****

**Republic of Mauritius**

**Prime Minister’s Office**

**Civil Status division**

**Customer charter**

Table of Contents

[This Charter 2](#_Toc453939046)

[Role of the Civil Status Division 2](#_Toc453939047)

[The main functions of the Civil Status Division are: 3](#_Toc453939048)

[Our Vision: 3](#_Toc453939049)

[Our Mission: 3](#_Toc453939050)

[Our Objectives: 4](#_Toc453939051)

[Our Core Values: 4](#_Toc453939052)

[Our Core Services: 5](#_Toc453939053)

[Our Customers: 5](#_Toc453939054)

[Head Office and Regional Offices 6](#_Toc453939055)

[Registration of Deaths during weekends and Public Holidays 10](#_Toc453939056)

[Procedures for Application of Civil Status Certificates 12](#_Toc453939057)

[Table of Fees 13](#_Toc453939058)

[Our Comments: 14](#_Toc453939059)

# This Charter

* Indicates the core services that we provide.
* Lays down the standards and targets for the provision of services at the Civil Status Division.
* Provides relevant contact details.

# Role of the Civil Status Division

The Civil Status Division falls under the aegis of the Prime Minister’s Office.

The Registrar of Civil Status is responsible, among others, for:

1. the smooth running of the Civil Status Division;
2. the registration of birth, death and civil marriage and every matter relating to the civil status of people in the Republic of Mauritius and its dependencies;
3. civil status matters concerning foreigners occurring in Mauritius and its dependencies;
4. the registration of death during weekends and public holidays and even after office hours in case of urgency and
5. Issue of burial/cremation permits (in case of cremation a special permit should be obtained from the Sanitary Authority).

# The main functions of the Civil Status Division are:

* Registration of all civil events in Mauritius and its dependencies; and
* Issuance of birth, marriage and death certificates.

# Our Vision:

To offer a modern, efficient and quality service responsive to the needs of the citizens through an electronic registration system.

# Our Mission:

* To maintain a Civil Status Database for the generation of a unique Identification Number of each citizen of the Republic of Mauritius at the time of Birth registration.
* To provide a quality service to our customers.
* To promote the interest and confidence of customers.
* To continually maintain and improve the Central Population Database.
* To foster team spirit, sense of belonging to the organization and committed to the highest quality and professionalism.
* To ensure a safe and healthy work environment.

# Our Objectives:

* To provide a timely service to our customers in an efficient and effective manner.
* To standardize our operation procedure- the issuance of extracts of civil status certificates (i.e. birth, marriage and death) at the Central and sub offices.
* To carry out annotations in the civil status documents (such as Divorce, Change of Name, Rectification, and Adoption cases) as ordered by the Court.
* To process applications of civil status documents for Mauritian Citizens living abroad, their descents and foreigners via e-mail and fax facilities.

***Note: The above objectives are subject to submission of all relevant information and documents and upon payment of appropriate fees.***

# Our Core Values:

We stand for the following values:

* **Integrity** : Honesty and faithfulness to our organization and customers.
* **Customer Focus** : Responsive to the needs and satisfactions of our customers.
* **Sense of Urgency** : Priority to urgent matters.
* **Creativity** : Creative mind for continual improvements and innovation.
* **Cooperation** : Cooperation with our internal and external customers.
* **Flexibility** : Ability to adapt to varying situations.
* **Excellence** : Provide a high quality and excellent service delivery

# Our Core Services:

Under this Charter we:

* Issue birth, marriage and death certificates instantly free of charge for the first copy at the time of registration.
* Issue extracts of civil status documents upon applications.
* Celebrate marriages at Civil Status Offices, private residences, non-private residences and hotels.
* Annotate (Divorce, Change of Name, Rectification and adoption cases) Civil Status documents following Court Orders.

# Our Customers:

* Public and Parastatal bodies
* Members of the Public
* Non-Governmental Bodies

# Head Office and Regional Offices

|  |
| --- |
| **District of Port-Louis** |
| **Civil Status Office** | **Address** | **Tel Number** |
| **Central Civil Status Office** | 7th Floor, Emmanuel Anquetil Bldg, Port Louis | 201-1727 |
| Dr A.G Jeetoo Hospital | Volcy Pougnet Street, Port Louis | 210 2322 |
| **district of Pamplemousses** |
| **Civil Status Office** | **Address** | **Tel Number** |
| **Pamplemousses** | Post Office Bldg, Pamplemousses | 243 3577/ 243 8928 |
| Plaine Des Papayes Open: (Tues & Thurs) | Royal Road,Plaine des Papayes | 266 9851 |
| Terre Rouge | Royal Road, Le Hochet, Terre Rouge | 248 7012 |
| Triolet | 1st Floor, NPF Bldg, Trois Boutiques, Triolet | 261-5939 |

|  |
| --- |
| **district of Riviere du Rempart** |
| **Civil Status Office** | **Address** | **Tel Number** |
| Goodlands | 1st Floor NPF Bldg, Royal Road, Goodlands | 283 1501 |
| Grand Gaube | 1st Floor, NPF Bldg,Grand Gaube | 288 7835 |
| Grand Bay | La Croisette , Grand Bay | 269 6265 |
| **Rivière du Rempart** | Royal Road, Rivière du Rempart | 412 8393 |
| Piton Open: (Mon, Wed & Fri) | 1st Floor, NPF Bldg, Royal Road, Piton | 264 8605 |
| **district of Flacq** |
| **Civil Status Office** | **Address** | **Tel Number** |
| **Central Flacq** | Dhowtal Building, La Source, Central Flacq | 413 2126/ 413 1427 |
| Lallmatie/Brisée Verdière | NPF Bldg, Royal Road, Lallmatie | 418-4421 |
| Bel Air Riviere Sèche | Royal Road, Bel Air Riviere Sèche | 419-6762 |
| Trou D’Eau Douce | Choytoa Bldg, Trou D’Eau Douce | 480 2128 |

|  |
| --- |
| **district of Moka** |
| **Civil Status Office** | **Address** | **Tel Number** |
| **Saint**-**Pierre** | One Way Street, Saint Pierre | 433 2360/ 433 0863 |
| Quartier Militaire | Royal Road, Next to SBM, Quartier Militaire | 435-6143 |
| **district of PlaineWilhems** |
| **Civil Status Office** | **Address** | **Tel Number** |
| Beau Bassin | 1st Floor , NPF Bldg, Royal Road, Beau Bassin | 4546931 |
| **Curepipe** |  Remono Street, Curepipe | 6984488 |
| Phoenix | Mohess Bldg, Opposite Tamil Temple, School Lane, Phoenix | 686 4199 |
| Quatre Bornes | Royal Road, Quatre Bornes. (near Guy Rozemont Stadium) | 425 7580 / 427 0846 /0852 |
| **Rose**-**Hill** | 2nd Floor, NPF Bldg, Moka Road, Rose Hill | 464 3312 / 464 6623 |
| Vacoas | 2nd Floor, New Municipal Complex, Vacoas | 6869448 |

|  |
| --- |
| **district of Black River** |
| **Civil Status Office** | **Address** | **Tel Number** |
| **Bambous** | Royal Road, Bambous | 4520877 |
| Case Noyale | Royal Road, Case Noyale | 451-5334 |
| Petite RivièreOpen: (Tues & Thurs) | Next To Petite Rivière Police Station | 233 7653 |
| **district of Grand Port** |
| **Civil Status Office** | **Address** | **Tel Number** |
| **Mahebourg** | 2nd Floor, NPF Bldg, La Passe Street, Mahebourg | 631-1486 / 631 2244 |
| Plaine Magnien | Ist Floor, NPF Bldg, Rishi Dayanand Road, Plaine Magnien | 637 4034 |
|  Rose Belle | Madame Lolo Street, Rose Belle | 627-8232 |
| **district of Savanne** |
| **Civil Status Office** | **Address** | **Tel Number** |
| Chemin Grenier | Impasse Mungroo, Chemin Grenier | 622-2388 |
| Grand Bois Open: (Tues & Thurs) | Royal Road, Grand Bois | 617 9362 |
| Riv. Des Anguilles | Monciné Rd, Rivière des Anguilles | 626 5544 |
| **Souillac** |  Royal Road, Souillac | 625 5596/ 6165 |
| **dependencies** |
| **Civil Status Office** | **Address** | **Tel Number** |
| **Rodrigues Island** | Port MathurinLa Ferme | 831 2970831 7249 |
| **Agalega Island** | Agalega | Fax No:68647466861033 |

# Registration of Deaths during weekends and Public Holidays

For registration of death during ***weekends and public holidays***, the following services are provided:

* **Roster:**

A roster-based service is provided for registration of death occurring before noon. The main Civil Status Offices (District wise) are opened from **09 00 hours to**

**12 00 hours** for registration of death only.

* **On Call:**

An on-call service is provided, for registration of death only, between **12 00 hours to 17 00 hours.**

To that effect, any person willing to register a death should call at the nearest Police Station and make a request to obtain the services of a Civil Status Officer (please refer to the table below).

|  |  |  |
| --- | --- | --- |
| **District** | **Civil Status Office** | **Contact Number** |
| Port- Louis | Central Civil Status *Roster : 09 00-12 00 hrs**On call: 12:00-17:00 hrs* | 201 3118/201 2803 |
| Pamplemousses | Pamplemousses*Roster : 09:00-12:00 hrs**On call: 12:00-17:00 hrs* | 243 3577/ 243 8928 |
| Rivière du Rempart | *Rivière Du Rempart**Roster : 09:00-12:00 hrs**Piton**On call: 12:00-17:00 hrs* | 412 8393264 8605 |
| Central Flacq | Central Flacq*Roster : 09:00-12:00 hrs**On call: 12:00-17:00 hrs* | 413 2126/413 1427 |
| Moka | Saint-Pierre*Roster : 09:00-12:00 hrs**On call: 12:00-17:00 hrs* | 433 2360/433 0863 |
| Plaine Wilhems**District** | Curepipe*:**Roster : 09:00-12:00 hrs**On call: 12:00-17:00 hrs* | 698 4488 |
| **Civil Status Office** | **Telephone Number** |
| Plaine Wilhems | Rose-Hill *Roster : 09:00-12:00 hrs**On call: 12:00-17:00 hrs* | 464 3312/464 6623 |
| Bambous | Bambous*Roster : 09:00-12:00 hrs**On call: 12:00-17:00 hrs* | 452 0877 |
| Mahebourg | Mahebourg*Roster : 09:00-12:00 hrs**On call: 12:00-17:00 hrs* | 631 1488/631 2244 |
| Souillac | Souillac*Roster : 09:00-12:00 hrs**On call: 12:00-17:00 hrs* | 625 5596/625 6165 |
| Rodrigues Island | Port Mathurin*Roster : 09:00-12:00 hrs**On call: 12:00-17:00 hrs* | 831 2970  |

# Procedures for Application of Civil Status Certificates

Any person should produce a proof of his/her identity and a stamp of the value of Rs 25 to obtain a copy of:

1. his/her birth certificate or marriage certificate
2. the birth certificate of his/her spouse, if civilly married
3. a previous marriage certificate of his /her spouse
4. birth or marriage certificate for his / her ascendants or descendants.
5. death certificate, where applicable
6. No additional fee is payable for the issue of civil status certificates.
7. ***Note: if divorced, neither spouse is allowed to apply for birth certificate of his or her previous spouse***

# Table of Fees

|  |  |
| --- | --- |
| **Particulars** | **Fees [Rs]** |
| 1. For the certificate or photocopy of an entry, other than the first copy of such certificates.

2.Where both of the intending spouses are citizens of Mauritius :* Celebration of civil marriages at private residence.
* Celebration of civil marriages at premises other than private residence.

3. Celebration of civil marriages at premises other than office where both intending spouses are non-citizens. |  25 (stamp)150020005000 |

**Note:**

* **A means of conveyance, to and from the private premises, should be provided at the request of the officer celebrating the civil marriage.**
* **For any change of name, a fee of Rs 1000 is payable at the Attorney General’s Office, 2nd floor, Sir Renganaden Seeneevassen Building,**

**Port-Louis (****Tel:212** **0821).**

* **Civil marriages celebrated at any Civil Status Office in Mauritius and its dependencies are *free of charge*.**

# Our Comments:

We welcome all complaints and suggestions in assisting us to provide you with a reliable service. As such, a suggestion box is available in all our offices around the island.

For any complaint or suggestion please contact us on:

Phone: 201-1209 / 201-1723

Fax: 211-2420

Email: civstat@govmu.org

Web: csd.pmo.govmu.org

Hours of Business:

All Offices: 08:45-16:00 hrs

Application Section: 09:00-15:30 hrs

Cash Office: 09:15-14:00 hrs