Dear Sir or Madam,

Living Life is a new initiative by the Development Economics, Global Indicators Group of the World Bank. The project aims to study the quality and efficiency of the interaction between citizens and their governments, in those administrative procedures that the majority of citizens need to go through over a lifetime.

Data collected by Living Life will be presented in a report and used to identify best practices around the world. The study covers nine different areas:

1. Registering a birth;
2. Registering a death;
3. Getting an ID;
4. Voting;
5. Paying taxes;
6. Access to health;
7. Access to education;
8. Access to electricity;

Living Life is made possible by the pro bono (free of charge) contributions from lawyers, civil society organizations, international experts, government officials and representatives of service providers working in the local context of the countries covered by the project.

We would be honored to benefit from your expertise for the Living Life project. Your contribution will be acknowledged in the final report. We are contacting you with reference to the “Registering a death” indicator in <<Economy>>, but please do let us know if you are interested in contributing to any of the other eight indicators according to your expertise.

“Registering a death” seeks to measure a typical citizen’s ability to register a death and the number of different procedures s/he needs to go through, the amount of time as well as the costs required. The questionnaire seeks your objective responses to assist the project team in data collection. Please refer to the instruction page and review the guidelines for answering the questionnaire. A glossary is available at the end of the questionnaire for definitions of relevant terms.

Please return the completed questionnaire to <<Email>> no later than <<Deadline>>. If you have any questions, do not hesitate to contact us. We appreciate your time and effort.

Thank you for your invaluable contribution to the Living Life project and to the work of the World Bank Group.

Sincerely,
Primary Contributor Information: Please check the box next to information you do not want us to publish.

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Additional Contributors:

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☐ Please e-mail me an electronic copy of the report and my certificate of appreciation, rather than mailing me a paper copy.

Referrals: Please help us expand our list of contributors by referring us to other experts.

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HOW TO ANSWER THE QUESTIONNAIRE

1. Please provide your contact information and the information regarding others who contributed to the completion of this survey. Please indicate whether, in recognition of your contribution, you would like your contact information on our publication.

2. Please review the assumptions in order to fully understand the context of the survey. If you have any questions about the assumptions or any instructions, please feel free to contact us.

3. For questions requiring a “Yes” or “No” answer, please check in the appropriate box. If you do not know the answer, please leave blank. For other questions, we have provided “blocks” to type in lengthy answers or information. As you type in the answers, the blocks expand to accommodate your answers however long.

4. Please use the field called “legal basis” to indicate the legal source of your answer. Please cite the name of the law and the specific applicable articles or sections. If "No applicable provisions could be located," please use that expression as the answer. Any comments relevant to understanding your answer should also be entered here.

5. Please refer to the glossary at the end of questionnaire for definitions of relevant terms.

6. A procedure is an interaction between the citizen and the government or administrative branch, directly or indirectly. Procedures can be simultaneous and their time of completion should be counted jointly and not subsequently.

7. A step is a component part of a procedure. These may include submitting, filing, signing, etc.

8. Time is measured in calendar days. The minimum time for a procedure is 1 day (e.g. even if a procedure is completed within less than 24 hours, it should be considered as a day). For procedures that can be completed online in less than 1 day, the duration should be noted as “Less than one day (online procedure)”. 

9. Cost reflect only official fees and taxes. Cost should be reported in units of the local currency.

BASE LINE PROCEDURE LIST

To conduct the pilot module, Living Life has identified the most common procedural steps, which are described below:

- Report of death and obtention of a medical certificate or similar document attesting the death
- Registration of death
- Application for issuance of a death certificate
- Issuance and delivery of death certificate

Each procedure has its own set of questions that should be answered taken into consideration the case assumptions established for this questionnaire.
CASE ASSUMPTIONS

This study reflects the situation of a man in <<Economy>> who wants to register the death of his father; as such, below are a series of assumptions about the individual in question.

- **The citizen:** is a 30 year-old man, who resides in <<Main Business City>> and is a citizen, a legally recognized national of <<Economy>>, either native or naturalized.

- **The deceased:** The deceased person is the 80 year-old father of the citizen. The father is also a citizen and survived by his wife and two children (one adult son and one adult daughter).

- **The death:** has happened by natural causes while the deceased person was at home.

- **Place of Residence:** Except otherwise stated, the deceased resided in <<Main Business City>>.

- **Legal Basis:** When asked to provide legal basis, the answers should be based on statutory or codified law, for civil law systems, and case law, i.e. law established by judicial decision in cases as binding precedent, for common law systems. Customary law is not taken into account, unless it has been codified, and the answers are based solely on the letter of the law and not the implementation or practice thereof.
**A. Reporting a Death**

1. Is there a legal obligation to report a death?  
   - Yes ☐  No ☐
   
   1.1. If yes, who has the legal obligation to report a death?
   
   1.2. To whom should the death be reported to?
   
   1.3. Please, provide the legal basis

2. Is there an official document issued to attest a death? (e.g. declaration of death)  
   - Yes ☐  No ☐

**B. Registering a Death**

3. Is there a legal obligation to register a death?  
   - Yes ☐  No ☐
   
   3.1. If yes, please provide the legal basis

4. Who is responsible for initiating the registration of a death?

5. Is there a time limit by which the death needs to be registered?  
   - Yes ☐  No ☐
   
   5.1. If yes, what is the time limit by which the death needs to be registered (in number of days from death)?
   
   5.2. Please, provide the legal basis

6. Is it possible to register a death after the established time limit?  
   - Yes ☐  No ☐
   
   6.1. If yes, what is required?

7. What agency is responsible for registering the death and keeping records?
   
   Please, provide the legal basis

8. Can the death of a person be registered online or remotely, for example, by phone or mail? Please indicate:  
   - Yes ☐  No ☐
9. Please describe the necessary steps taken by a person in order to register a death:

10. Please, list all the documents and necessary requirements to register a death:

11. What is the cost in local currency of registering a death?
   - Free of charge
   - Cost:

12. Is information on the cause of death recorded in the death register?
   - Yes
   - No

12.1. Through what source is this information collected?
   - Verbal autopsy
   - Declaration of death (document)
   - Health facility by adequately trained medical staff
   - Other

12.2. Is the coding used to identify the cause of death based on WHO International Classification of Diseases and Injuries (ICD), version 10?
   - Yes
   - No

13. Regarding the cause of death, would the diseases listed below be generally disclosed in the death registration?

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<tr>
<th>Disease</th>
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<td>Hepatitis</td>
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<td>Tuberculosis</td>
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<td>Malaria</td>
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<td>Cause of maternal death</td>
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<td>Cause of neonatal death</td>
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<td>Cause of stillbirth</td>
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14. Please provide any additional information about the registration of a death which you think is important and we may have omitted.
**C. Application for issuance of death certificate**

15. What agency or authority is responsible for issuing the death certificate?

16. Who can request a death certificate?

17. Can a copy of a death certificate be requested online or remotely, for example, by phone or mail? Please indicate:
   - [ ] Online. Website:
   - [ ] By phone
   - [ ] By mail
   - [ ] Other

18. Please describe the necessary steps taken by a person in order to apply for a copy of a death certificate:

19. Please, list all the documents and necessary requirements to apply for a copy of a death certificate:

**D. Issuance and Delivery of a Death Certificate**

20. How many days does it take to obtain a copy of a death certificate, from the day of application until the day of delivery of the document?

21. Please mark the ways in which a copy of a death certificate can be delivered to the requesting individual
   - [ ] In person
   - [ ] By mail
   - [ ] Other

22. Please describe the steps undertaken in this procedure:

23. Can a person obtain a modification of a death certificate in case of error or incorrect information?
   - [ ] Yes
   - [ ] No
24. Please provide any additional information on obtaining a death certificate which you think is important and we may have omitted in this questionnaire.

E. Infrastructure

25. Are registration records kept in a centralized, electronic database?

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<th>Yes □</th>
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25.1. If yes, please provide legal basis:

GLOSSARY

**Death Certificate**: An official statement signed by a physician (or other official) of the cause, date and place of a person’s death.

**Man**: The man is an adult male. Where there is no statutory age limit for an adult male, we assume that he is 30 years old.

**Registering a Death**: It refers to the officer, or other designated person or authority whose duty it is to register a death into an official database.

**Reporting a Death**: Notifying an officer, village head or other designated person or authority or official that a death has occurred.

**Woman**: The woman is a female adult. Where there is no statutory age limit for an adult female, we assume that she is 30 years old.