

JUSTIFICATION FOR THE eCRBA

The Consular Report of Birth Abroad (CRBA) is a formal document certifying the acquisition of U.S. citizenship or nationality at birth of a person born abroad to a U.S. citizen parent or parents. The purpose of issuing a CRBA is to provide a record of the acquisition of citizenship by a person born in a foreign state that the citizen can use throughout life. Currently, CRBA customers can only submit a request for a CRBA using the paper DS-2029 application. The web-based, electronic CRBA (eCRBA) solution enables customers and Consular Affairs users to submit, process, access, and share vital CRBA information electronically and with improved ease-of-use when compared to the paper-based process. eCRBA implements features that reflect stakeholders' needs to achieve the following goals:

- Improve CRBA customer experience: allow customers to apply online and minimize in-person requirements at Post
- Enable visibility of CRBA application status throughout the entire eCRBA business process
- Reduce amount of data entry
- Streamline the Adjudication process for Employee users

The eCRBA project provides the ability for customers to submit a request online for a CRBA. The solution also includes the end-to-end process flow that begins with filling out and submitting the CRBA request application (DS-2029) electronically via the web and ends with the receipt of the CRBA certificate by the customer. This process includes Customer Request Submission, Validation/Security Checks, Adjudication, Secure Document Issuance, and support functions relevant to an eCRBA.