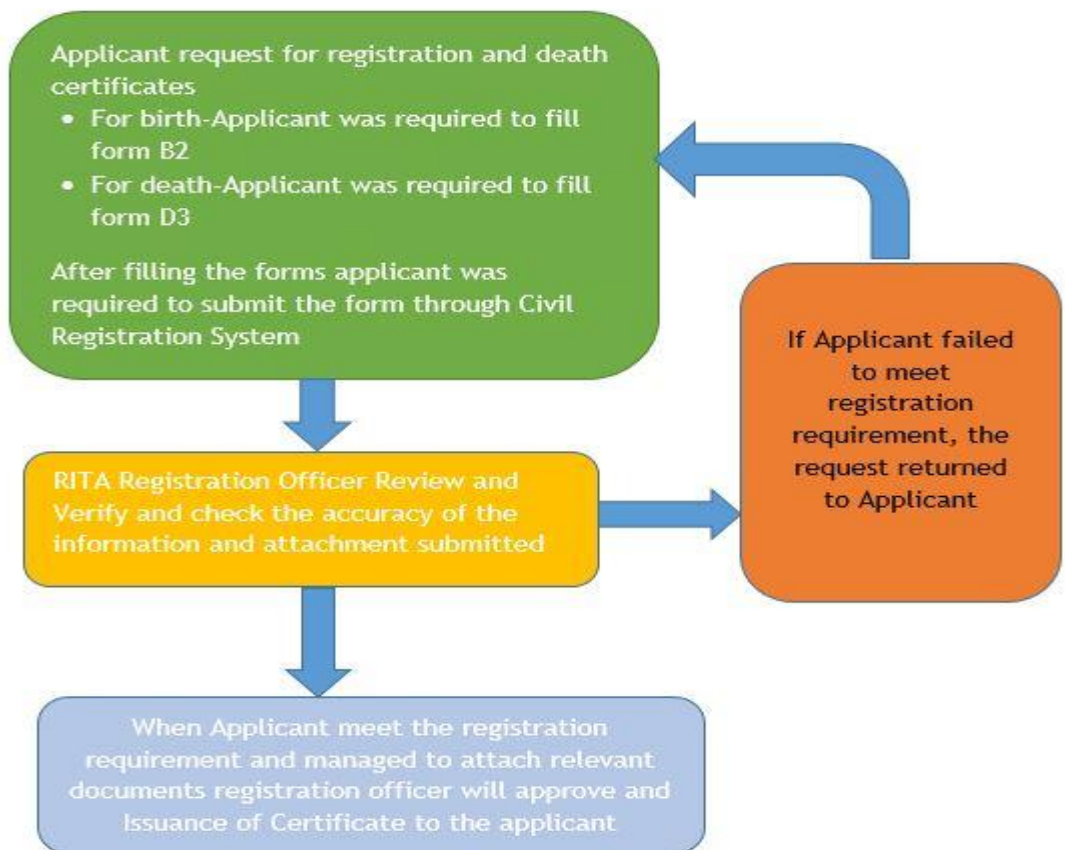
notified if any discrepancies are found, and the application will be returned for corrections.

**iii. Approval and Issuance of Certificates**

Once the application is completed and approved, the certificate is issued and provided to the applicant after verifying that the application meets all necessary requirements. This document serves as an official proof of approval for the death application.

The summarized Process of registration, review, approval and issuance of birth and death certificates is shown in **Figure 2.2**.

**Figure 2.2: Process for Registration and Issuance of Birth and Death Certificates**



*Source:* Auditors' Analysis from Registration Manual, 2024

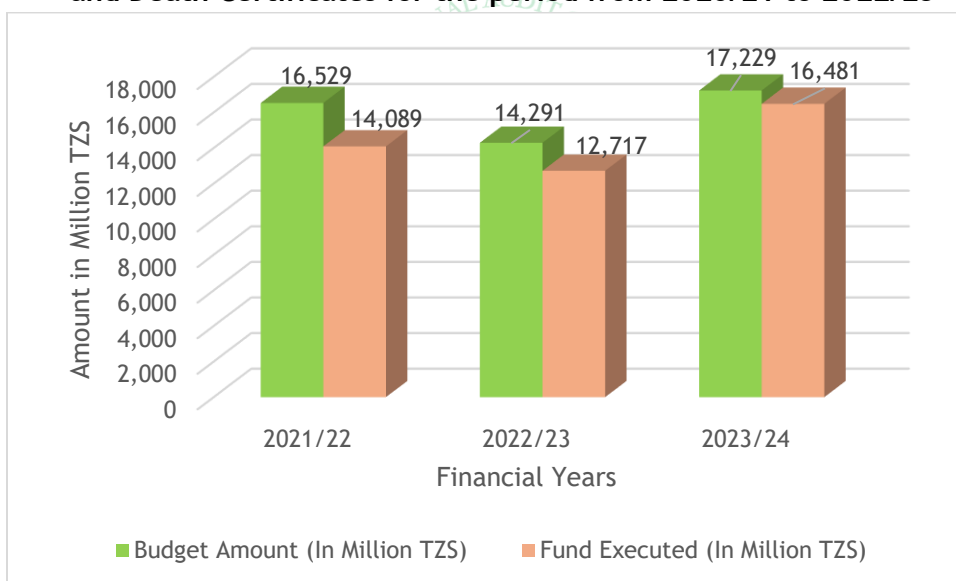
## 2.5 Resources Employed for Identification, Registration and Issuance of Birth and Death Certificates

RITA uses human and financial resources to execute the planned activities related to the Identification, Registration, and Issuance of Birth and Death Certificates.

### a) Financial Resources at RITA

As shown in **Figure 2.1**, RITA requires financial resources to execute planned activities related to registering and issuing birth and death certificates. The budgeted funds were for the procurement of registration materials, wages, and acquisition and maintenance costs of assets used for printing birth and death certificates, as summarized in **Figure 2.3**.

**Figure 2.3: Fund Allocated to Cater Registration and Issuance of Birth and Death Certificates for the period from 2020/21 to 2022/23**



**Source:** Auditors' Analysis from RITA Audited Financial Statements, 2024

**Figure 2.3** indicates that RITA was not provided with all budgeted funds for the two financial years of 2022/23 and 2023/24. However, it was provided with more than 90% of the budgeted funds. In the 2021/22 financial year, RITA was disbursed with 85% of the budgeted funds.

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## b) Human Resources Status at RITA

Performing registration and issuance of certificates requires human resources. The human resource status at RITA for the 2020/21 to 2022/23 financial years is summarized in **Table 2.2**.

**Table 2.2: Human Resource Status at RITA for the Period from 2021/22 to 2023/24**

| Cadre                          | Number of Needed Staff | Number of Staff Available |
|--------------------------------|------------------------|---------------------------|
| Registration Officers          | 195                    | 188 <sup>13</sup>         |
| Statisticians                  | 2                      | 2                         |
| Public Awareness and Marketing | 1                      | 1                         |
| Record Keeping                 | 17                     | 16                        |
| ICT Officers                   | 13                     | 8                         |
| <b>Total</b>                   | <b>228</b>             | <b>215</b>                |

*Source:* Auditors' Analysis from Human Resource Status, 2024

**Table 2.2** indicates that five cadres related to registration and issuance of birth and death certificates have a shortage of 13 staff. There were 188 Registration Officers, which comprised 103 permanent staff and 85 contractual staff.



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<sup>13</sup> Includes 103 Permanent Staff and 85 Contractual Staff

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## CHAPTER THREE

### AUDIT FINDINGS

#### 3.1 Introduction

This chapter presents audit findings on RITA's performance in the identification, registration and issuance of birth and death certificates. The findings are presented in line with the main and specific objectives presented in chapter one of this report.

The specific objectives were to assess whether RITA identified, registered and issued certificates for every birth and death event in the country; registered and issued birth and death certificates to all identified and targeted birth and death events; timely processing and issuing birth and death certificates; and - effectively and efficiently using CRS. The detailed audit findings are presented in the sections below:

#### 3.2 The Extent of Identification, Registration and Issuance of Birth and Death Certificates for Every Birth and Death

The audit reviewed the CRS as a tool used to capture birth and death registration information. The audit established cumulative registration of birth statistics compared to the 2022 Population and Housing Census issued by the National Bureau of Statistics (NBS). The purpose was to establish the extent to which the agency managed to identify, register and issue birth certificates.

According to NBS projection, as of December 2024, the population of Mainland Tanzania was approximated at 63,743,121 people. Based on these statistics, the audit revealed that, out of the said population, RITA managed to register 18,485,505 births, which is equivalent to 29% of the population.<sup>14</sup> Further analysis showing the level of identification, registration and issuance of birth and death certificates is provided below.

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<sup>14</sup> With regard to identification, registration and issuance of death certificates, the audit team could not make similar analysis as NBS does not have death statistics.

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### 3.2.1 Not Every Birth Event in the Country was Identified

Assessment of the identification of citizens qualified for birth certificates was done through baseline surveys, and targets were set based on data from NBS. Details are provided below:

#### (a) Non-conduct of Baseline Survey for People Aged Five Years and Above

A review of the Baseline Surveys and Evaluation Reports of Under Five Birth Registration Initiatives conducted from 2012 to 2023 indicated that, RITA was conducting baseline surveys before proceeding to register children aged below five years in areas where the survey was implemented. The primary objective of the baseline survey was to identify the available registration load or number of children aged under five to assist in apportioning resources needed as provided by Section 26 Cap 108, which required RITA to register every birth and death event occurring within Mainland Tanzania.

The audit noted further that, RITA did not conduct a baseline survey to establish the exact load of birth registration for the rest of the two programs (i.e., the one covering those whose age is between 5 to 17 years and from 18 years and above). The reason for not conducting a baseline survey for the other two programs was reliance on birth rate projections from the NBS.

The audit team further noted that RITA had developed a project to register children aged 5-17 years through a mass registration campaign from January 2025 to December 2030, where a baseline survey would be conducted.

#### (b) Set Identification Target Covers 11% of the Actual Backlog of Unregistered Citizens

The audit reviewed registration targets indicated in the RITA's Strategic Plan for the financial years 2020/21 to 2025/26 and noted that while the cumulative birth registration targets for the three years under review stood at 4,903,612, this was only 11% of the cumulative birth registration load in the country, which stood at 45,278,866 of unregistered birth events. The mismatch is elaborated further in **Table 3.1**.

**Table 3. 1: Percentage of Cumulative Birth Registration Targets as Compared to Cumulative Unregistered Birth Events**

| Age Group         | Population Projection as per NBS Statistics of 2024 (In Million) | Registered Citizens as of 2024 (In Million) | Unregistered Citizens as of 2024 (In Million) | Identified Target (In Million) | Percent of Identified Target to Unregistered Citizens (%) |
|-------------------|--|---|---|--------------------------------|---|
| Below 5 Year      | 13.8   | 9.6   | 4.2   | 2.9                            | 70  |
| 5 Years and above | 49.9   | 8.9   | 41  | 2                              | 5   |
| <b>Total</b>      | <b>63.7</b>  | <b>18.4</b>                                 | <b>45.3</b>                                   | <b>4.9</b>                     | <b>11</b>   |

*Source:* Auditors' Analysis from NBS Census (2022) and RITA Strategic Plan as of 2021/22 to 2025/26,2024

Table 3.1 shows the existence of unregistered birth events for all age categories. RITAs identification prioritized registering more for children under the age of five compared to citizens above 5 years old.

The Non-identification of actual birth registration load contributed to non-compliance with Section 26 of Cap. 108, which required RITA to register every birth occurring in Mainland Tanzania. This was attributed to RITA's consideration of birth registration as a routine exercise in the absence of compelling demand for birth certificates from other government institutions **(For more details, Refer to 3.3.3(b))**. The audit noted further that, the phasing out of the Under-Five Years Birth Registration Initiative (U5BRI) Program in 2022/23, during which RITA was conducting regional baseline surveys to identify the extent of registration load, contributed to non-identification of actual births registration load in the country **(Details Refer to 3.4.3(i))**.

The non-identification of the birth registration events increased the birth registration load. The audit analysed the 11% registration load identified as the registration target for the years under review to determine how long it would take RITA to register the current load of 45,278,866 births in the country. The result indicated that it would take 9.2 times the present period to finalise and complete the current births registration load. This is equivalent to 27 years. Therefore, RITA would toil until 2051 to complete



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the current registration load, assuming there are no new births in the country between 2024 and 2051, *ceteris paribus*.

During the audit review, it was observed that RITA has finalized the preparation of the project document for the second phase of the simplified birth registration initiative. This phase focuses on conducting a mass registration campaign to register births across all age groups, including children under five, those aged 5-17, and individuals aged 18 and above. The initiative aims to ensure that every birth event occurring in Tanzania Mainland is registered and a birth certificate is issued for each by the end of 2030.

### 3.2.2 Non-Registration of Every Birth Event in the Country

The audit reviewed the entry of birth registration retrieved from the CRS and compared it with the country's actual and projected population.<sup>15</sup>

The analysis revealed that RITA did not manage to register 71% of births events that occurred in Mainland Tanzania. This is contrary to Section 26 of Cap. 108, which provides for compulsory registration of every birth occurring in Mainland Tanzania. **Table 3.2** provides more details about the extent of registration.

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**Table 3.2: Extent of Registration as Compared to the Country's Population**

| Year | Country's Actual and Population Projection | Actual Birth Registration | Variations  | Percent of Registration(%) |
|------|--|---------------------------|-------------|----------------------------|
| 2021 | 57,936, 104                                | 15,062,894                | 42,873, 210 | 25.9                       |
| 2022 | 59,851,347                                 | 16,278,238                | 43,573,109  | 27.2                       |
| 2023 | 61,766,590                                 | 17,398,895                | 44,367,695  | 28.2                       |
| 2024 | 63,743,121                                 | 18,464,255                | 45,278,866  | 29.0                       |

*Source:* Auditors' Analysis from NBS National Census of 2022 & CRS Statistics, 2024

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<sup>15</sup> As per RITA, the entry in the CRS does not portray the true account of the number of the birth registered in the country. This is because, the system includes the number of births registered as from 2017 and those who updated their information from the manual birth records . The agency has no exact number of the birth registration yet to be entered in the system.

**Table 3.2** indicates an increase of 3.1 per cent in birth registration for four financial years. It further shows that the variation in registered and unregistered population increased by 2,405,656 people for a period under review.

Furthermore, analysis carried out in the CRS statistics for October 2024 revealed that, out of 13,422,694 births events that were projected to occur in the four regions, RITA managed to register 3,728,753 births only (equivalent to 28%), leaving out 9,693,941 births (equivalent to 72%) of the total projections. **Table 3.3** provides details on the extent of registration from the visited regions.

**Table 3.3: Extent of Registration as Compared to the Region’s Population**

| Region        | Total number of births in 2024 (projection) | Number of Actual Births Registered | Number of Unregistered Births | Percent of Unregistered Births in the Visited Regions (%) |
|---------------|---|------------------------------------|-------------------------------|---|
| Kagera        | 3,099,903                                   | 536,985                            | 2,562,918                     | 83  |
| Dodoma        | 3,310,158                                   | 844,027                            | 2,466,131                     | 75  |
| Songwe        | 1,419,653                                   | 445,758                            | 973,895                       | 69  |
| Dar es Salaam | 5,592,980                                   | 1,901,983                          | 3,690,997                     | 66  |
| <b>Total</b>  | <b>13,422,694</b>                           | <b>3,728,753</b>                   | <b>9,693,941</b>              | <b>72</b>   |

*Source:* Auditors’ Analysis from NBS National Census of 2022, Civil Registration System Statistics, 2024

**Table 3.3** shows that Dar es Salaam and Songwe managed to register 34% and 31% of birth events, respectively. This was above the cumulative national registration of 29%. The availability of officers in districts contributed to such attainment. On the other hand, Dodoma and Kagera managed to register 25% and 17% births, respectively. Unlike Dar es Salaam and Songwe, Dodoma and Kagera experienced a shortage of registration officers.

The audit inquiry on the reasons for the low registration rate in the country indicated that, the situation was attributed to historical grounds, among other things. This was because, until 2009, birth registration of the African-Tanzanian indigenous population was not mandatory. The requirement of mandatory registration of all births occurring in Mainland Tanzania was introduced in 2009 vide the Written Laws (Miscellaneous Amendments) Act (No. 3), 2009<sup>16</sup>. Despite RITA citing demand-driven as the cause for low birth registration, the audit noted that awareness, outreach programs and campaigns on registration of births and deaths did not assist RITA in changing people’s perception of applying for birth or death certificates upon demand.

Also, for the period from 2021/22 to 2023/24, the audit team noted a shortage in the release of funds allocated to finance registration activities. There was an increase in the trend of unreleased financial resources to cater to registration activities, as shown in **Table 3.4**.

**Table 3.4: Under release of Fund to Cater for Registration Activities**

| Financial Year | Approved Budget (In Million TZS) | Released Funds (In Million TZS) | Unreleased Fund (%) |
|----------------|----------------------------------|---------------------------------|---------------------|
| 2021/22        | 5,861                            | 4,794                           | 18                  |
| 2022/23        | 3,783                            | 2,947                           | 22                  |
| 2023/24        | 6,931                            | 4,319                           | 38                  |
| Total          | 16,575                           | 12,060                          | 27                  |

*Source:* Auditors’ Analysis from the Budget Implementation Reports, 2024

**Table 3.4** shows there was an increase in under-release of funds from 18% in 2021/22 to 38% in 2023/24.

As a result, the birth registration pace did not keep up with the need for such statistics to plan for basic services such as vaccination for children and primary school education. The registration of 29% of the country’s population indicated that the remaining 71% of the population were not

<sup>16</sup> This Act repealed the then Section 26 which confined mandatory registration of births to children whose parents were of European or American origin. The amendment led to the repeal of this Section and replaced it with the current one which makes registration of birth in Tanzania compulsory.

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issued birth certificates. It further implies that, for every four (4) people in the regions visited, three (3) were not registered and issued birth certificates.

Also, non-registration of every birth resulted in the denial of basic services such as National Identification Registration. Also, the absence of a birth certificate makes it difficult to prove kinship in case of division of the deceased's estate.

### **3.2.3 Ineffective Means to Capture and Register Every Death Event in the Country**

The audit extracted details of the entry of death registration in the CRS, which revealed that, as of September 2024, RITA managed to register 977,761 deaths as a cumulative number of deaths events in the country from the inception of the CRS in 2017. RITA officials revealed that, despite the statutory requirement to register every death event in the country, RITA's means to capture death events in the country was ineffective, contrary to Section 26 of Cap 108, which required registration of every death to be mandatory.

The cumulative number of deaths events post-independence and since the inception of the CRS was unknown to RITA. RITA contended that deaths occurring in Mainland Tanzania are captured manually through a death notification system designated to all hospitals and ward executive officers. However, at the time of the audit, RITA was working to transform the system from manual to digital. The manual system left out deaths occurring at home, and those, for whatever reason, were kept out of hospital reach and ward officers' reach.

The audit noted further that, just like birth registration, death registration was also demand-driven. Consequently, those applying for death registration needed a death certificate for a particular reason, such as petitioning for letters of administration or grant of probate, obtaining the deceased's pensions from pension funds, and closure of the deceased's accounts kept by financial institutions.

As a result, RITA did not have accurate data on the number of death events in the country since independence. Furthermore, the death registration

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targets were not based on any load of death registration for the years under review.

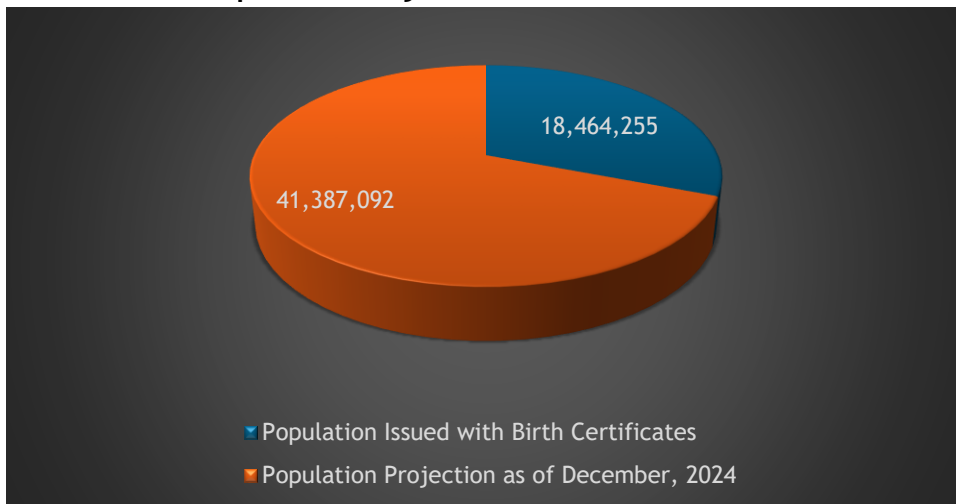
The audit reviewed the Draft Death Notification Module developed by RITA in the CRS to assist with instant death notification occurring in the country and noted that, upon its completion, the module is expected to capture death events as they occur.

#### **3.2.4 Non-issuance of Certificates to Every Birth Event in the Country**

The audit reviewed the birth registration entry in the CRS and compared it with the available number of certified copies of birth certificates issued by RITA. The result revealed that for 18,464,255 birth entries registered, RITA managed to issue birth certificates by 100%. The programs initiated by RITA, such as the U5BRI, the 5 to 18 birth registration programs undertaken by ward executives in ward registration centres, and the over 18 birth registration increased the number of citizens who were registered and issued birth certificates in the country.

However, the analysis indicated further that, when the number of people issued with birth certificates was compared against the population projections as of December 2024, RITA managed to issue birth certificates to 29% of the population contrary to Section 25(1)A of Cap. 108, which required the district registrar and the Registrar General to issue a certified copy of any entry in any register of births. **Figure 3.1** provides details of the population issued with birth certificates.

**Figure 3.1: Population Issued with Birth Certificate as Compared to Population Projection as of December 2024**



**Source:** Civil Registration System and NBS National Census Conducted in 2022

**Figure 3.1** indicates that RITA managed to issue birth certificates to an estimated one-third of Tanzania's mainland population. The low issuance of birth certificates was attributed to reasons similar to those of non-registration in **section 3.1.2**, as no person would be issued a birth certificate without first being registered.

The issuance of birth certificates to an estimated 29% of the country's population meant that the rest of 71% of the population of Mainland Tanzania, faced challenges in acquiring National Identification cards and other services where birth certificates are required.

Further, 71% of people with no birth certificates would have challenges in proving family relationships when it comes to inheriting property or estate from the deceased. The said population would otherwise be at risk of denying passport registration, as a birth certificate is also a prerequisite for passport registration and issuance. Also, citizens may be denied access to services from institutions such as the Judiciary of Tanzania, HESLB, or pensions fund because birth and death certificates are among the required documents.

Furthermore, analysis from the CRVS for October 2024 revealed that, in the four visited regions, out of a total of 13,422,694 birth events that were projected to occur in the four regions, RITA managed to issue birth certificates to 3,728,753 (equivalent to 28%) only while 9,693,941 (equivalent to 72%) of the total projection were not issued with birth certificates. Table 3.5 provides details.

**Table 3. 5: Extent of Registration as Compared to the Region’s Population**

| Region        | Population Projection | Number of Actual Birth Registered | Percentage of Birth Certificates issued (%) |
|---------------|-----------------------|-----------------------------------|---|
| Dar es Salaam | 5,592,980             | 1,901,983                         | 34  |
| Songwe        | 1,419,653             | 445,758                           | 31  |
| Dodoma        | 3,310,158             | 844,027                           | 25  |
| Kagera        | 3,099,903             | 536,985                           | 17  |
| <b>Total</b>  | <b>13,422,694</b>     | <b>3,728,753</b>                  | <b>28</b>                                   |

*Source:* Auditors’ Analysis from NBS National Census of 2022, Civil Registration System Statistics, 2024

Table 3.5 indicates that the Kagera and Dodoma regions had fewer birth certificates issued, less than 30%. This implies that the Dodoma and Kagera regions were below the national level in the issuance of birth certificates, which stood at 29%. Songwe and Dar es Salaam managed to issue at the rate of 31% and 34%, respectively, which is above the national level.

The audit further noted that the weaknesses in the identification, registration and issuance of birth and death certificates for every birth and death event were mainly caused by the following;

- (a) Non-attainment of Targets for Registration and Issuance of Birth and Death Certificates
- (b) Untimely processing and issuance of birth and death certificates to every identified and targeted birth and death events; and
- (c) Underutilization of the Civil Registration System (CRS) for processing, Registering and Issuance Issuing Birth and Death Certificates.

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Further details are provided in the section below.

### **3.3 Non-Attainment of Targets for Registration and Issuance of Death and Birth Certificates**

The audit obtained the overall registration target and compared it with the actual registration obtained from the CRS. The result indicated that RITA did not manage to attain birth and death registration targets for the period under review, as described in details below.

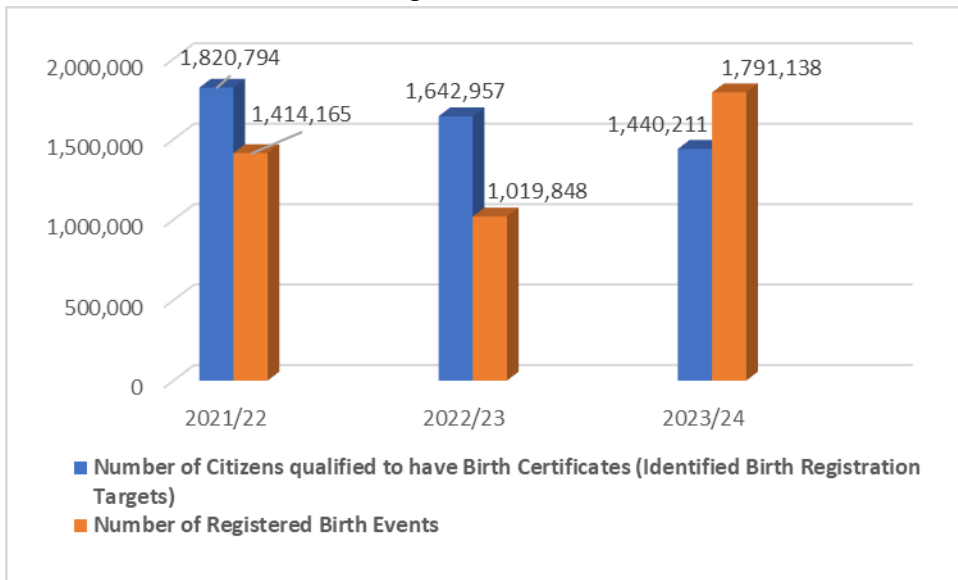
#### **3.3.1 Non-Attainment of Targets for Registration and Issuance of Births Certificates**

The audit reviewed statistics obtained from the CRS for the period under audit, which revealed that RITA did not register and issue the targeted number of birth certificates. The results indicated that cumulative birth registrations and certificate issuances from the financial year 2021/22 to 2023/24 were 4,225,151 (equivalent to 86%) of the intended target of 4,903,962 birth registrations. This is contrary to Objective C of the RITA Strategic Plan for 2021/22 to 2025/26, which required RITA to attain registration of targeted births and issue certificates.

**Figure 3.2** shows the annual targeted number of birth events to be registered and issued with certificates versus the actual number of births registered and issued certificates from 2021/22 to 2023/24.



**Figure 3.2: Attainment of Births Registration and Issuance of Certificates Target from 2021/22 to 2023/24**



*Source:* Auditors' Analysis from Civil Registration System Statistics, 2024

**Figure 3.2** shows that RITA sets different targets over the audited years. However, these targets fluctuated, indicating a decrease in 2022/23 and an increase in 2023/24. Similarly, the number of registered births and issued certificates was less than the set target in the financial years 2022/23 and 2023/24. It is only during the financial year of 2023/24 that RITA met and exceeded the set target.

Furthermore, the auditor's analysis was made based on the age category, and it was noted that RITA attained the birth registration targets only for the age group of 5 to 17 years but did not manage to attain birth registration targets for under-five children and those aged 18 years and above. Details are provided in **Table 3.6**.

**Table 3.6: Attainment of the Registration Target based on Age Category**

| Age Category  | Number of Registration Targets (A) | Number of Applicants Registered and Issued with Birth Certificate (B) | Variations of Target and Actual Registration C=A-B |
|---------------|------------------------------------|---|--|
| 0 to 4 Years  | 2,942,377                          | 2,635,433   | 306,944  |
| 5 to 17 years | 602,207                            | 717,343   | (115,136)  |
| 18 and above  | 1,359,378                          | 872,375   | 487,003  |
| Total         | 4,903,962                          | 4,225,151   | 678,811  |

*Source:* Auditors' Analysis from RITA Civil Registration System, 2024

**Table 3.6** shows that non-attainment of registration targets of citizens exists for children under 5 years and citizens aged 18 years and above.

The audit further reviewed the registration and issuance targets extracted from the RITA Strategic Plan of 2021/22 to 2025/26 for the visited regions as compared to the actual registration and issuance of certificates. The audit noted that the agency attained 100% and above of the registration target with the exception of the financial year 2021/22 in Kagera and 2022/23 in Songwe, Dar-es-Salaam and Dodoma regions, as shown in **Table 3.7**.

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**Table 3.7: Birth Registration Implementation in the Visited Regions**

| District     | 2021/22 |         | 2022/23 |         | 2023/24 |         |
|--------------|---------|---------|---------|---------|---------|---------|
|              | Planned | Actual  | Planned | Actual  | Planned | Actual  |
| Dodoma       | 80,210  | 94,387  | 68,387  | 45,353  | 57,998  | 62,872  |
| Dar-es-Salam | 128,132 | 129,690 | 136,857 | 126,018 | 138,998 | 196,059 |
| Songwe       | 44,570  | 84,666  | 38,109  | 18,842  | 32,410  | 42,261  |
| Kagera       | 95,847  | 6,812   | 104,624 | 145,442 | 108,193 | 214,727 |

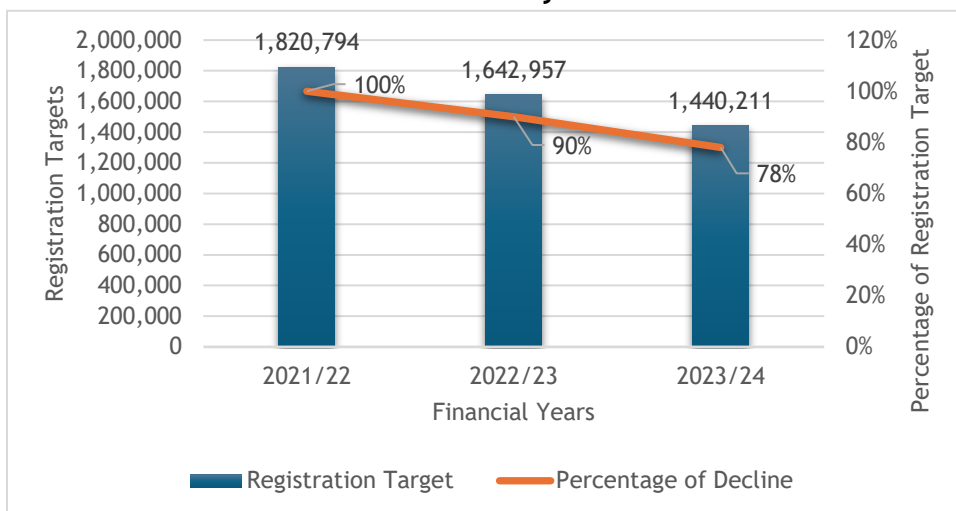
*Source:* Auditors' Analysis from Civil Registration System Statistics, 2024

However, further analysis of **Table 3.7** indicates that the non-attainment of the targets in the visited regions by 100% was attributed to the limited resources for the years under review.

**Table 3.7** indicates that despite the attainment of the targets by 100% in Songwe and Dodoma regions, the targets set decreased despite birth being overall an increasing event. The statistics in **Figure 3.3** illustrate the

decrease in birth registration targets.

**Figure 3.3: Decreasing in Birth Registration and Issuance Targets in the Country**



*Source:* Auditors' Analysis from RITA Strategic Plan of 2021/22 to 2025/26

**Figure 3.3** indicates that for the period under review, RITA's targets decreased from 1,820,794 to 1,440,211, equivalent to a decrease of 22%. There was a decrease in the setting of registration targets, while there was a general increase in birth events in the country. While this achieved 100% registration for the targeted group, 71% of the population of Mainland Tanzania remained unregistered.

The cumulative statistics reviewed from the CRS for the period under audit revealed that in the visited regions, RITA exceeded the set target for children under five years. However, RITA did not attain the birth registration targets for citizens aged 18 years and above in all regions, while the registration of those aged 5 to 17 was not attained in the Kagera region only. Details are provided in **Table 3.8**.

**Table 3. 8: Attainment of Birth Registration and Issuance Targets**

| Visited Region       | Number of Registration Targets (A) | Number of Applicants Registered and Issued with Birth Certificate (B) | Variation between Targets and the Actual Number of Registered Citizens C=A-B |
|----------------------|------------------------------------|---|--|
| <b>Dodoma</b>        |                                    |   |  |
| 0 to 4 years         | 123,957                            | 140,268   | (16,311)   |
| 5 to 17 years        | 25,370                             | 28,862  | (3,492)  |
| 18 and above         | 57,268                             | 33,482  | 23,786   |
| Total                | 206,595                            | 202,612   | 3,983  |
| <b>Dar es Salaam</b> |                                    |   |  |
| 0 to 4 years         | 242,392                            | 256,996   | (14,604)   |
| 5 to 17 years        | 49,610                             | 101,941   | (52,331)   |
| 18 and above         | 111,985                            | 92,830  | 19,155   |
| Total                | 403,987                            | 451,767   | (47,780)   |
| <b>Kagera</b>        |                                    |   |  |
| 0 to 4 years         | 185,198                            | 291,519   | (106,321)  |
| 5 to 17 years        | 37,904                             | 32,915  | 4,989  |
| 18 and above         | 85,562                             | 42,547  | 43,015   |
| Total                | 308,664                            | 366,981   | (58,317)   |
| <b>Songwe</b>        |                                    |   |  |
| 0 to 4 years         | 69,053                             | 98,989  | (29,936)   |
| 5 to 17 years        | 14,133                             | 16,838  | (2,705)  |
| 18 and above         | 31,903                             | 12,942  | 18,961   |
| Total                | 115,089                            | 128,769   | (13,680)   |

*Source:* Auditors' Analysis from Civil Registration System Statistics, 2024

Table 3.8 shows the cumulative data for three years from 2021/22 to 2023/24 in four regions, and only the Dodoma region did not attain the registration target.

### 3.3.2 Non-Attainment of Targets for Registration and Issuance of Deaths Certificate

The audit review of the CRS noted that, for the period under review, RITA registered 102,093 death events, which was equivalent to 39% of the 255,411 targeted number of death registrations. This is contrary to section 17 of Cap. 108, which obliges registration of any death event within three months.

The CRS indicated further that the number of death events registered was similar to the number of death certificates issued. This presupposes that when reference was made to death registration targets, death certificates were issued at the same time. **Table 3.9** shows the targets for registration and issued death certificates for the financial years 2021/22 to 2023/24.

**Table 3.9: Attainment of Death Registration and Certificate Issuance**

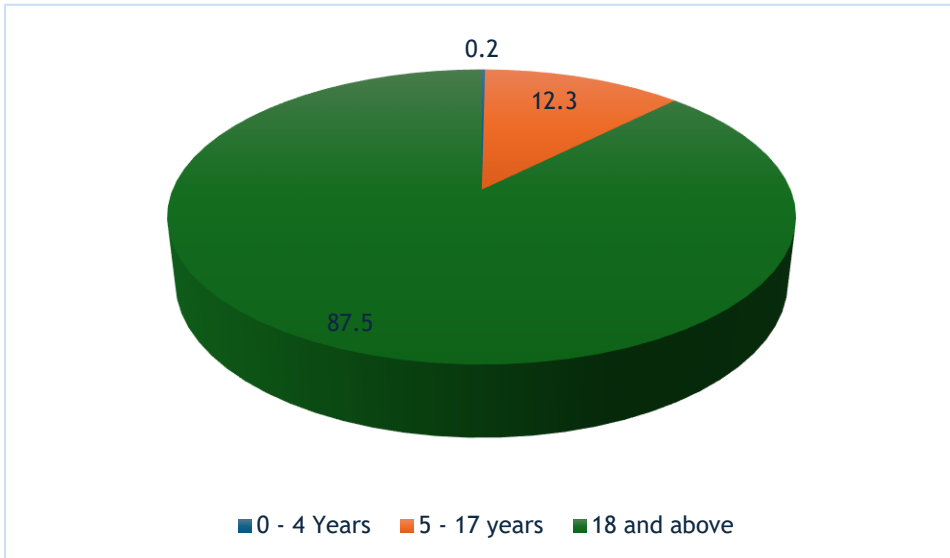
| Year    | Targets of Death Registration and Issuance | Actual Number of Registered Deaths | Actual Number of Citizens Issued with Death Certificates | Percent of the target attained (%) |
|---------|--|------------------------------------|--|------------------------------------|
| 2021/22 | 69,129                                     | 35,657                             | 35,657   | 51.5                               |
| 2022/23 | 85,210                                     | 33,990                             | 33,790   | 39.8                               |
| 2023/24 | 101,072                                    | 32,446                             | 32,446   | 32.1                               |

*Source:* Auditors' Analysis from Civil Registration System Statistics, 2024

**Table 3.9** reveals that the attainment of the set targets in registering and issuing death certificates decreased from 51.5% in 2021/22 to 32.1% in 2023/24.

From the analysis based on age, it was noted that there was an issuance of death certificates to children under the age of five years (178 certificates), followed by children aged between 5 and 17 years, with a total of 12,576 certificates and 89,339 certificates issued to citizens with 18 years and above. The percentage of each age category is analyzed in **Figure 3.3**.

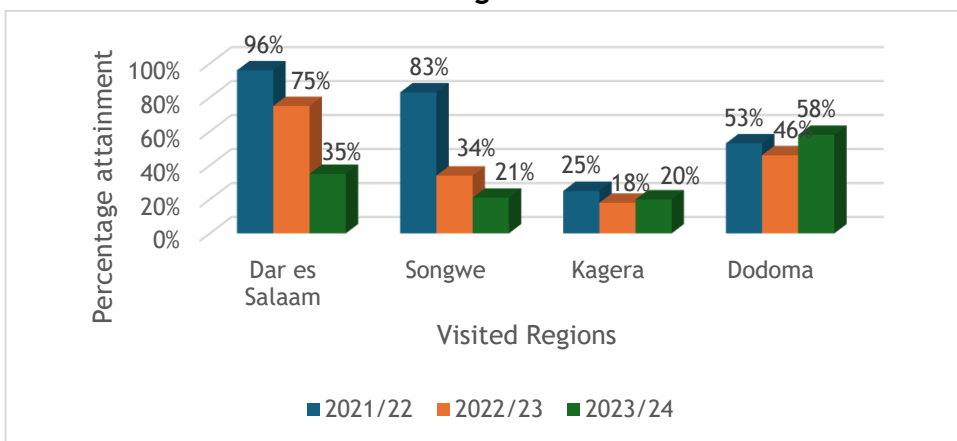
**Figure 3.3: Percentage of Death Registration According to Age**



*Source:* Auditors' Analysis from Civil Registration System Statistics, 2024

The audit analysis of death registration and issuance targets vis-à-vis the actual number of deaths registration and certificates for the visited regions revealed non-attainment of the death registration target for the financial years 2021/22 to 2023/24. **Figure 3.4** shows the percentage of attainments in the regions visited.

**Figure 3.4: Targeted Death Registration and Issuance in the Visited Regions**



*Source:* Auditors' Analysis from Civil Registration System Statistics, 2024

**Figure 3.4** above illustrates that there was a decrease in the attainment of registration and issuance in the three visited regions from the financial years of 2021/22 and 2023/24. The percentage of attainment decreased from 96% to 35% in Dar es Salaam, 83% to 21% in Songwe and 25% to 20% in the Kagera region. There was an increased attainment of the registration target in Dodoma, from 53% in the 2021/22 financial year to 58% in the 2023/24 financial year.

The audit review of the Monitoring Plan and Reports for the years under review and Situation Analysis as presented in the RITA’s Strategic Plan of 2021/22 to 2025/26, together with interviews conducted with RITA officials, indicated the following as contributing factors to non-attainment of birth and death registration targets;

**(i) The Existence of Districts without Permanent or Contractual RITA Staff**

A review of the RITA’s staff/manning level as of 2024 indicated that, out of the 139 districts of Mainland Tanzania, 32 districts, equivalent to 23%, had no permanent or contractual RITA staff.

Furthermore, the review indicated that for the visited regions, RITA had no permanent or contractual staff in 3 out of 4 visited regions. These regions are Kagera, Dodoma and Songwe. The audit noted that Kagera and Dodoma, each one of them, had three districts out of 7 with no RITA staff, while Songwe recorded 1 district out of 4 available, as illustrated further in **Table 3.10**.

**Table 3.10: Districts with no RITA Permanent and Contractual Staff**

| Particulars            | Districts | District without RITA Permanent or Contractual Officer | District without RITAs Staff (%) |
|------------------------|-----------|--|----------------------------------|
| National Level         | 139       | 32   | 23                               |
| <b>Visited Regions</b> |           |  |                                  |
| Kagera                 | 7         | 3  | 43                               |
| Dodoma                 | 7         | 3  | 43                               |
| Songwe                 | 4         | 1  | 25                               |
| Dar es Salaam          | 5         | 0  | 0                                |

*Source:* Auditors’ Analysis from RITA’s Staff and Manning Level, 2024

**Table 3.10** shows that only the Dar es Salaam region out of four visited regions had permanent and contractual staff in all its districts. Other regions had districts without any RITA staff, whether permanent or contractual. The lack of RITA staff in some of the regions affected the registration exercise, as noted in the financial year 2022/23.

However, there was an increase in 2023/24 in Dar es Salaam and Kagera, where the U5BRI was successfully completed. During the analysis of the number of staff in the visited regions, the audit noted that RITA did not establish the required number of staff at the district level to conduct registration and issuance of birth and death certificates. In the four regions, the available staff are shown in **Table 3.11**.

**Table 3.11: Staff Available in the Visited District**

| Region        | District(s) | Available Staff <sup>17</sup> | Job Description       |
|---------------|-------------|-------------------------------|-----------------------|
| Dar es Salaam | Kinondoni   | 6                             | Registration Officers |
|               | Ilala       | 3                             | Registration Officers |
|               | Mbagala     | 7                             | Registration Officers |
|               | Kigamboni   | 3                             | Registration Officers |
|               | Ubungo      | 4                             | Registration Officers |
| Kagera        | Biharamulo  | 0                             | No RITA Staff         |
|               | Karagwe     | 1                             | Registration Officer  |
|               | Muleba      | 0                             | No RITA Staff         |
|               | Kyerwa      | 0                             | No RITA Staff         |
|               | Bukoba      | 1                             | Registration Officer  |
|               | Ngara       | 1                             | Registration Officer  |
|               | Misenyi     | 1                             | Registration Officer  |
| Dodoma        | Dodoma      | 11                            | Registration Officers |
|               | Chemba      | 0                             | No RITA Staff         |
|               | Chwamwino   | 1                             | Registration Officer  |
|               | Kondoa      | 0                             | No RITA Staff         |
|               | Bahi        | 0                             | No RITA Staff         |
|               | Mpwapwa     | 1                             | Registration Officer  |
|               | Kongwa      | 1                             | Registration Officer  |
| Songwe        | Sonwe       | 1                             | Registration Officer  |
|               | Ileje       | 1                             | Registration Officer  |

<sup>17</sup> Includes contractual staff and staff located at Hospitals.



| Region | District(s) | Available Staff <sup>17</sup> | Job Description      |
|--------|-------------|-------------------------------|----------------------|
|        | Mbozi       | 1                             | Registration Officer |
|        | Momba       | 0                             | No RITA Staff        |

Source: Auditors' Analysis from RITA's Staff and Manning Level, 2024

Table 3.11 shows one region (Dar es Salaam) out of four visited regions has RITA staff in all districts. Also, it shows both Kagera and Dodoma regions has three districts with no RITA staff, while Songwe has one district with no RITA staff.

During the year 2024/25, the audit noted that RITA had received a permit to employ 37 permanent staff. The execution of the plan will ensure equitable allocation of human resources according to workload.

#### (ii) Non-operating Under-5 Birth Registration Centres

The reviewed RITA's Monitoring and Evaluation Plan for the Financial Years under review noted that for the period under implementation of the under-5 birth registration programs, the agency had 11,053 registration centres. Among them, 3,957 were ward registration centres, and 7,096 were health centres.

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The report indicated further that 4,742 registration centres (equivalent to 43% of all centres) were not operating contrary to Sections 6 and 7 of Cap. 108, which gave power to the Registrar General to delegate the registration function by decentralising it to another person whom he may appoint. Among them, 995 (25.1%) were ward registration centres, and 3,717 (52.8%) were health registration centres, as indicated in Table 3.12.

Table 3.12: Number of Non-operating Birth Registration Centers

| Registration Category       | Number of Registration Centers | Number of Active Registration Center | Number of Inactive Registration Center | % of Inactive Registration Centers |
|-----------------------------|--------------------------------|--------------------------------------|--|------------------------------------|
| Ward Registration centres   | 3,957                          | 2,962                                | 995                                    | 25                                 |
| Health Registration Centres | 7,096                          | 3,379                                | 3,717                                  | 52                                 |
| <b>Total</b>                | <b>11,053</b>                  | <b>6,341</b>                         | <b>4,712</b>                           | <b>43</b>                          |

Source: Auditors' Analysis from RITA's Monitoring and Evaluation Report, 2024

The reason for the non-operation of registration at the registration centre was the unavailability of registration equipment, such as phones that make registration centres upload registration information. The unavailability of phones in the visited registration centres is shown in **Table 3.14**.

The audit team visited 16 registration centres for children under-five years, including eight dealing with the provision of health services (health centres and district hospitals) and 8 Ward Executive Offices. It was noted that all centres were active and provided registration services when needed. **Table 3.13** provides details regarding the registration status of births under the age of five.

**Table 3.13: Status of Under Five Birth Registration Centers**

| Region        | District  | Registration Centre Visited |                          | Operation Status |
|---------------|-----------|-----------------------------|--------------------------|------------------|
|               |           | Ward                        | Hospital                 |                  |
| Kagera        | Bukoba DC | Bilele                      | ZAMZAM Health Centre     | Active           |
|               | Kyerwa DC | Kyerwa                      | Kyerwa District Hospital | Active           |
| Dar es Salaam | Ubungo    | Mburahati                   | Kimara Health Center     | Active           |
|               | Ilala     | Mchafukoge                  | Mnazi Mmoja Hospital     | Active           |
| Dodoma        | Kondoa    | Kondoa                      | Kondoa District Hospital | Active           |
|               | Dodoma    | Makole                      | Makole Health Centre     | Active           |
| Songwe        | Songwe    | Mkwajuni                    | Songwe                   | Active           |
|               | Momba     | Chitete                     | Chitete Dispensary       | Active           |

*Source:* Auditors' Analysis from Visited Registration Centres, 2024

**Table 3.13** shows that all birth registration centres for children under five years old were active and provided services for applicants.

The presence of a non-operating registration centre stalled registration activities, as was observed in the Kagera region for the year under review served for the financial year 2023/2024, to which the U5BRI was in full operation.

A review of the RITA Integration Status Report of October 2024 reveals that RITA has made efforts to integrate its CRS with the President's Office - Regional Administration and Local Government - Government of Tanzania Online Management Information System (PO-RALG - GOTHOMIS) and Ministry of Health - electronic Health Management System (MoH - eHMS).

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This will facilitate the timely accessibility of data from different government facilities.

***iii. RITA's Lack of Control over District Officials Involved in Births and Deaths Registration***

A review of the implementation status of the 10-year U5BRI Program of November 2010 noted that RITA used Ward Executive Officers and Ward Education Officers to register under-five births and 5 to 17 births, respectively. This is in line with the provisions of Sections 6 and 7 of Cap. 108, which gives power to the Registrar General to delegate the registration function. Furthermore, the review revealed that the Agency used social workers and health officers to register births under the U5BRI Program.

However, an interview with RITA officials revealed that the district officials did not prioritize registration activities compared to their core activities assigned by the District Executive Director. It was further noted that the Registrar General had no mandate to summon such staff and take action for any non-compliance in handling registration activities despite the requirement for DAS to submit a report to the Registrar General.

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Non-prioritization of registration activities was attributed to the fact that the district staff were primarily employees of the District Executive Director and not RITA, with no direct reporting obligation to RITA. Consequently, the lack of control over such district registrars has slowed the registration activities and resulted in a backlog of unregistered five-year-old births, especially after the closure of the U5BRI Program.

***iv. Depletion in the Supply of Registration Materials***

A visit by the audit team in Kondo and Ubungo Districts showed instances where registration centres ran out of materials, particularly registration form No. 2 B and security papers.

The audit review of the situational analysis of the RITA's Strategic Plan for 2021/22 to 2025/26 and monitoring plan and report for the years under review indicated deficiencies in key registration tools such as smartphones.

The audit visit to ward registration centres in Dodoma, Songwe, Mbozi, and Kondoa revealed the unavailability of smartphones for uploading registration information. While all eight health centres that provide birth registration services were provided with smartphones and were found functional. **Table 3.14** provides the availability status of smartphones needed to upload registration data.

**Table 3.14: Availability of Smartphones in Registration Center**

| Region        | District  | Ward Registration Centre | Availability of Smartphones |
|---------------|-----------|--------------------------|-----------------------------|
| Kagera        | Bukoba DC | Bilele                   | Available                   |
|               | Kyerwa DC | Kyerwa                   | Available                   |
| Dar es Salaam | Ubungo    | Mburahati                | Available                   |
|               | Ilala     | Mchafukoge               | Available                   |
| Dodoma        | Kondoa    | Kondoa                   | Not available               |
|               | Dodoma    | Makole                   | Not available               |
| Songwe        | Songwe    | Mkwajuni                 | Not available               |
|               | Momba     | Chitete                  | Not available               |

*Source:* Auditors' Analysis from Visited Registration Centres, 2024

RITA officials explained that phones were provided to the health centres and Ward Executive Offices so that they could upload registration information into the system. However, the phones did not perform as adequately as expected, and as such, they were returned with no replacement. This resulted in delays, as the birth and death certificates were issued and then taken to social welfare officers in the respective districts for entry into the system instead of the health centres uploading the respective information into the system.

However, in the 2024/25 financial year, RITA received 748 mobile Android phones for data uploading particularly in those centres with no mobile phones and new centres. This is expected to improve the exercise of uploading birth registration records.

### 3.3.3 Shortfalls of Awareness Campaigns to Assist the Agency in Registering and Issuing Birth and Death Certificates

RITA had set an indicator target values to implement the strategy for public awareness programs in three financial years of 2021/22 to 2023/24. A review

of the awareness targets revealed that RITA planned to conduct 36,145 public awareness programs for the 2021/22 financial year, 36,630 for the year 2022/23 and 37,851 campaigns for the year 2023/24. The number of awareness program implementations increased each financial year.

The audit also reviewed RITA’s Annual Implementation Plans for the period under review, which indicated that RITA managed to conduct awareness campaigns from 2021/22 to 2023/24. The extent of attainment of awareness campaigns for citizens is elaborated in **Table 3.15**.

**Table 3.15: Attainment of Conduct of Awareness Campaign to Citizens**

| Financial Year | Total Planned Number of Awareness | Actual Total Number of Awareness Conducted | Attainment of Awareness Conducted (%) |
|----------------|-----------------------------------|--|---------------------------------------|
| 2021/22        | 36,145                            | 36,339                                     | 101                                   |
| 2022/23        | 36,630                            | 40,525                                     | 111                                   |
| 2023/24        | 37,851                            | 76,778                                     | 203                                   |

Source: Auditors’ Analysis of Awareness Implementation Report, 2024

**Table 3.15** shows that RITA managed to double the attainment of awareness from 101% in 2021/22 to 203% in 2023/24.

Despite such an increase, the awareness programs did not assist RITA in meeting the set targets of increasing the rate of birth and death registration, as illustrated in **Table 3.16**.

**Table 3. 16: Relationship between Conducted Awareness Programs and Registration of Births and Death**

| Financial Year | Number of Awareness programs conducted | Births    |            |                              | Deaths  |            |                              |
|----------------|--|-----------|------------|------------------------------|---------|------------|------------------------------|
|                |  | Target    | Registered | Percentage of Registered (%) | Target  | Registered | Percentage of Registered (%) |
| 2021/22        | 36,339                                 | 1,820,794 | 1,608,772  | 88                           | 69,129  | 35,657     | 52                           |
| 2022/23        | 40,525                                 | 1,440,211 | 1,791,138  | 124                          | 101,072 | 32,446     | 32                           |
| 2023/24        | 76,778                                 | 1,642,957 | 1,014,139  | 62                           | 85,211  | 33,747     | 40                           |

*Source:* Auditors' Analysis of RITA's Annual Implementation Reports of 2021/22 to 2023/24

**Table 3.16** indicates that, despite an increase in number of awareness programs conducted from 36,339 in 2021/22 to 76,778 in 2023/24, the target set for birth and death registrations was not met in three years except for 2022/23, when birth registration exceeded the target by 24%. This was influenced by the finalization of the Under Five Birth Registration Program in Dar es Salaam and Kagera regions.

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Non-attainment of birth registration targets indicated that the increased awareness programs conducted were not entirely assisting RITA in meeting the set targets of increasing birth and death registration. The shortfalls of awareness programs were attributed to the reasons described below.

**a) Unrealistic of Target Setting on Awareness Programs**

The Annual Implementation Plan of RITA for the years under review indicated a number of public awareness programs conducted, including television programs, radio programs, newspapers, social media, exhibitions, and publications.

A review of Awareness Targets and Actual Implementation Report from 2021/22 to 2022/23 indicated that the RITA set an awareness target that is attainable. **Table 3.17** provides details on the implementation status of public awareness programs.

**Table 3.17: Implementation Status of Public Awareness Programs**

| Media Used in Awareness | 2021/22       |                              | 2022/23       |                              | 2023/24       |                              |
|-------------------------|---------------|------------------------------|---------------|------------------------------|---------------|------------------------------|
|                         | Target        | Actual Implementation Status | Target        | Actual Implementation Status | Target        | Actual Implementation Status |
| Television program      | 25            | 42                           | 75            | 56                           | 75            | 59                           |
| Radio                   | 45            | 77                           | 200           | 669                          | 200           | 774                          |
| Newspaper               | 60            | 92                           | 240           | 93                           | 196           | 178                          |
| Social media            | 0             | 128                          | 100           | 259                          | 150           | 396                          |
| Exhibitions             | 15            | 3                            | 15            | 15                           | 15            | 15                           |
| Publications            | 36,000        | 36,000                       | 36,000        | 39,526                       | 37,215        | 75,356                       |
| <b>Total</b>            | <b>36,145</b> | <b>36,339</b>                | <b>36,630</b> | <b>40,525</b>                | <b>37,851</b> | <b>76,778</b>                |

Source: Auditors' Analysis of Awareness Implementation Report, 2024

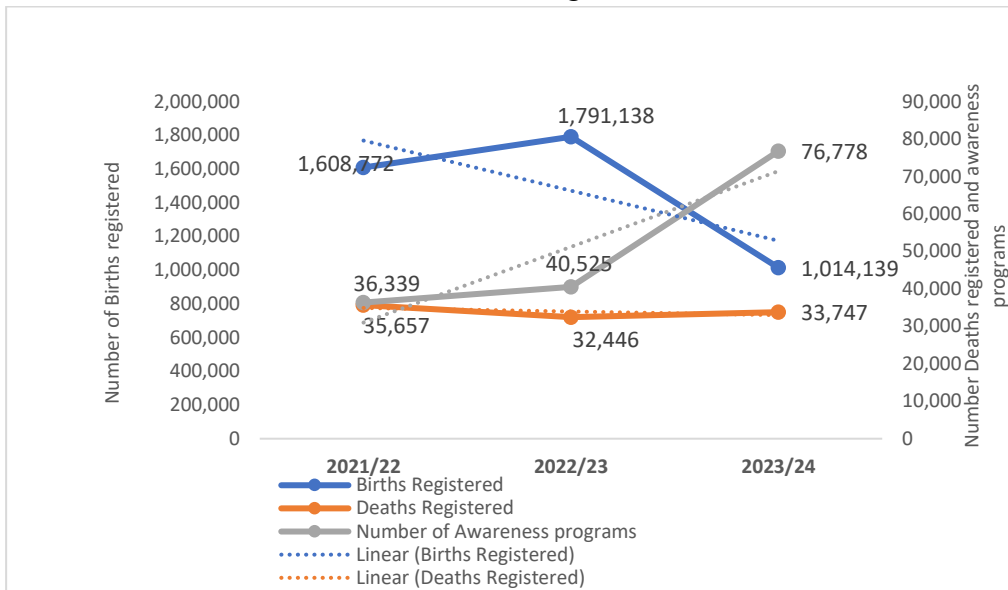
Table 3.17 indicates that the number of actual implementations of awareness programs increased each financial year. The variations were observed in radio program awareness, newspaper, social media and Publications.

#### ***b) Demand-driven Death Application and Registration***

The audit review of the RITA Strategic Plan for 2021/22 to 2025/26 indicated that applicants were applying for death registration upon demand of birth certificate by institutions such as the Judiciary, HESLB and social security funds. The audit noted further that even the application for death registration was demand-driven, even though the law was under the provision of Section 17 of Cap. 108 requires a compulsory registration of any death event within one month.

As a result, despite the increase in the number of awareness campaigns for the years under review, the number for registration of births and deaths did not keep up with the increased awareness campaigns, as indicated in Figure 3.5.

**Figure 3.5: Impact of Awareness Campaigns Conducted on Actual Birth and Death Registration**



Source: Auditors' Analysis of Awareness Implementation Report, 2024

Figure 3.5 shows an increase in awareness campaigns conducted over the years. However, the awareness campaign's linear correlation with birth and death registration was seemingly decreasing, indicating that the campaigns did not increase death registration targets.

### 3.4 Untimely Processing and Issuance of Birth and Death Certificates to Every Identified and Targeted Birth and Death Event

Item 5(c) of the RITA Client Service Charter of 2022 requires RITA to process and issue birth and death certificates within five days. The audit extracted the registration statistics of both deaths and births from CRS for the financial years 2022/23 to 2023/24. The analysis revealed that 53% of the registered births were untimely processed. Regarding death registration, 66% of the registered deaths were untimely processed.

Regarding untimely registration of births and deaths, the audit revealed that there was a maximum delay of 589 and 557 days with respect to birth and death registration, respectively. Furthermore, the registration programs did not assist RITA in registering and issuing birth and death



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certificates within the required five-day timeline. Further details are provided below.

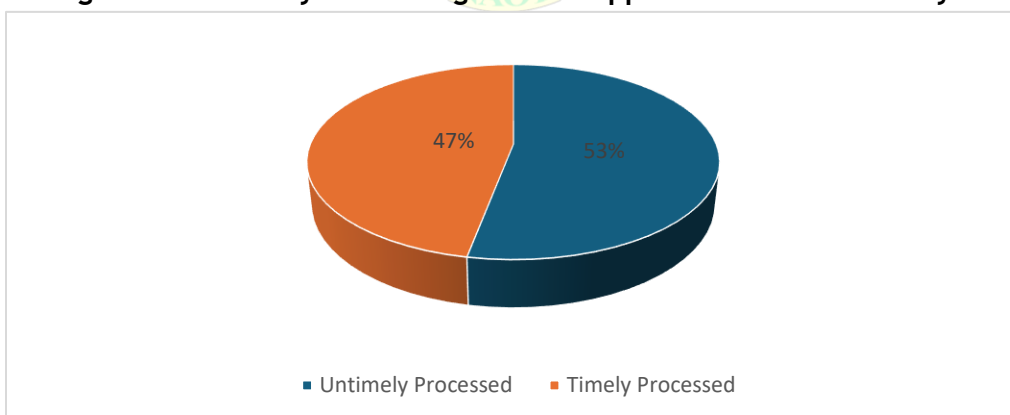
### 3.4.1 Not all Submitted Applications for Birth Registration were Processed within the Recommended Timelines of Five Days

A review of statistics for the CRS as of September 2024 revealed that a total of 18,464,255 citizens had been registered and issued birth certificates. RITA, through CRS, managed to register 768,776 citizens, and their data included information from the date of application to the date of issuance of certificates. Details are provided below;

#### a) 53% of the Birth Applications in the Country were Untimely Processed

During the review of the CRS, the audit team analyzed the time taken to process 768,776 applications for birth certificates. It was noted that 404,756 (equivalent to 53%) of the 768,776 applications were not processed within the envisaged time of five days, as stated in Item 5(c) of the RITA Client Service Charter of 2022. Details on the timely processing of birth applications in the country are provided in **Figure 3.6**.

**Figure 3. 6: Timely Processing of Birth Application in the Country**



*Source:* Auditors' Analysis on the Civil Registration System, 2024

**Figure 3.6** reveals that more than half of the birth applications were untimely processed from registration to issuance of birth certificates.

Furthermore, an analysis of delays in processing applications from the CRS

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revealed that the longest delay in issuing birth certificates was 589 days.

**b) 80% of Birth Registration Applications in Four Visited Regions were Timely Processed**

The analysis of the CRS statistics from four visited regions of Kagera, Songwe, Dar es Salaam and Dodoma revealed that out of 170,452 birth applications submitted to RITA, a total of 136,408 applications (equivalent to 80%) were timely processed. The audit noted that Dar es Salaam had the lowest (71%) and Songwe had the highest percentage (94%) of timely processed birth applications compared to other visited regions.

Details of timely processed applications in the four regions visited are shown in **Table 3.18**.

**Table 3. 18: Timely Processing of Birth Registration Applications in the Visited Regions**

| Region        | No. of Applications | Applications Timely Processed | Applications Delayed | Timely Processed (%) |
|---------------|---------------------|-------------------------------|----------------------|----------------------|
| Songwe        | 13,075              | 12,296                        | 779                  | 94                   |
| Kagera        | 35,510              | 32,040                        | 3,470                | 90                   |
| Dodoma        | 29,409              | 26,108                        | 3301                 | 89                   |
| Dar es Salaam | 92,458              | 65,964                        | 26494                | 71                   |
| <b>Total</b>  | <b>170,452</b>      | <b>136,408</b>                | <b>34,044</b>        | <b>80</b>            |

*Source:* Auditors' Analysis on the Civil Registration System, 2024

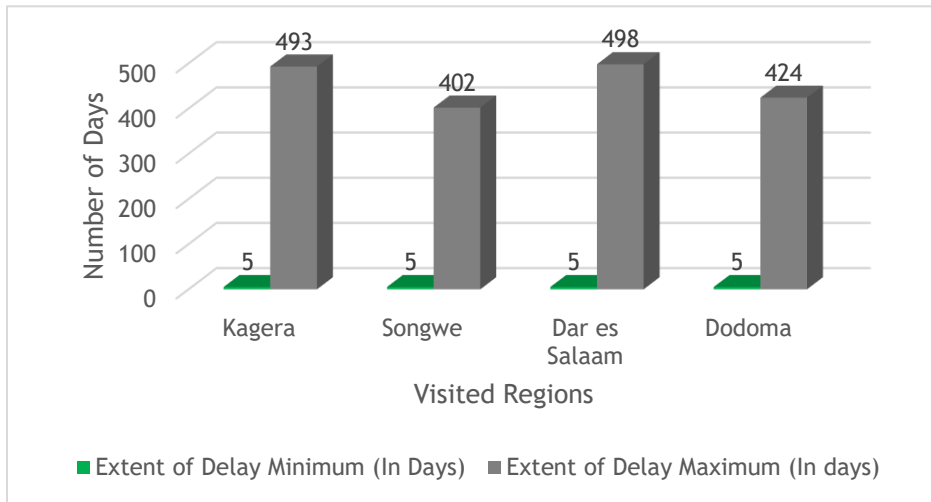
**Table 3.18** shows that Dar es Salaam had the highest number of applications hence the noted lowest pace of processing registered applications. On the other hand, the Kagera and Dodoma regions (regions with a medium number of applications) were more efficient, while Songwe was the most efficient of all in processing birth registration applications because they had low numbers of applications.

**c) 20% of the Birth Registration Applications were not Processed within the Recommended Timelines of Five Days**

The analysis of 170,452 birth applications received by RITA shows that

34,044 were not processed in a timely manner. The audit analyzed 34,044 applications from the time of submission of a single application to the time of issuance of a birth certificate, and CRS statistics revealed a delay of up to 498 days. Details are provided in **Figure 3.7**.

**Figure 3. 7: Extent of Delay in the Processing Birth Applications in the Visited Regions**



*Source: Auditors Analysis on the Civil Registration System, 2024*

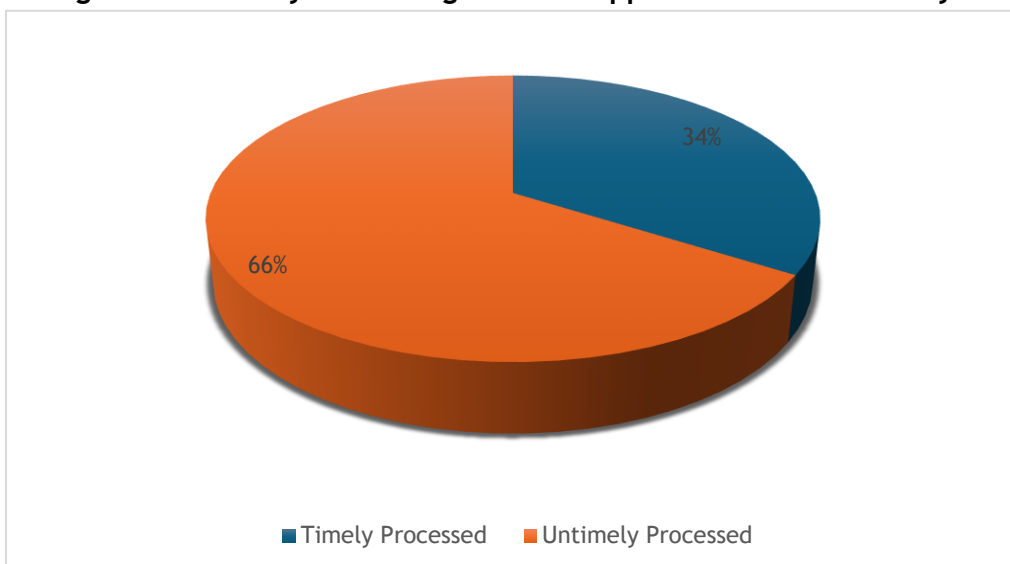
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**Figure 3.7** shows that all four regions visited experienced a delay of over 400 days, contrary to Item 5(c) of the RITA Client Service Charter of 2022, which required RITA to issue birth certificates within five days. The noted delay for the processing of a single application ranges from 402 days in Songwe to 498 days in Dar es Salaam.

### 3.4.2 Not all Submitted Applications for Deaths Registration were Processed within the Recommended Timelines of Five Days

Civil Registration System review of 45,504 death certificate applications in the country showed that 66% of the death applications were untimely processed. It was noted that 30,049 of the 45,504 applications were delayed, while 15,455 were timely processed. Details are provided in **Figure 3.8**.

**Figure 3.8: Timely Processing of Death Application in the Country**



*Source: Auditors' Analysis from Civil Registration System, 2024*

**Figure 3.8** reveals that 66% of the birth applications were untimely processed from registration to issuance of birth certificates.

Furthermore, an analysis of delays in processing applications made from the CRS revealed that the longest delay in issuing birth certificates was 557 days.

**a) 66% of Death Registration Applications were Timely Processed in the Visited Regions**

The analysis of the CRS statistics revealed that in the four visited regions, 5,777 out of 8,808 deaths registration applications submitted to RITA (equivalent to 66%) were processed within the required five days. The analysis further indicated that, Songwe recorded the highest percentage (90%) of timely registration, while Dar es Salaam recorded the lowest (41%) rate. Kagera and Dodoma regions recorded rates of 84% and 73% of timely registration, respectively. Details of timely processing in the four visited regions are shown in **Table 3.19**.

**Table 3. 19: Death Applications Timely Processing in the visited regions**

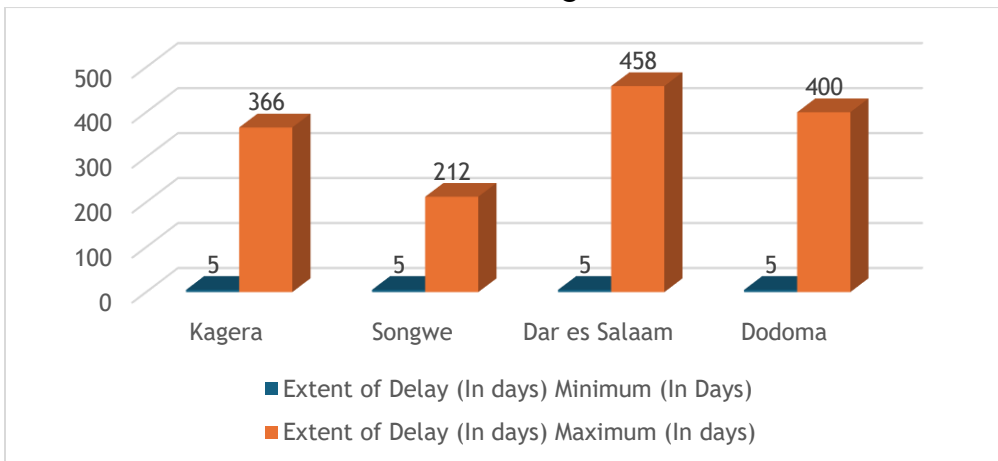
| Region        | No. of Death Applications | No. of Timely Processed Death Applications | Percentage of Timely Processed |
|---------------|---------------------------|--|--------------------------------|
| Songwe        | 661                       | 593  | 90                             |
| Kagera        | 2,914                     | 2,446                                      | 84                             |
| Dodoma        | 1,810                     | 1,329                                      | 73                             |
| Dar es Salaam | 3423                      | 1,409                                      | 41                             |
| <b>Total</b>  | <b>8,808</b>              | <b>5,777</b>                               | <b>66</b>                      |

Source: Auditors’ Analysis from CRS, 2024

**b) 34% of Processed Death Registration Applications were not Processed within the Recommended Timelines of Five Days**

The analysis of 8,808 death registration applications received by RITA shows that 3031 were not processed in a timely manner. The audit analyzed each of the 3,031 death registration applications from the time of submitting a single application to the time of issuance of the death certificate, and CRS statistics revealed a delay of up to 458 days. Details are shown in Figure 3.9.

**Figure 3.9: Extent of Delay in the Processing of Death Applications in the Visited Regions**



Source: Auditors’ Analysis from CRS Statistics, 2024

Figure 3.9 shows that the delay in processing death registration applications within the four regions ranges from 212 days in the Songwe region to 458 days in the Dar es Salaam region.

The audit noted that untimely registration of births and deaths applications was attributed to the following reasons described below:

***a) Inequitable Allocation of Human Resources to Assist RITA in the Timely Registration and Issuance of Birth and Death Certificates***

The audit team extracted the annual average registration of births and deaths from the CRS and compared it with the staff/manning level for the visited regions. The result indicated that, on average, one RITA staff registered 23 birth and death applications a day country-wise. For visited regions, the number of registrations conducted daily ranged from 13 to 85, as shown in Table 3.20.

**Table 3.20: Workload of Single Staff in Visited Regions as compared to National Average Workload**

| Workload               | Annual Average Registration of Births and Deaths | Available Staff | Ratio Per Annum | Ratio Per Month | Ratio Per Day |
|------------------------|--|-----------------|-----------------|-----------------|---------------|
| National Level         | 1,407,344  | 188             | 7,485           | 623             | 20            |
| <b>Visited Regions</b> |  |                 |                 |                 |               |
| Dar es Salaam          | 150,589  | 25              | 6024            | 502             | 17            |
| Kagera                 | 122,327  | 4               | 30581           | 2548            | 85            |
| Dodoma                 | 67,537   | 14              | 4824            | 402             | 13            |
| Songwe                 | 48,753   | 3               | 16251           | 1354            | 45            |

Source: Auditors' Analysis from Civil Vital Registration Statistics and RITA's Manning level, 2024

Table 3.20 depicts that RITA allocated more staff in the Dar es Salaam region despite its staff having a smaller workload than the national average of each RITA staff member and the rest of the visited regions. The table indicates further that one staff member in the Kagera region had a workload more than 4 times the national average since one staff member has to register 85 birth and death certificates daily. Songwe region was above the

national average two times despite having the lowest number of staff as compared to the rest of the regions visited. Dodoma region was recorded to have the lowest workload load, where one staff member registered 13 births and deaths a day.

***b) Return of Request because Irrelevant Documents were Attached***

Analysis from CRS revealed that delays in processing birth and death registration applications resulted from attaching irrelevant documents to support the application for registration. The audit analysis from CVS Statistics from Dodoma, Kagera, Dar es Salaam and Kagera reveals that 2,262 out of 178,536 registration requests were delayed because of being accompanied by improper documents. (Refer to **Tables 3.21** and **3.22**).

In applying for birth certificates, applicants are required to attach copies of the clinic card, birth notification, a letter from the ward executive office, and baptism certificate. However, in the visited districts of Dodoma and Ilala, it was noted that applicants submitted unwanted attachments, such as academic certificates. Failure to attach the needed documents resulted in the application being rejected, affecting the processing time.

**Table 3.21: Number of Returned Birth Registration Applications in Visited Regions**

| Region        | Submitted Birth Applications | Returned Birth Applications | Percentage (%) |
|---------------|------------------------------|-----------------------------|----------------|
| Dar es Salaam | 92,458                       | 184                         | 0.19           |
| Kagera        | 35,510                       | 58                          | 0.16           |
| Dodoma        | 29,409                       | 40                          | 0.13           |
| Songwe        | 13,075                       | 10                          | 0.07           |
| <b>Total</b>  | <b>170,452</b>               | <b>292</b>                  | <b>0.17</b>    |

*Source:* Auditors' Analysis from Civil Registration System for the Visited Regions, 2024

**Table 3.21** shows that 292 (equivalent to 0.17% of submitted birth registration applications) were rejected. Dar es Salaam region experienced the highest number of rejections compared to other regions.

**Table 3.22: Number of Returned Death Registration Applications for the Visited Regions**

| Region        | Submitted Death Applications | Returned Death Applications | Percentage (%) |
|---------------|------------------------------|-----------------------------|----------------|
| Kagera        | 2,190                        | 1095                        | 50             |
| Dodoma        | 1,810                        | 857                         | 47             |
| Dar es Salaam | 3,423                        | 16                          | 0.46           |
| Songwe        | 661                          | 2                           | 0.3            |
| <b>Total</b>  | <b>8,084</b>                 | <b>1,970</b>                | <b>24.4</b>    |

*Source: Civil Registration System for the Visited Regions, 2024*

Table 3.22 shows that a total of 1,970 (equivalent to 24.4%) of submitted death registration applications were rejected. Kagera and Dodoma regions experience the highest number of rejections at 50% and 47%, respectively.

The rejections were mainly caused by the absence of family meeting minutes, which are among the key documents required for processing death certificates.

The audit noted that the untimely processing of birth and death certificates affects customer satisfaction with the services offered by the Agency. Furthermore, a review of the situational analysis of the RITA's Strategic Plan indicated that untimely processing of birth and death certificates denied the population timely access to the intended basic services to which birth or death certificates were prerequisites, such as obtaining National Identity and application for administration of deceased's estate.

Despite having such a challenge, the audit noted that RITA has guidelines in place that stipulate documents to be attached during the application for birth or death certificates. Moreover, RITA was implementing public awareness programs through mass media channels to sensitize the public on how to lodge proper applications for birth and death certificates, including the attachment of relevant documents.



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### 3.4.3 Ineffective Implementation of Birth Registration Programs

The audit review of the Agency’s Monitoring and Evaluation Report for the 2023/24 financial year revealed that RITA introduced an age-wise birth registration program to increase the number of registered citizens and those issued with birth certificates. These programs included U5BRI, the 5 to 18-year registration program, and the above-18-year program.

The audit assessed the implementation of such programs and noted that they succumbed to the following weaknesses, as illustrated below.

#### i. Unsustainability of Registration Programs

The audit noted that, in complying with the statutory requirement of compulsory registration of every birth event in the country, the Agency introduced ten years of birth registration programs from 2012/13 to 2022/2023. These programs include the U5BRI program for registering and issuing birth certificates to children under 5 years, a program for birth registration of 5 to 17 years, and 18 years and above. All these programs aimed to identify every birth event, increase registration, and increase the issuance of birth certificates.

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The audit reviewed the RITAs report submitted to MoCLA titled “*Taarifa ya Muundo na Majukumu ya RITA of February 2024*” and noted that, under the U5BRI Program, RITA targeted to register 13,088,235 births. However, it managed to register 9,468,331 children only (4,666,860 male and 4,801,471 female). The registration and issuance of birth certificates under the program were decentralised to 3,957 ward offices and 7,096 health centres, with 185 districts involved.

The audit also reviewed the Monitoring and Evaluation Plan and Report for 2023/24, which revealed that, the program was phased out in 2022/23 after a decade of implementation. While the program contributed to increased birth registrations during its operation, its phasing out resulted in a significant backlog of unregistered births, highlighting the need for sustainable measures to maintain progress in birth registration efforts.

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The birth registration program for children 5 to 17 years old was implemented in formal education programs whereby ward education officers were used to supervise the exercise. This program achieved the set target by more than 100%. The 18-year and above program was implemented in 139 districts, whereby the DAS were given registration powers. Both programs were phased out in the 2022/23 financial year.

The audit further noted that, except for the U5BRI program, the other two programs had no succession plan to ensure the continuity of registration activities and issuance of birth certificates. As a result, while the programs ended, the birth registration process continued, though it faced challenges in maintaining sustainability. However, the audit noted that the succession plan prepared by RITA for U5BRI (Sustainability of Simplified Birth Registration in Tanzania Plan) was yet to be finalized at the time of this audit. The draft paper was stalled by the intended merging of RITA and NIDA.

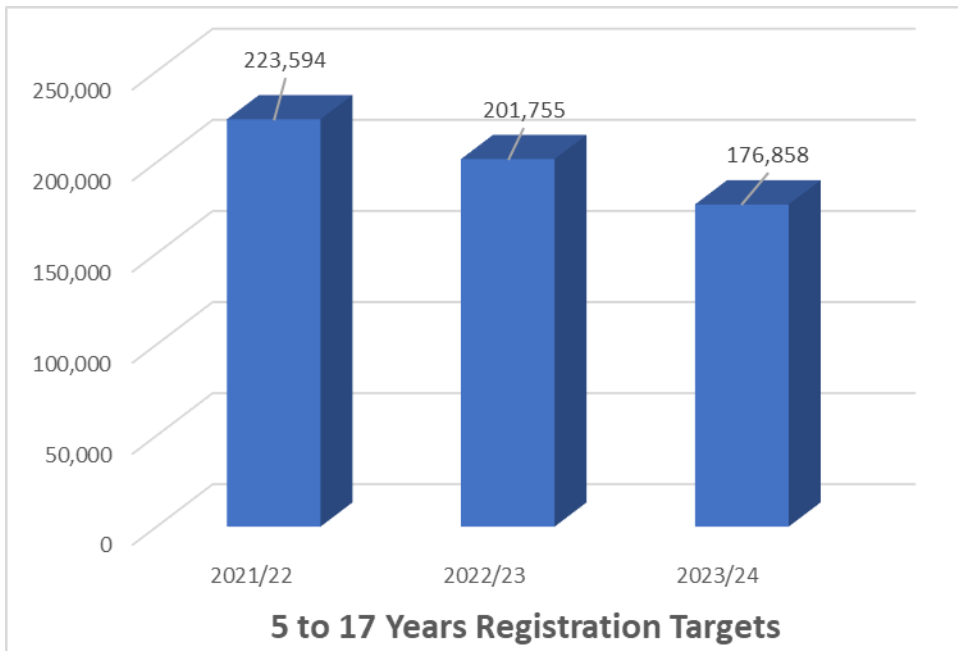
As a result, the audit noted a total of 45,278,866 birth events that occurred in mainland Tanzania, which were not identified, registered, and issued with birth certificates (refer to **Section 3.2**).

*ii. Decreasing Rate of the Set Targets for the Registration Program of 5 to 17 Years Old*

The analysis of the statistics extracted from the CRS for the program relating to the registration of children between 5 and 17 years old indicated that the program succeeded by more than 100%.

However, the audit noted the Agency's weaknesses in setting up its target because the set target certificate registration rates were decreasing for the period under review despite the fact that birth was and is, in fact, a constant and ever-increasing event as detailed in **Figure 3.10**.

**Figure 3.10: Decreasing Rate of the Set Targets for the Birth Registration Program of 5 to 17 years old**



Source: Auditors' Analysis from Civil Registration System, 2024

**Figure 3.10** indicates that despite achieving up to 150% of the set registration target, the agency has been setting such targets at a decreasing rate despite the birth being constant and steadily increasing. The target set decreased from 223,594 in the financial year 2021/22 to 176,858 in the financial year 2023/24.

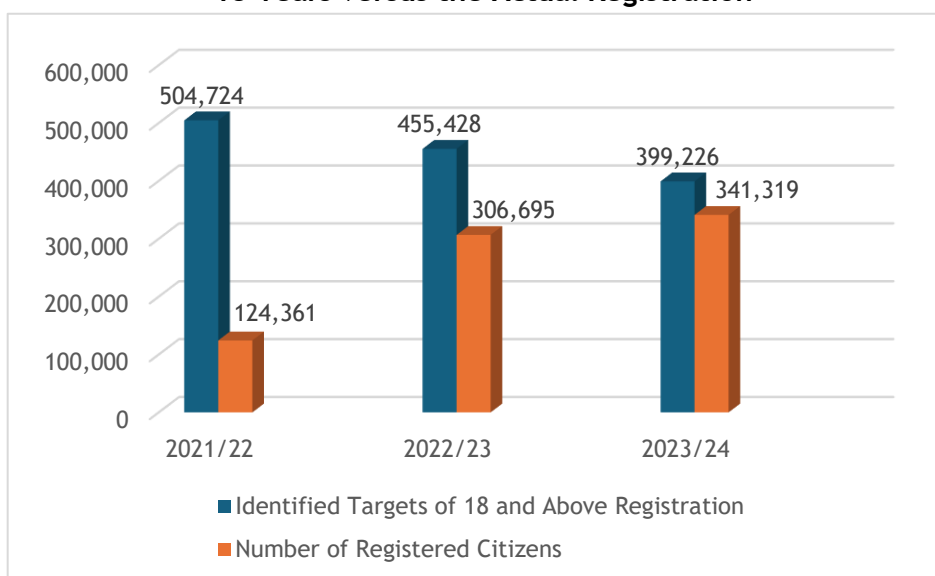
As a result, the agency did not fully register and issue birth certificates for all birth events in the country, as indicated in **section 3.2** of this report. This shortcoming was caused by setting the targets at a decreasing rate.

***iii. The Program for Registration of Birth Above 18 Years Old did not Meet the Set Target by 100%***

The program aimed to register all births above 18 years for those who were not registered at the time of birth.

The audit review of the RITA’s Monitoring and Evaluation Report for the 2023/24 financial year (as of February 2024) revealed that a cumulative total number of 18 million births were registered with the support of an online CRS out of 63 million citizens born in Mainland Tanzania. However, the audit noted that despite the decreasing rate of the set target for registration of births above 18, the Agency did not manage to register births by 100% of the set target, as depicted in **Figure 3.12**.

**Figure 3.11: Set Targets for the Registration Program of Births above 18 Years versus the Actual Registration**



*Source:* Auditors’ Analysis from Civil Registration System, 2024

**Figure 3.12** shows that the targets for registration of people over 18 declined, but the actual number of registered citizens increased from 124,361 in 2021/22 to 341,319 in 2023/24. The figure further indicates that, in all financial years, the set targets were not met by 100%. The non-attainment of the set targets by 100% indicates that the program did not facilitate the processing and issuance of birth certificates to citizens of this category.

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### 3.5 Underutilization of the CRS for Processing, Registering and Issuing Birth and Death Certificates

The audit review of RITA's Strategic Plan for years 2021/22 to 2025/26 revealed that the Agency automated its birth and death registration business processes by introducing the CRS in 2017. This is in line with Section 19A of Cap 108, which requires maintenance of an electronic register of births and deaths. In October 2024, RITA rolled out the CRS nationwide, extending to all districts in the country. This rollout included 11,053 registration centres for children under five years of age, where both the CRS and manual registration were used to process birth registrations.

Further review of the agency's Strategic Plan indicated that the CRS was to carry out all RITA's birth and death registration functionalities, such as providing electronic data storage, reducing the cost of accessing registration centres and service delivery timelines and generating reports from the registered birth and death events in the country.

Despite this notable achievement, the audit noted that the CRS was underutilized, as illustrated below.

#### 3.5.1 Co-existence of Manual and Online Registration Systems at RITA

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The review of the CRS business process revealed the existence of manual registration, which was undertaken at registration centres, and later, the information that was obtained manually was entered into the CRS. The audit noted that 11,053 registration centres were issued with manual birth registration registers (*form No. B2*) used to enter birth event details. The information obtained was later entered into the CRS, while the completed registers were collected from the centres by the district registration officer, who filed returns with the Registrar General. The audit visit to registration centres noted the existence of manual registers while RITA had already digitalised the birth registration process, contributing to double efforts as illustrated further in **Photos 3.1** and **3.2**.

### Photo 3.1: Existence of Manual Birth Register in the Registration Centres


  
**JAMHURI YA MUUNGANO WA TANZANIA**  
**WAKALA WA USAJILI, UFILISI NA UDHAMINI (RITA)**  
**REJESTA YA VIZAZI**  
 FOMU: B2  
 Kuanzia 4014460851 Mpaka 4014460875  
**MAELEZO YA UJAZAJI REJESTA**  
**MAMBO MUHIMU**  
 1.1 Taarifa za vizazi vyote zinatakiwa kwa mujibu wa sheria zipelekwe kwa msajili wa Vizazi na Vifo wa Halmashauri.  
 1.2 Rejesta ya kizazi itumike kwa kuandikisha kizazi kimoja tu. Aidha mtoto awe amezaliwa hai au amekufa anapaswa kusajiliwa. Endapo watoto ni mapacha jaza rejesta moja kwa kila mtoto kwa kufuatana na namba za rejesta, akianza Kurwa na kufuatiwa na Doto.  
 1.3 Rejesta ya kizazi ni kumbukumbu ya kisheria ya kuzaliwa kwa mtoto kwa hiyo ni muhimu kupata taarifa zote kwa ukamilifu kutoka kwa mzazi au mtoa taarifa.  
 1.4 Rejesta hii ijazwe kwa HERUFI KUBWA. Taarifa zilizo kwenye Rejesta ya kizazi zitaingizwa moja kwa moja kwenye mfumo wa kielektroniki kwa kutumia simu ya mkononi.  
 1.5 Endapo utakosea kujaza rejesta tumia wino maalumu wa kufutia (correcting fluid) na endapo uta kosea zaidi ya mara tano chora mstari kuanzia mwanzo hadi mwisho wa rejesta halafu jaza rejesta nyingine. Tafadhali usitoe Cheti kilichokosewa. Rejesta zote zilizokosewa ziwasilishwe kwa Msajili wa Vizazi na Vifo wa Halmashauri pamoja na zile zilizojazwa vizuri.  
 1.6 Jaza Rejesta ya Kizazi kwanza (sehemu ya juu). Kisha jaza Cheti cha kuzaliwa kwa kunakili taarifa kutoka kwenye Rejesta.  
 1.7 Rejesta za Vizazi zinatakiwa kuwasilishwa kwa Msajili wa Vizazi na Vifo wa Halmashauri kila baada ya mwezi mmoja baada ya kuhakikisha taarifa zote zimeingizwa kwenye mfumo kwa kutumia simu ya mkononi, na kuwasilishwa kwa Msajili Mkuu kila baada ya miezi mitatu.  
**MUHIMU: KAMA TAARIFA ZOTE HAZIJKAMILIKA USIJAZE REJESTA HII (Angalia mwongozo kwa maelekezo zaidi)**

Photo 3.1: The photo shows the manual register used to register births at the registration centre, as observed by auditors during a field visit to Kimara Health Centre on 20 September 2024.

### Photo 3.2: Handwritten Birth Issued Certificates


  
**JAMHURI YA MUUNGANO WA TANZANIA**  
**CHETI CHA KUZALIWA**  
 Na. 4014482830  
 Jina la Mtoto \_\_\_\_\_  
 Tarehe ya Kuzaliwa: Siku \_\_\_\_\_ Mwezi \_\_\_\_\_ Mwaka \_\_\_\_\_ Jinsi \_\_\_\_\_  
 Mahali pa Kuzaliwa: \_\_\_\_\_  
 Jina la Mama \_\_\_\_\_  
 Jina la Baba \_\_\_\_\_  
 Jina la Msajili Msaidizi \_\_\_\_\_  
 Jina la Kituo cha Usajili \_\_\_\_\_  
 Muhimu: Cheti cha kuzaliwa siyo uthibitisho wa Uraia. Tarehe: Siku \_\_\_\_\_ Mwezi \_\_\_\_\_ Mwaka \_\_\_\_\_

Photo 3.2: The photo shows handwritten birth certificates, as observed by auditors during a field visit at Kimara Health Centre on 20 September 2024.

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**Photos 3.1 and 3.2** indicate that despite the agency rolling out CRS to all district and registration centres, the system was partially utilized by noting instances where the recording was conducted manually.

Further analysis of the Monitoring and Evaluation Report of 2023/24 indicated that manually used register books were not kept properly, exposing such documents to potential risk of safety, loss and destruction.

The audit inquiry with registration officers at registration centres recited that the partial digitalization was attributed to Sections 9, 15 and 19 of Cap108, which allow RITA to keep both manual and electronic registers. They also argued that the co-existence of manual and electronic records came as a solution to the challenge of unreliable internet connectivity and the non-functioning of mobile phones with the eRITA app used for entering birth details into the system.

However, the audit noted that the partial digitalization was due to the Agency offering registration officers the option to use both manual registers and the CRS system, even in areas where CRS was accessible.

The existence of manual registration, where RITA had digitalised its birth registration process, resulted in double efforts/work by the registration officers, who were compelled to record the birth details manually and subsequently enter the same details in the system. This resulted in a backlog of unregistered birth events in the CRS.

The review of the Monitoring and Evaluation Report of 2023/24 indicated that the non-digitalization of the birth and death records from physical files to the online registration system hindered and slowed the provision of birth and death certificates and increased complaints from citizens.

On the other hand, it was noted that CRS did not assist RITA in providing accurate and instant electronic storage and generating reports of all registered birth events in the country.

### **3.5.2 Non-digitalization of Every Death and Birth Event in the CRS**

From the review of Civil Registration Vital Statistics, the audit team noted that as of September 2024, a total of 18,464,255 birth applications were processed and stored through the Civil Vital Registration System.

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However, the review of the Monitoring and Evaluation Report of 2023/24 and the Monitoring and Evaluation Plan of 2024/25 indicated that RITA had 13,691,470 birth and death records in hard copies (hard files), which the registrars were yet to upload in the system. This number included 1,640,416 death records and 12,051,054 birth records. This was contrary to Section 19A of the Birth and Death Act, CAP 108, which required the Registrar General to maintain an electronic register of births and deaths.

It was further noted that the existing hard copy files were also not yet clustered age-wise and regionally. Non-recording of 13,691,470 into the RITA systems was caused by non-implementation of plans that aimed at ensuring scanning of hard copy files were to be implemented during the 2023/24 financial year. The audit noted that the total costs of scanning and indexing stood at TZS 16,957,500.

Non-digitalization of the 13,691,470 into the RITA systems resulted in delays in obtaining accurate statistics about the number of births and deaths in the country.

### 3.5.3 Non-Integration of RITA's Systems with All Identified Stakeholders

A review of the Integration Status Report of September 2024 reveals that RITA managed to identify 37 stakeholders whose system needs to be integrated with RITA's system to enhance the accessibility of information relating to births, deaths, marriages, divorces and trusteeships.

Out of 37 stakeholders identified, 25 stakeholders were already connected (equivalent to 68%), leaving 12 partial or unconnected stakeholders (equivalent to 32%), contrary to sections 28 (g) and (h) of the e-Government Act of 2019. The Act requires a public institution to properly deliver e-Government services and maintain and promote integrated and interoperable systems to be used in service provision. **Table 3.23** provides details.



**Table 3. 23: Status of Integration of RITAs system with Key Stakeholders System**

| Status  | Number of Organizations | Name of Organizations   | Kind of Information shared                                  | Planned Completion Date |
|---|-------------------------|---|---|-------------------------|
| Completed and systems are functioning             | 25                      | NIDA, CMA, Judiciary, MoCLA, TCRA, PSSF, HESLB, TANPOL, NHIF, Ministry of Health, PO-RALG, eGA, Ministry of Land, MoCDGWSG, TCB, TR, PMO-LYEPD, CRDB, NECTA, NEC, NBS, WCF, PO-ES, ANSLAM Insurance and Immigration.      | Verification of certificates and data of human Vital events | December 2024           |
| Ongoing Negotiations - systems are not integrated | 12                      | Banks (NMB and NBC), ZHESLB, DSE, NSSF, Higher Learning Institutions (MZUMBE, UDSM, IFM and CBE) TRA, MoLHSD, MoHA, TAA, Muhimbili Hospital, NIC, and Office of the President - Secretariat of Ethics of Public Officials | Verification of certificates and data of human Vital events | December 2024           |

*Source:* Auditors' Analysis from Integration Status Report for September 2024

The non-integration of the remaining systems within the agency was attributed to;

- a) Unavailability of Business Processes to entities; the entities that did not manage to identify and establish their business processes limit integration. The design of the systems at the time of their creation did not need to consider the core functions that could be interconnected; and

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- b) Presence of Charges: private entities were required to pay TZS 6,000 per click on accessing data stored by RITA. Although RITA identified key Private entities that need data from RITA, the existence of fees hinders integration.

Without integration, RITA was limited in sharing data and information about death and birth events with other government institutions to which the integration was intended. Taking note that RITA mainly deals with human vital events, harmonizing systems could save time and resources to access information related to vital events of citizens.



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## CHAPTER FOUR

### AUDIT CONCLUSION

#### 4.1 Introduction

This chapter presents the audit conclusion based on the audit's main and specific objectives as well as the findings presented in the preceding chapter. The main objective of the audit was to assess whether RITA was timely and effectively processing and issuing birth and death certificates with a view to assisting the public in accessing their essential services, as well as the government in tracking demographic information and making essential decisions<sup>18</sup>.

The main objective was supplemented by four (4) specific objectives, which were to assess the extent to which RITA identifies, registers and issues certificates for every birth and death event in the country; whether RITA managed to set targets, register, and issue birth and death certificates to all identified and targeted birth and death events; timely processing and issuing birth and death certificates to all identified and targeted birth and death events; and effectively and efficiently used the Civil Registration System (CRS) to assist the agency (RITA) in processing, registering, and issuing birth and death certificates.

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This chapter, therefore, gives the overall audit and specific audit conclusions, as detailed below.

#### 4.2 Overall Audit Conclusion

The audit acknowledges the efforts made by RITA towards the identification, registration, and issuance of birth and death certificates. The audit further recognises the introduction of the Civil Registration System in 2017 in lieu to improve the dissemination of Civil Registration and Vital Statistics and digitalization of the RITA's birth and death registration. The noted efforts extended to the introduction of the U5BRI, which was

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<sup>18</sup> The essential services are such as national IDs, voters ID's, primary school admission, national passport, proof of kinship when making inheritance claims.

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phased out in 2022/23. Similarly, the audit recognises the current and ongoing RITA's efforts to develop the *Death Notification Module* into the Civil Registration System, which is intended to notify the agency of death events as they occur for the agency to identify the death registration load in the country.

Despite its responsibilities, RITA does not process and issue birth and death certificates within the recommended five days. This delay in processing affects the agency's ability to help the public access essential services, such as obtaining national IDs. Additionally, it hampers the government's ability to track demographic information and make informed decisions for the country. The level of registration and issuance of birth and death certificates is predominantly low, with RITA having registered only 29% of the total population in Mainland Tanzania. The current trend of set registration targets shows that RITA would take 27 years up to 2051 to have the current population registered *ceteris paribus*.

RITA is untimely issuing certificates while noting that such applications are demand-driven, depriving applicants of pursuing their death and birth registration demands on time. Furthermore, RITA does not effectively use the Civil Registration System to the extent that manual operations exist and that, in visited registration centres, manual birth and death registration records are later uploaded to the system, resulting in double efforts. RITA recognises the backlog of 13,691,470 records, which includes 12,051,054 births and 1,640,416 deaths yet to be uploaded in the Civil Registration System.

The details of the specific conclusion are recited herein below.

### **4.3 Specific Audit Conclusions**

#### **4.3.1 Non-attainment of set Targets for Registration and Issuance of Birth and Death certificates**

The audit consideration of the registration and issuance of birth and death certificates indicates that RITA is not attaining birth and death registration targets in the country. The audit observation concludes that RITA has not attained the registration set targets for birth and death. For the three years

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under review, the birth registration target was 4,903,962, while RITA managed to register and issue certificates to 4,225,151, which was equivalent to 86% of the intended target. Further, for the years under review, RITA managed to attain birth registration targets for the age group between 5 and 17, while it did not manage to attain birth registration targets for under five and 18 years and above.

RITA, instead of resolving the non-attainment of the set targets, resorted to decreasing such targets while birth is a permanent fact and an ever-increasing event in the country. The birth registration target kept decreasing from 1,820,794 in 2021/22 to 1,642,957 in 2022/23 to 1,440,211 in 2023/24. This is a notable decrease of 21% in birth registration targets.

Further, the audit consideration of death registration indicates that the current trend of death registration and issuance of birth certificates is predominantly low, at 39%. The death registration and issuance targets decreased from 51.5% in 2021/22 to 32% in 2023/24.

With the absence of a means to capture every death event in the country, the agency is not in a position to notify the public of death status in the country as per the requirement of Section 3 of Cap. 108.

ISO 9001:2015 Certified

#### **4.3.2 Untimely Processing and Issuing of Birth and Death Certificates**

The time required to process and issue birth and death certificates is fundamentally crucial in demand-driven applications for birth and death certificates. The RITA missed the set criteria, which requires registration and issuance of birth and death certificates to be done within 5 days by 53% and 66% for birth and death, respectively.

The 47% on-time processing of birth certificates may be considered an achievement. However, the 53% delay, which goes up to 589 days, significantly affects RITA's customer perception. Such a delay is significant given that the birth certificate application is demand-driven, as recited by RITA. On the other hand, the timely processing of death registration and issuance of certificates of 34% may be considered a work-in-progress achievement. Nonetheless, the 66% delay of up to 557 days is significant.

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The audit believes that an application delayed for about one and a half years is significant because it denies timely access to the intended basic services to which birth or death certificates were prerequisites, such as obtaining a NIDA ID and application for the administration of the deceased's estate.

#### **4.3.3 Underutilisation of the Civil Registration System (CRS) in Registering and Issuing Birth and Death Certificates**

The agency's inception of CRS in 2017 is one of the commendable achievements in registering vital civil human events in Tanzania. The efforts count by supplementing initiatives such as integration with other institutions in using birth and death statistics in the country.

Notwithstanding, the audit examination concludes that the CRS is underutilized as the birth registration centres are not 100% automated. The agency allows the registration officers to record the birth details manually and subsequently enter them in the CSR, which accounts for double the efforts.

Partial digitalization defeated the whole purpose of introducing the system. Further, the agency recorded 13,691,470 manual statistics of birth and death records that have not yet been uploaded to the Civil Registration System (CRS). The delays in uploading manual registration led to CRS not portraying the true account of registration status to be used for various purposes in the country.

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## CHAPTER FIVE

### AUDIT RECOMMENDATIONS

#### 5.1 Introduction

This chapter provides recommendations to RITA so as to improve the process of identification, registration and issuance of birth and death certificates to citizens in the country.

Auditors acknowledge the government's efforts towards improving the identification, registration, and issuance of birth and death certificates to its citizens. However, more interventions are required to improve the observed gaps.

The National Audit Office expects that based on the 3Es principle: Economy, Efficiency and Effectiveness, these recommendations need to be fully implemented to improve the identification, registration and issuance of Birth and Death Certificates to citizens in the country.

The recommendations to be implemented by RITA are as follows.

#### 5.2 Audit Recommendations to RITA

##### 5.2.1 RITA identifies, registers and issues certificates for every birth and death event in the country

*Registration, Insolvency and Trusteeship Agency is urged to;*

- a) Conduct a country baseline survey to establish the actual registration load in the country upon which registration targets should be based.

##### 5.2.2 RITA sets targets, registers, and issues birth and death certificates to all identified and targeted birth and death events

*Registration, Insolvency and Trusteeship Agency is urged to;*

- a) Set realistic awareness program targets and conduct impact assessments to establish the extent to which the programs assist the

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Agency in increasing the rate of registration and issuance of certificates.

**5.2.3 RITA is timely processing and issuing birth and death certificates to all identified and targeted birth and death events**

*Registration, Insolvency and Trusteeship Agency is urged to;*

- a) Allocate its resources to facilitate timely registration and issuance of birth and death certificates.

**5.2.4 RITA effectively and efficiently used the CRS to assist in processing, registering, and issuing birth and death certificates to all identified and targeted birth and death events.**

*Registration, Insolvency and Trusteeship Agency is urged to;*

- a) Integrate the CRS with different government institutions to facilitate timely accessibility of birth and death events throughout the country; and
- b) Upload into the system all manual records of births and deaths so that the Agency can have an actual account of the country's birth and death records that is easily accessible.



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## Appendix 1 (a): Responses from RITA

This part covers responses from the RITA. The specific comments are detailed below:

### Specific Comments

| SN | Recommendation  | Comments from RITA   | Planned Action(s)   | Implementation Timeline(s)  |
|----|---|--|---|-----------------------------|
| 1  | Registration, Insolvency and Trusteeship Agency is urged to conduct a country baseline survey to establish the registration load in the country upon which the targets should be based.   | Auditors recommendation observed. RITA expect to conduct a baseline survey for all indicators, including for birth and death, as a review of the strategic plan is underway                                      | <ul style="list-style-type: none"> <li>To conduct a baseline survey</li> <li>To review RITA's strategic plan to set targets according to registration load</li> </ul>   | Financial year 2025/2026    |
| 2  | Registration, Insolvency and Trusteeship Agency is urged to Setting realistic awareness program targets and conduct impact assessments to establish the extent to which the programs assist the Agency in increasing the rate of registration | Auditors recommendation observed. A review of the strategic plan will accommodate setting realistic awareness targets and allocating the budget for each financial year to assess awareness impact assessment to | <ul style="list-style-type: none"> <li>To review the awareness program target to be set within a strategic plan for five years</li> <li>To allocate a budget for the implementation awareness program target</li> <li>To conduct an awareness impact assessment to establish the</li> </ul> | FY 2025/2026 - FY 2029/2030 |

| SN | Recommendation   | Comments from RITA  | Planned Action(s)  | Implementation Timeline(s)  |
|----|--|---|--|-----------------------------|
|    | and issuance of certificates.  | establish the extent to which the programs assists the agency in registering birth and death certificates.  | extent to which the programs assists the agency in registering birth and death certificates  |                             |
| 3  | Registration, Insolvency and Trusteeship Agency is urged to allocate its Resources to assist RITA in the timely registration and issuance of birth and death certificates. | Auditors' recommendation observed. RITA has received a permit to employ 37 permanent staff, and efforts to request more staff are underway. The efforts to allocate human resources equitably according to workload remain a target for RITA. | <ul style="list-style-type: none"> <li>To request a new employment permit from POPSM</li> <li>To make a follow-up to get 37 employees with permits</li> <li>To allocate staff equitably according to workload</li> </ul> | FY 2025/2026 - FY 2029/2030 |
| 4  | Registration, Insolvency and Trusteeship Agency is urged to  | Auditors' recommendation observed. RITA's CRS has   | <ul style="list-style-type: none"> <li>Integrate the CRS system with systems</li> </ul>  | FY 2025/2026                |

| SN | Recommendation  | Comments from RITA   | Planned Action(s)  | Implementation Timeline(s) |
|----|---|--|--|----------------------------|
|    | Integrate the CRS with different government institutions to facilitate timely accessibility of birth and death events throughout the country.   | been integrated with GoTHOMIS from PoRALG and eHMS from MoH, and efforts to integrate with other stakeholders are underway   | <p>from other stakeholders</p> <ul style="list-style-type: none"> <li>To pool data from the integrated systems and use it to complete registration and issue birth and death certificates</li> </ul> |                            |
| 5  | Registration, Insolvency and Trusteeship Agency are urged to Upload into the system all manual records of births and deaths so that the Agency can have an actual account of the country's birth and death records that is easily accessible. | Auditors' recommendation observed. RITA has started scanning and indexing marriage records, and efforts to ensure scanning and indexing of all manual records are underway | <ul style="list-style-type: none"> <li>To conduct scanning and indexing of manual records</li> <li>To mobilize resources for scanning and indexing of manual records</li> </ul>                      | FY 2025/26 - FY 2029/2030  |

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## Appendix 2: Audit Questions and Sub-Audit Questions

This part provides the list of audit questions and sub-questions used during the audit.

|                                |  |
|--------------------------------|--|
| <b><i>Audit Question 1</i></b> | <b>To what extent does RITA ensure the identification, registration, and issuance of birth certificates for every birth and death event in the country to assist citizens and government planning in the attainment of social services?</b>              |
| <i>Sub-question 1.1</i>        | Does RITA identify all birth and death events in the country?  |
| <i>Sub-question 1.2</i>        | Does RITA ensure that all birth and death events are registered in the country?  |
| <i>Sub-question 1.3</i>        | Does RITA issue certificates to all registered birth and death events in the country?  |
| <b><i>Audit Question 2</i></b> | <b>Does RITA set targets, register, and issue birth and death certificates to all identified and targeted birth and death events in order to ensure all citizens are provided with birth and death certificates as per the requirements of the laws?</b> |
| <i>Sub-question 2.1</i>        | Does RITA register and issue birth and death certificates for every targeted event?  |
| <i>Sub-question 2.2</i>        | Does RITA use registration centres to effectively register and issue birth and death certificates to every targeted birth and death event?   |
| <i>Sub-question 2.3</i>        | Does RITA conduct an awareness campaign to assist the agency in registering and issuing birth and death certificates to every targeted birth and death event?  |
| <i>Sub-question 2.4</i>        | Does RITA have the capacity to register and issue birth and death certificates to every targeted birth and death event?  |
| <b><i>Audit Question 3</i></b> | <b>Does RITA process and issue birth and death certificates in a timely manner to all identified and targeted birth and death events to enhance the timely accessibility of social services by citizens and government planning?</b>                     |
| <i>Sub-question 3.1</i>        | Does RITA register and issue birth and death certificates to every targeted birth and death event within the required timelines?   |

|                                |  |
|--------------------------------|--|
| <i>Sub-question 3.2</i>        | Does RITA efficiently implement registration programs to assist the agency in registering and issuing birth and death certificates in a timely manner?   |
| <i>Sub-question 3.3</i>        | Has RITA equitably allocated its resources to register and issue birth and death certificates in a timely manner for every targeted birth and death event?   |
| <b><i>Audit Question 4</i></b> | <b>Does RITA's Civil Registration System (CRS) assist the agency (RITA) in processing, registering and issuing birth and death certificates to all identified and target birth and death events?</b> |
| <i>Sub-question 4.1</i>        | Has RITA managed to automate and digitalize the process of registering and issuing birth and death certificates in the country?  |
| <i>Sub-question 4.2</i>        | Does RITA use a Civil Registration System (CRS) to record every birth and death event in the country?  |
| <i>Sub-question 4.3</i>        | Does the Civil Registration System (CRS) integrate with other systems within and outside the agency?   |



### Appendix 3: Selection of Regions visited

This part analyses the population category used to select visited regions.

| Range           | Region        | Average Birth and Death Records for 3 years | Weight | The presence of at least one District Without RITA Offices | Weight | Total Weight |
|-----------------|---------------|---|--------|--|--------|--------------|
| 150,001-200,000 | Dar es Salaam | 150,589                                     | 4      | No   | 1      | 5            |
| 100,001-150,000 | Mwanza        | 135,708                                     | 3      | No   | 1      | 4            |
|                 | Kigoma        | 111,740                                     | 3      | No   | 1      | 4            |
|                 | Kagera        | 122,327                                     | 3      | Yes  | 2      | 5            |
| 50,001-100,000  | Arusha        | 53,575                                      | 2      | Yes  | 2      | 4            |
|                 | Dodoma        | 67,537                                      | 2      | Yes  | 2      | 4            |
|                 | Mara          | 61,977                                      | 2      | Yes  | 2      | 4            |
|                 | Mbeya         | 57,503                                      | 2      | Yes  | 2      | 4            |
|                 | Morogoro      | 55,613                                      | 2      | No   | 1      | 3            |
|                 | Tabora        | 59,347                                      | 2      | Yes  | 2      | 4            |
| 0-50,000        | Njombe        | 12,681                                      | 1      | Yes  | 2      | 3            |
|                 | Pwani         | 37,476                                      | 1      | Yes  | 2      | 3            |
|                 | Rukwa         | 33,593                                      | 1      | No   | 1      | 2            |
|                 | Ruvuma        | 25,052                                      | 1      | Yes  | 2      | 3            |
|                 | Shinyanga     | 37,477                                      | 1      | Yes  | 2      | 3            |
|                 | Simiyu        | 48,590                                      | 1      | Yes  | 2      | 3            |
|                 | Singida       | 46,586                                      | 1      | Yes  | 2      | 3            |
|                 | Songwe        | 48,753                                      | 1      | Yes  | 2      | 3            |
|                 | Mtwara        | 27,929                                      | 1      | No   | 1      | 2            |
|                 | Tanga         | 44,165                                      | 1      | Yes  | 2      | 3            |
|                 | Kilimanjaro   | 44,230                                      | 1      | No   | 1      | 2            |
|                 | Lindi         | 27,351                                      | 1      | No   | 1      | 2            |
|                 | Manyara       | 21,354                                      | 1      | No   | 1      | 2            |
|                 | Katavi        | 15,127                                      | 1      | Yes  | 2      | 3            |
|                 | Geita         | 40,337                                      | 1      | Yes  | 2      | 3            |
| Iringa          | 21,556        | 1   | Yes    | 2  | 3      |              |

Source: Auditors' Analysis from Birth and Death Records and Availability of RITAs District Offices, 2024



## Appendix 4: Selected Districts

This part analyses the districts visited based on distance from the regional offices.

| Region Selected | District   | Presence of RITA Offices | Distance from Regional Offices (km) | Selected Districts |
|-----------------|------------|--------------------------|-------------------------------------|--------------------|
| Songwe          | Songwe     | Yes                      | 0                                   | Songwe and Momba   |
|                 | Ileje      | Yes                      | 70                                  |                    |
|                 | Mbozi      | Yes                      | 75                                  |                    |
|                 | Momba      | No                       | 45                                  |                    |
| Kagera          | Biharamulo | No                       | 173                                 | Kyerwa and Bukoba  |
|                 | Karagwe    | Yes                      | 162                                 |                    |
|                 | Muleba     | No                       | 90                                  |                    |
|                 | Kyerwa     | No                       | 174                                 |                    |
|                 | Bukoba     | Yes                      | 0                                   |                    |
|                 | Ngara      | Yes                      | 266                                 |                    |
| Dodoma          | Dodoma     | Yes                      | 0                                   | Dodoma and Kondoa  |
|                 | Chemba     | No                       | 115                                 |                    |
|                 | Chamwino   | Yes                      | 42                                  |                    |
|                 | Kondoa     | No                       | 158                                 |                    |
|                 | Bahi       | No                       | 57                                  |                    |
|                 | Mpwapwa    | Yes                      | 109                                 |                    |
|                 | Kongwa     | Yes                      | 82                                  |                    |
| Dar es Salaam   | Kinondoni  | Yes                      | 25                                  | Ilala and Ubungo   |
|                 | Ilala      | Yes                      | 0                                   |                    |
|                 | Temeke     | Yes                      | 34                                  |                    |
|                 | Kigamboni  | Yes                      | 13                                  |                    |
|                 | Ubungo     | Yes                      | 41                                  |                    |

Source: Auditors' Analysis of Distance and Availability of RITA District Offices, 2024

## Appendix 5: Documents Reviewed and Reasons for Reviewing

This part highlights various documents that were reviewed during the audit.

| Category       | Title of the documents   | Reason for review   |
|----------------|--|---|
| Identification | <ul style="list-style-type: none"> <li>• Baseline Survey Reports</li> <li>• Annual Targets of Registration</li> <li>• National Bureau of Statistics Survey Reports</li> </ul>  | <p>To understand the mechanism of identifying citizens in the country.</p> <p>Coordination between RITA and other stakeholders on identification activities</p> |
| Registration   | <ul style="list-style-type: none"> <li>• Registers for Database</li> <li>• Budget Execution Reports</li> <li>• Allocated Human Resources at the District level.</li> <li>• Registration Guidelines for Birth and Death Certificates</li> <li>• Database of Registration Centres</li> <li>• Awareness Campaign Reports</li> </ul> | <p>Assess RITA Allocation of Resources, both financial and human, to district registration centres.</p> <p>Effectiveness of Awareness Campaign</p>              |
| Issuance       | <ul style="list-style-type: none"> <li>• Issuance Database</li> <li>• Complaints Register</li> </ul>   | <ul style="list-style-type: none"> <li>• Timely processing of Birth and death certificates</li> <li>• Equitably allocation of resources</li> </ul>              |

| Category            | Title of the documents   | Reason for review   |
|---------------------|--|---|
| Registration System | <ul style="list-style-type: none"> <li>• Registration system generated Reports.</li> <li>• Automation Status Report</li> </ul> | <ul style="list-style-type: none"> <li>• Interoperability of the system</li> <li>• Automation of the key process of RITA</li> </ul> |

*Source:* Auditors' Analysis of the Reviewed Documents, 2024



## Appendix 6: List of Officials Interviewed

This part highlights various Officials and stakeholders who were interviewed during the audit.

| Entity | Department /Division/Section                                  | Officer Interviewed  | Reason for Interview   |
|--------|---|--|--|
| RITA   | Registration Section  | Manager for Registration Section   | To measure the Effectiveness of Registration Program   |
|        | Marketing and Information Education and Communication         | Manager for Marketing and Information and Communication Section          | To measure the Effectiveness of Campaign to registration activities  |
|        | Planning, Monitoring and Evaluation                           | Manager for Planning, Monitoring and Evaluation                          | To assess goals, target setting, and achievements of the programs. Also, future plans regarding the sustainability of birth and death registration programs. |
|        | Information and Communication Unit                            | Director for Information and Communication Unit                          | To measure the efficiency of systems and integration with external systems   |
|        | Administration and Human Resources Management Section         | Manager for Administration and Human Resources Management Section        | To assess human resources in relation to registration and issuance of birth and death certificates   |
|        | District Registrar for Songwe, Momba, Mombasa, Kondo, Ubungo, | District Registration Officers for Songwe, Momba, Dodoma, Kondo, Ubungo, | To assess the timely processing of registration and issuance of certificates   |

| Entity | Department /Division/Section                    | Officer Interviewed   | Reason for Interview  |
|--------|---|---|---|
|        | Dodoma, Kondo, Ubungo, Ilala, Kyerwa and Bukoba | Ilala, Kyerwa and Bukoba  |   |
|        |   | Ward Executive Officers for Mkwajuni, Chitete, Kondo, Kyerwa, Mchafukoge and Mburahati  | To assess the implementation and sustainability of the registration program and effectiveness of training to citizens |
|        |   | Health Care Facilities Registration Officer of Mwambani Hospital, Chitete Dispensary, Makole Health Centre, Kondo District Hospital, Kyerwa District Hospital, Mnazi Mmoja Hospital and Kimara Health Centre. | To assess the response rate of parents to register a child born and timely upload information into the system.        |

Source: Auditors' Analysis from the Organization Structure, 2024



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