Recipient registration is a reliable and repeatable process to identify and record necessary information on individuals (or households) who are eligible to receive distributed commodities. The process is labor-intensive and must be well planned and executed to ensure accuracy.

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| **The registration process is frequently a target of corruption.** | **Watch out for:**   * Fake identity documents * Recipients with identical characteristics (age, family size, origin) * The multiple appearance of similar names or similar signatures * Too many absent recipients who can’t physically register themselves |
| Staff, local elites or committee members may demand bribes or sexual payment for inclusion on a registration list, or register non-existent ‘ghost’ families, so they can collect entitlements themselves.  People can falsely claim eligibility, inflate family entitlements, register several times (as themselves or under different identities), or buy or forge ration cards. |

**Individuals registering recipients cannot be the same as those involved in monitoring the distributions.**

**Recommended Procedures**

1. Obtain a provisional recipient list, based on eligibility (targeting) criteria stated in the cooperative agreement and baseline.
2. Determine how eligibility criteria will be verified during the registration process. Use objective documentation (such as birth certificates, government issued identity card, passports or immunization cards if available), interviews, and/or observations of experienced field staff.

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| Recipients are eligible to receive commodities when they meet the requirements or targeting criteria stipulated in the program description section of the operational plan.  For large programs, there may be different types of recipients and, therefore, different eligibility criteria for each type.  Awardees also must ensure that recipient agencies determine the eligibility of recipients to whom they distribute commodities. | In no case can eligibility be based on a recipient’s:   * Ability to make a financial contribution to the Awardee for any purpose * Political affiliation * Ethnic, tribal or religious identity |

1. Verify host country regulations on Personal Identifiable Information protection.
2. Determine additional demographic information to be collected during the registration process, such as:

* Name and gender of head of household
* Names, gender and ages of household members (as special programs may be available to specific demographic segments)
* Relationships among household members (to establish what constitutes a “family”)
* Current residence, and home of origin for refugees/displaced populations

1. Involve community in designing, implementing and monitoring registration.

* Make the registration process and eligibility criteria public; ask for help in preventing fraud.
* Develop procedures to include absent targeted recipients, such as the sick.
* Communicate constantly and clearly that registration is free.
* Publically state that all information collected will be used solely by the project.

1. To minimize confusion and avoid duplicate registration:

* Design the site to allow a one-way flow of people; ensure it can’t be penetrated and keep numbers attending at any one time as low as possible.
* Register at times when people are most likely to be present.
* Attempt to register the entire population on the same day.
* Utilize a method to distinguish between those registered and those not registered, such as marking thumbs of those registered with indelible ink, or placing bracelets on wrists prior to the registration and removing them as a ration card is issued.
* Ensure that standardized personal and place names are used.

1. On registration day:

* Physically verify the names on the provisional recipient list with real people / households. Call out the names in the presence of the community.
* Record demographic information as appropriate.
* Record how eligibility criterion was verified.
* Once verified, tick the names on the recipient list.
* Provide recipients with a numbered identification or ration card indicating their eligibility.

1. If there are names on the recipient list that have not been checked-off, or there are families presenting themselves that were not on the list initially at the end of registration, resolve these discrepancies through consultation with community leaders. Update recipient list as needed.
2. Create a computerized, password protected, Master Recipient List containing all registered recipients’ name, eligibility criterion, how eligibility was verified, identification/ration card numbers and all additional demographic information collected during registration that is essential for evaluating eligibility for a specific program. (The master recipient list is used to create distribution lists at a given location prior to each distribution.) **Restrict access to the Master Recipient List** **and allow only authorized persons to make changes**.
3. Sort names alphabetically to locate duplicate records with spelling variations or filter different parts of records (e.g. age, ethnicity, sex), and check for possible duplication resulting from non-standard spelling. Mark duplicate entries for follow-up during house-to house verification. Take care not to delete genuine records that may appear to be duplicates.
4. Post list in a public place to promote community validation.
5. Conduct a (10% sample) household physical verification of the accuracy and completeness of the master recipient list. This verification includes interviews and a cross-check of the information used in eligibility determination (such as an inspection of dwelling or possessions). Record the recipient identification or ration card number on the questionnaire and at completion of the interview, the questionnaire is signed by the interviewee (recipient).

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