

NATIONAL SOCIAL SAFETY-NET COORDINATING OFFICE (NASSCO)

Household Information Update in the Nigeria Social Registry (final)

Standard Operating Procedure

Version 2, August 8, 2018

1 INTRODUCTION

National Social Register (NSR) is an information system that support the outreach, intake, registration, and determination of potential eligibility for one or more social programs. The NSR **Provides gateway for people to register and be considered for potential inclusion in social programs. It contains information on all registrants whether or not they are deemed eligible for, or enrolled in, select social programs; and supports registration and determination of potential eligibility for social programs.**

2 RATIONALE

Household information is not static but dynamic with life cycle, exposure to risks and opportunities. Therefore, it is ideal for a registry data to be kept dynamic by constantly updating it in order to reflect demographic, spatial, social and economic mobility that characterized human.

3 APPROACH TO HOUSEHOLD INFORMATION UPDATES IN SINGLE REGISTRY

The social registry will adopt two approaches of updating household information in a social registry:

1. **Continuous partial information updates:** this combines household on-demand information update and information sharing with SR users and administrative data. The type of update of household information within the NSR/SSR will go through the following approach:
 - a. Single Registry users' request for data update: users of single registry of PVHH (e.g. NCTO, PWF, S4J etc.) while receiving eligible households or individuals for their program by contractual obligation will be required to provide updates on households or individuals on their programs.
 - b. Formal update request from household or individuals: This is an on-demand process initiated by a household or individual in the registry. This will require a combination of manual and electronic process. The approach will involve households and individuals approaching the community GRM Focal Person → LGA CDO → SOCU Head of Operation with a request for change in household/individual information, or directly approach the SOCU in each state with a request to update their information based on the requirement stated in the Table 1. The requester will provide requisite evidence support for the required update.
 - c. Data Exchange with administrative data: administrative data (NIMC, NIPSS, FIRS, etc).
2. **Full updates for reassessment of eligibility** (poverty and vulnerability): The SOCU will embark on a periodic recertification exercise which will provide a full assessment and updates on inclusion and exclusion.

3.1 SOCIAL REGISTRY USER'S REQUEST FOR DATA UPDATES:

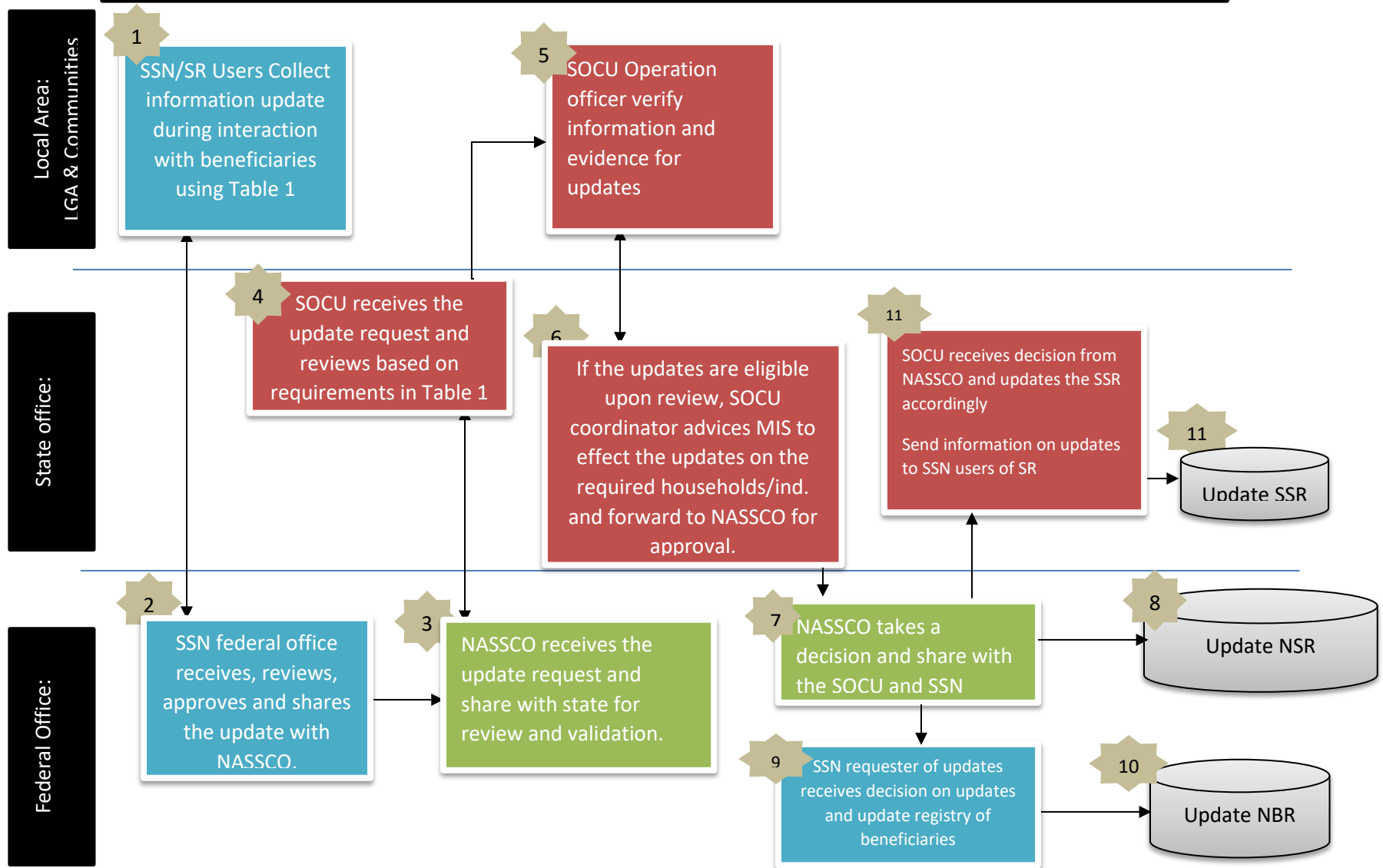
Users of the Social registry are required by obligation to collect and share relevant update information on household or individuals enrolled as beneficiaries of their programs who are taken from the NSR/SSR with the NASSCO/SOCU. Users can generate information updates from any of the following processes - **sources of information:**

- a. Enrollment of program beneficiaries: Up-to-date information
- b. Payment process:
- c. Beneficiaries verification exercise:
- d. Monitoring and supervision exercise:
- e. Spot-check:

Procedure:

1. Update information should be collected and shared using the process map showed in Fig 1.
2. Each request for update should clearly show the NSR number for referencing. The process should not alter the NSR reference number at any point.
3. The update request should clearly follow the requirements stated in Table 1.
4. Update request should be sent in an electronic format with evidence support in either hard or soft copies
5. The originator of update request shall be a SSN intervention in this case.
6. The request cycle shall not be more than a month from the day the request is submitted to a SOCU.
7. There shall be an originator, reviewer and approval. In this case, the SSN intervention office is the originator, SOCU – reviewer and NASSCO – approval.

Fig 2: PROCESS MAPPING FOR HOUSEHOLD DATA UPDATE INITIATED BY FEDERAL LED SOCIAL SAFETYNET PROGRAM (e.g. NCTO)



SSR – State Single Registry; SR – Single Registry; SSN – Social Safety Net program; SOCU – State Operation Coordination Unit for Registry; NASSCO – National Social Safety Net Coordination Office; NSR – National Social Registry; SSR – State Social Registry; NBR – Beneficiary Registry

Table 1: Requirement for household information updates in the NSR/SSR

A	Demographic	Conditions	Requirements	Remark
1	Name	<ol style="list-style-type: none"> 1. If names were wrongly spelt or an additional name is required (1 or 2) 2. Names on the SR is wrongly arranged (SFO) (1 or 2) 3. Due to marriage (3 or 4) 	<ol style="list-style-type: none"> 1. Means of ID – birth certificate, Voter cards, National Identity card, driver’s license, and other national recognized means of identification. 2. Court Affidavit or Personal attestation duly signed by GRM focal person and CDO 3. Marriage certificate 4. Marriage attestation duly signed by community GRM focal person and CDO 	
2	Sex	<ol style="list-style-type: none"> 4. Wrongly assigned sex code. (5 or 6) 	<ol style="list-style-type: none"> 5. Mean of identification (1) indicating the sex. 6. Court affidavit or personal attestation duly signed by community GMR focal person and CDO 	
3.	Death	<ol style="list-style-type: none"> 5. Report of death of individual. (7) 	<ol style="list-style-type: none"> 7. Certificate of death or report with two 	

			witnesses and duly signed by community GRM focal person and CDO	
4	Voluntary withdraw from the registry	6. Willingly desires to be taken off the registry of poor and vulnerable (8)	8. A signed letter of voluntary withdraw duly signed by community focal person and LGA CDO.	
5	Date of birth/Age	7. Wrongly assigned DOB or Age (9 or 10) 8. Missing DOB (9 or 10)	9. Birth certificate 10. Attestation of birth duly signed by community GRM and/or LGA CDO	
6	Marital Status	9. Missing marital status (11, 12 or 13) 10. Change of marital status dues to marriage, divorce, widowed as a result of death of spouse (11, 12, 13)	11. Provide marriage certificate 12. Court Affidavit 13. Written attestation statement duly signed by community GRM&CDO	
B	Location Variable			
7	State	11. Wrongly assigned state (14) 12. Relocation (15)	14. Attestation report duly signed GRM and/or CDO 15. Statement of relocation duly signed by LGA CDO	

			and SOCU coordinators of origin and relocated states and LGAs.	
8	LGA	13. Wrongly assigned LGA (16) 14. Relocation (17)	16. Attestation report duly signed by GRM and CDO. 17. Statement of relocation duly signed by CDOs of origin and relocated LGAs.	
9	Ward	15. Wrongly assigned Ward (18) 16. Relocation (18)	18. Attestation report duly signed by GRM/CDO.	
10	Community	17. Wrongly assigned community (19) 18. Relocation	19. Attestation report by GRM/CDO	
11	Urban/Rural classification	19. Wrongly assigned urban/rural code (20) 20. Relocation (20)	20. Verification and approval of SOCU coordinator	
12	Address	21. Address is wrongly captured in the SR (21) 22. Relocation of households	21. Attestation report of community GRMCDOs focal person/LGA CDO	
C	Socio-Economics			
13	Educational qualification	23. Wrongly assigned educational code (22) 24. Educational progress (23)	22. Evidence of a proper educational qualification 23. Evidence of progress in educational qualification	

14	Health conditions	25. Health condition wrongly assigned 26. Changes in health conditions	24. Verbal or written attestation letter on health condition duly signed. 25. Statement letter of health condition and endorsement by CDO.	
15	Physical disability status	27. Disability condition wrongly assigned (26 or 27) 28. Changes in status (27 & 28)	26. Health report 27. Statement letter of health condition and endorsed by CDO 28. Verification by SOCU	
16	Employment	29. Wrongly assigned employment category (29 or 30) 30. Change in employment status	29. Letter of employment 30. Attestation of employment status duly signed by CDO	
17	Household size	31. Wrongly entered household (31 or 32) 32. New household members (32)	31. Attestation on household duly signed by community GRM and/or CDO 32. Verification by SOCU	
D	Assets and Dwelling Characteristics	33. Acquisition of new assets 34. Loss of assets 35. Changes in dwelling characteristics	33. Verification of assets acquired or lost by SOCU. 34. List and new codes of changes in dwelling characteristics	

			35. Verification of dwelling characteristics	
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