



Civil Status Division

Prime Minister's Office

Annual Report on Performance for Financial Year 2023/2024

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ABOUT THIS REPORT

This is the Annual Report on performance of the Civil Status Division (CSD) for Financial Year 2023/2024. The Report has been prepared in accordance with the guidelines issued by the Ministry of Finance, Economic Planning and Development.

GUIDE TO THIS REPORT

Part I: About this Division

Part I sets out the vision, mission and an overview of the role and functions of the CSD, as well as its organizational structure.

Part II: Strategic Directions, Main Achievements & Challenges

Part II provides the strategic directions and describes the main achievements and challenges encountered during the Financial Year 2023/2024.

Part III: Financial Performance

Part III provides the statements of Revenue and Expenditure for Financial Year 2023/2024.

Part IV: Way Forward

Part IV provides the actions to be pursued following the budget measures enunciated during Financial Year 2023/2024.

PART I: ABOUT THE CSD

VISION & MISSION

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 registration of birth.
- 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.

CORE 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

ROLES & FUNCTIONS

ROLE

To ensure that all civil status events in Mauritius and its dependencies are registered.

The CSD is governed by the following set of legislations:

- Constitution of Mauritius,
- Civil Status Act and its Regulations,
- National Identity Card Act and its Regulations,
- Data Protection Act and its Regulations,
- Code Civil Mauricien,
- Official Secrets Act,
- National Archives Act; and
- Mauritius Citizenship Act.

FUNCTIONS

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

1. the smooth-running of the Civil Status Division,
2. the registration of birth, death, civil marriage and all matters relating to the civil status of a person in the Republic of Mauritius and its dependencies,
3. the registration of civil status matters concerning foreigners occurring in Mauritius and its dependencies,
4. keeping record of foreign births, deaths and marriages,
5. amend and rectify any civil status entry which involves a clerical, typing or numerical mistake,
6. the registration of death during weekdays, weekends, public holidays, after office hours, during cyclonic conditions and natural calamities; and
7. issue of burial/cremation permits.

The CSD is under the aegis of the Prime Minister's Office and comprises:

- the Central Civil Status Office located in Port Louis,
- 36 Civil Status Offices scattered over the Republic of Mauritius as follows:
 - 33 Civil Status Offices in Mauritius
 - 2 Civil Status Offices in Rodrigues
 - 1 Office in Agalega whereby the services are provided by an Officer from the Mauritius Meteorological Services, and
- the Muslim Family Council.

MAIN SERVICES PROVIDED BY THE CIVIL STATUS DIVISION

- Registration of births, deaths and marriages
- Publication and celebration of civil marriages
- Issuance of civil status extracts
- Issuance of marital status certificates and *certificat de coutume*
- Registration of Muslim Religious Marriages by the Muslim Family Council
- Annotations pertaining to the civil status of a person, for e.g change of name, divorce, adoption and rectifications, etc
- Amend and rectify any civil status entry which involves a clerical, typing or numerical mistake.

GENDER STATEMENT

Until 1993 the staff of the Civil Status cadre was composed mainly of male officers. It is only after 1993 that female staffs have started to join the cadre.

Equal consideration is given to female officers at the Civil Status Division with regard to training, posting in sub-offices, celebration of marriages and assignment of higher responsibilities.

ANTI- CORRUPTION STATEMENT

In order to align itself with the Government Programme 2020/2024, the Civil Status Division has under the guidance of the Independent Commission Against Corruption implemented most of the recommendations made by the Commission.

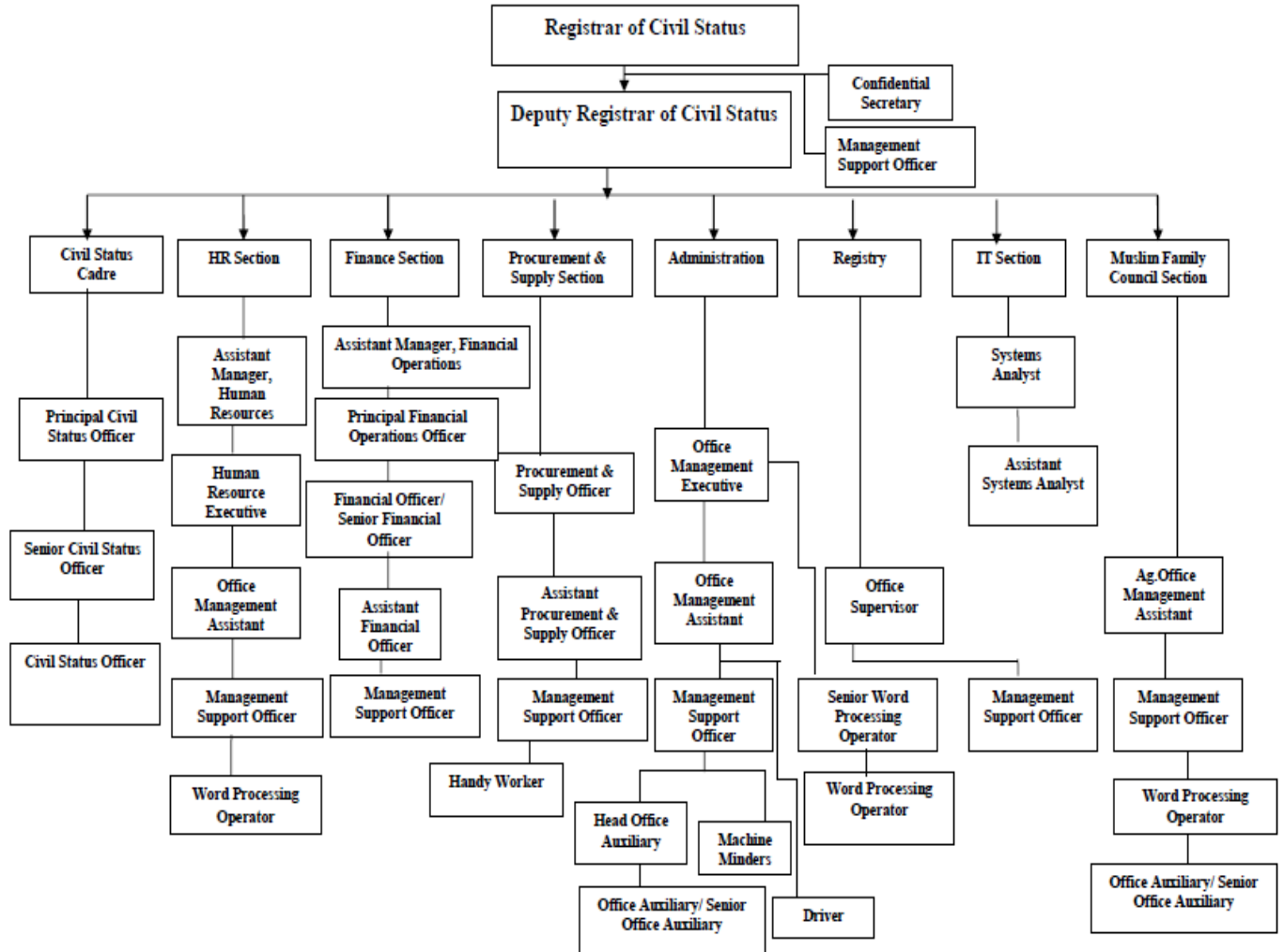
ABOUT OUR PEOPLE

The Registrar of Civil Status is the Head of the Civil Status Division. She is assisted by Principal Civil Status Officers, officers of the Civil Status cadre, Human Resource Management cadre, Financial Operations cadre, Procurement and Supply cadre, System Analysts cadre and Officers belonging to the General Services Grade.

ORGANISATIONAL CHART

ORGANISATIONAL CHART

Civil Status Division – Prime Minister's Office



CIVIL STATUS HEAD OFFICE AND SUB OFFICES

DISTRICT OF PORT-LOUIS		
Civil Status Office	Address	Tel Number
1. Central Civil Status Office	7 th Floor, Emmanuel Anquetil Bldg, Port Louis	201-1727 201-2313 201-2279
2. Port Louis Sub Office	Florian View Apartments, Ground Floor, Welling Street, Port Louis	210 2322
DISTRICT OF PAMPLEMOUSSES		
Civil Status Office	Address	Tel Number
3. Pamplemousses	Royal Road, Pamplemousses	243 3577 243 8928
4. Plaine Des Papayes Open: (Tues & Thurs)	Royal Road, Plaine des Papayes	266 9851
5. Terre Rouge	Royal Road, Le Hochet, Terre Rouge	248 7012
6. Triolet	1st Floor, NPF Bldg, Trois Boutiques, Triolet	261-5939
DISTRICT OF RIVIERE DU REMPART		
7. Rivière du Rempart	Royal Road, Rivière du Rempart	412 8393
8. Goodlands	1st Floor NPF Bldg, Royal Road, Goodlands	283 1501
9. Grand Gaube	1 st Floor, NPF Bldg, Grand Gaube	288 7835
10. Grand Bay	La Croisette , Grand Bay	269 6265
11. Piton Open: (Mon, Wed & Fri)	1st Floor, NPF Bldg, Royal Road, Piton	264 8605

DISTRICT OF FLACQ		
Civil Status Office	Address	Tel Number
12. Central Flacq	Customer Service Centre (Ex. Fire Station) Flacq	413 2126/0065
13. Lallmatie	Royal Road, Lallmatie	418-4421
14. Bel Air Riviere Sèche	Verger Road, Bel Air Riviere Sèche	419-6762
15. Trou D'Eau Douce	Royal Road, Trou D'Eau Douce	480 2128
	DISTRICT OF MOKA	
16. Saint-Pierre	Royal Road, Saint Pierre	433 2360 433 0863
17. Quartier Militaire	Royal Road, Quartier Militaire	435-6143
	DISTRICT OF PLAINE WILHEMS	
18. Rose-Hill	NPF Bldg, Moka Road, Rose Hill	464 3312 464 6623
19. Beau Bassin	NPF Bldg, Douglas St (Near Police Station, Beau Bassin	4546931
20. Quatre Bornes	28, Vacoas Road, La Louise, Quatre Bornes	425 7580 427 0846
21. Vacoas	Independence Avenue, Vacoas, Municipal Complex	6869448
22. Curepipe	7, Teste de Buch Street, Curepipe	6984488
23. Phoenix	Avenue Sayed Hossen, Phoenix	686 4199

DISTRICT OF BLACK RIVER		
Civil Status Office	Address	Tel Number
24. Bambous	Royal Road, Bambous	4520877
25. Case Noyale	Royal Road, Case Noyale	451-5334
26. Petite Rivière Open: (Tues & Thurs)	Platform, La Fourche Lane, Petite Rivière	233 7653
DISTRICT OF GRAND PORT		
27. Mahebourg	NPF Bldg, La Passe Street, Mahebourg	631-1486 631 2244
28. Plaine Magnien	NPF Bldg, Rishi Dayanand Road, Plaine Magnien	637 4034
29. Rose Belle	Railway Road, Rose Belle	627-8232
DISTRICT OF SAVANNE		
30. Souillac	Royal Road, Souillac	625 6165/5596
31. Chemin Grenier	Royal Road, Chemin Grenier	622-2388
32. Grand Bois Open: (Tues & Thurs)	Royal Road, Grand Bois	617 9362
33. Riv. Des Anguilles	Coulisse Road, Rivière des Anguilles	626 5544

OUTER ISLANDS		
Civil Status Office	Address	Tel Number
34. Rodrigues Island	Port Mathurin	831 2970
35. Rodrigues Island	La Ferme	831 7249
36. Agalega Island	Agalega	Fax No: 6864746 6861033
MUSLIM FAMILY COUNCIL		
Office	Address	Tel Number
Muslim Family Council	Blendax House, Port Louis	212 8667 212 8616

SENIOR MANAGEMENT TEAM

SECTION	CONTACT DETAILS	
REGISTRAR	OFFICE	211-1316
	FAX	201 1869
OFFICE OF REGISTRAR	CONFIDENTIAL SECRETARY	201-1727
	SUPPORT STAFF	211-8159
PRINCIPAL CIVIL STATUS OFFICER (TECHNICAL MATTERS & RECTIFICATIONS)		201-3009
PRINCIPAL CIVIL STATUS OFFICER (COURT MATTERS & ARCHIVES)		201-1725
PRINCIPAL CIVIL STATUS OFFICER (MNIC)		201-5302
PRINCIPAL CIVIL STATUS OFFICER (HELPDESK , QUERY & ANNOTATIONS)		201-1209/ 201-1765
PRINCIPAL CIVIL STATUS OFFICER (PUBLICATION AND CELEBRATION OF CIVIL MARRIAGES)		201-1222
REGISTRY	OFFICER IN CHARGE	201-2313
	SUPPORT STAFF	201-2279
	FAX	211-2420
HUMAN RESOURCES	ASSISTANT MANAGER HUMAN RESOURCES	214-3668
	HUMAN RESOURCE EXECUTIVE	201-2025
	SUPPORT STAFF	214-3237/ 201-2293
	FAX	214-3234
FINANCE	ASSISTANT MANAGER FINANCIAL OPERATIONS	201-3923
	FINANCE OFFICER	201-3966
	SUPPORT STAFF	201-2348
	FAX	201-3409
IT UNIT	SYSTEM ANALYST	213-2996
	COMPUTER SUPPORT	201-3520
OFFICE MANAGEMENT EXECUTIVE		201-3655
		201-1723
		214-3670 (FAX)
PROCUREMENT & SUPPLY		201-3548
		214-3238 (FAX)
HELP DESK		201-1209
PUBLICATION OF CIVIL MARRIAGES		201-1222

APPLICATION OF CIVIL MARRIAGES FOR TWO NON CITIZENS		201-3546
ANNOTATION UNIT		210-6149
		201-3801
RECTIFICATION UNIT		214-3667
QUERY & INVESTIGATION UNIT		201-1765
BINDER UNIT		201-3623
TYPING POOL		201-1765
APPLICATION UNIT/ REGISTRATION OF BIRTH AND DEATH/ INFORMATION DESK		201-2803

PART II: STRATEGIC DIRECTIONS, MAIN ACHIEVEMENTS & CHALLENGES

Strategic Directions 2023/2024

- Digitalisation of the CSD services with a view to:
 - preserve documents of historical value,
 - provide an online service to the citizens of Mauritius,
 - facilitate genealogical searches; and
 - provide accurate and reliable data to public bodies through the Info-Highway.
- Revamping of the CSD System so as to provide a state of the art service to the citizens of Mauritius
- Setting Up of Single Point Offices
- Data Cleansing Exercise

MAIN ACHIEVEMENTS DURING FINANCIAL YEAR 2023/2024

(a) Setting Up of Single Point Office

The Government has decided to set up Single Point Offices around the island to facilitate the issue of death certificates as well as burial and cremation procedures under one roof.

To facilitate the process for registration of deaths, burial, and cremation procedures, Single Point Offices have been established in collaboration with the Ministry of Finance, Planning and Economic Development, Ministry of Health and Wellness and Ministry of Local Government and Disaster Risk Management to provide the following services:

- **Civil Status Division:** for services such as registration of deaths, issuance of death certificates, and issuance of burial/cremation permits,
- **Public Health Office:** for issuing cremation permits.
- **Local Authority:** for authorising cremation procedures.

At this stage, the following eight Single Point Offices are operational:

SN	Office	Address	Tel No
1	Port Louis Sub Office	23 J. Nehru Street (Ex Wellington), Florian View Building, Port Louis	210 2322 214 4633 214 7347
2	Flacq Civil Status Office	Customer Service Centre (Ex-Fire Station), Flacq	413 2126 420 2127
3	Quartier Militaire Civil Status Office	Royal Road, Next to SBM, Quartier Militaire	435 6143 435 0258 435 0250
4	Vacoas Civil Status Office	Independence Avenue, (Municipal Complex), Vacoas	686 9448 606 9809 606 9835
5	Mahebourg Civil Status Office	2nd Floor, La Passe Street (NPF Building), Mahebourg	631 1486 631 2244
6	Rose Hill Civil Status Office	2nd Floor, NPF Building, Moka Road, Rose Hill	464 3312 630 4308 630 4307
7	Curepipe Civil Status Office	Test De Buche Street, Curepipe	6890563
8	Bambous Civil Status Office	Royal Road, Bambous	4522473 4520877

Opening Hours:

- **Monday to Friday:** 8.45 a.m. to 4.00 p.m.
- **Saturdays, Sundays, and public holidays:** 8.45 a.m. to 12.00 p.m.

After office hours: The public should contact the nearest Police Station.

Civil Status Division is responsible for the running of Single Point Offices.

(b) Early Burial

In case of death after office hours, Civil Status Division provides an on-call service to cater for burials.

During weekdays officers are on call from 16: 00 hrs to 22:00 hrs, during weekends and public holidays, officers are on call from noon to 22:00 hrs. A list of officers on call is submitted to the Police. In case of death, the bereaved family contacts the police station of their locality which will liaise with the officer on call.

Each District offers this service, namely:

- Port Louis
- Pamplemousses
- Riviere du Rempart
- Flacq
- Grand Port
- Savanne
- Black River
- Moka
- Plaine Wilhems

(c) Revamping of Civil Status Database/Central Population Database

The Central Population Database (CPD) is another platform, developed and live since 2014, provides for sharing of data amongst Government agencies.

The CPD system contains a subset of citizen data from the Civil Status Division (CSD) system which stores the Birth, Marriage, Death, and citizenship records of the citizens of Mauritius and from the National Identity Card (NIC) system which stores Identity Card related data.

The main aim of the CPD is to store the latest information regarding the citizen's civil data in a simplified and condensed format.

A new version of CPD is operational since July/August 2023.

The revamping of the Civil Status Database is under process.

MAIN CHALLENGES

(i) Data Cleansing Exercise

The CSD computerized system is operational since November 2001.

The CSD System provides for the registration of births, deaths and marriages as well as the generation of a unique identification number for each citizen (NIN). All data pertaining to life events of Mauritian citizens are also stored in the CSD database.

Citizens' data pertaining to birth, marriage, divorce and death, etc. which occurred prior to the coming into operation of the computerized system in November 2001 were captured into the system from registers. However, Data Cleansing is required to clean inconsistencies which occurred during the computerisation process.

The Data Cleansing Exercise which is a very sensitive activity needs to be carried out with much diligence.

(ii) Digitalisation

The Civil Status Division has under its custody civil status registers dating back to year 1811 to date. With a view to preserving past records, enabling online application of civil status extracts, facilitating genealogical searches and providing accurate and reliable data to Government and the citizens, the Civil Status Division has embarked on a digitalisation project of the civil status records.

As at date approx. 1.5M records have been electronically captured for the following years:

- Births Records for Year 1861 to 1919
- Deaths Records for Year 1861 to 2001

Approximately, 85,000 marriage records for Year 1859 to Year 1899 and Year 1900 to Year 1939 remained to be captured.

PART III-FINANCIAL PERFORMANCE

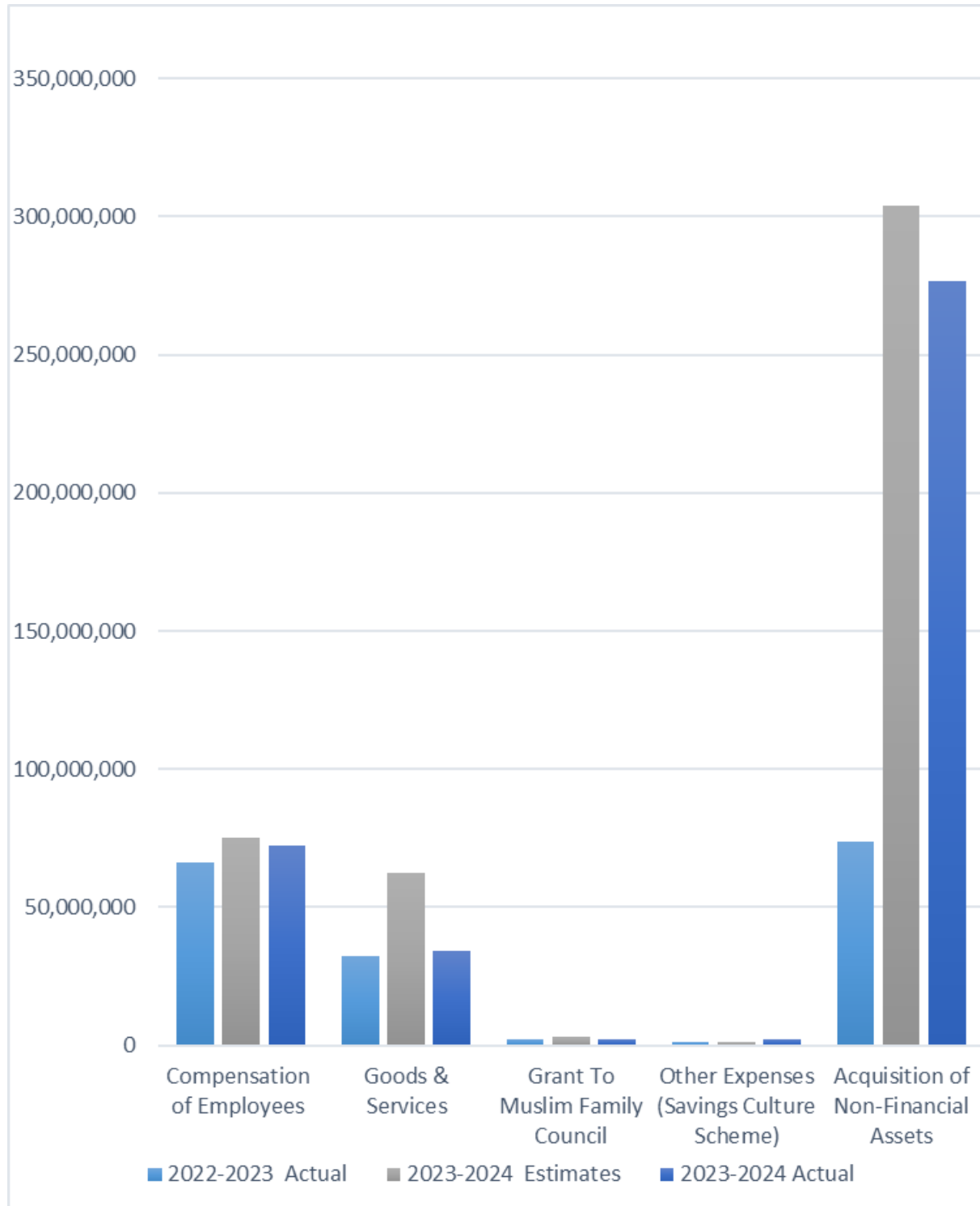
STATEMENT OF REVENUE FOR FINANCIAL YEAR 2023/2024

Revenue (Rs)	2022-2023 Actual	2023-2024 Estimates	2023-2024 Actual
Sales of Goods & Services	36,249,025	36,600,000	35,261,481
Total Revenue from Sales of Goods & Services	36,249,025	36,600,000	35,261,481

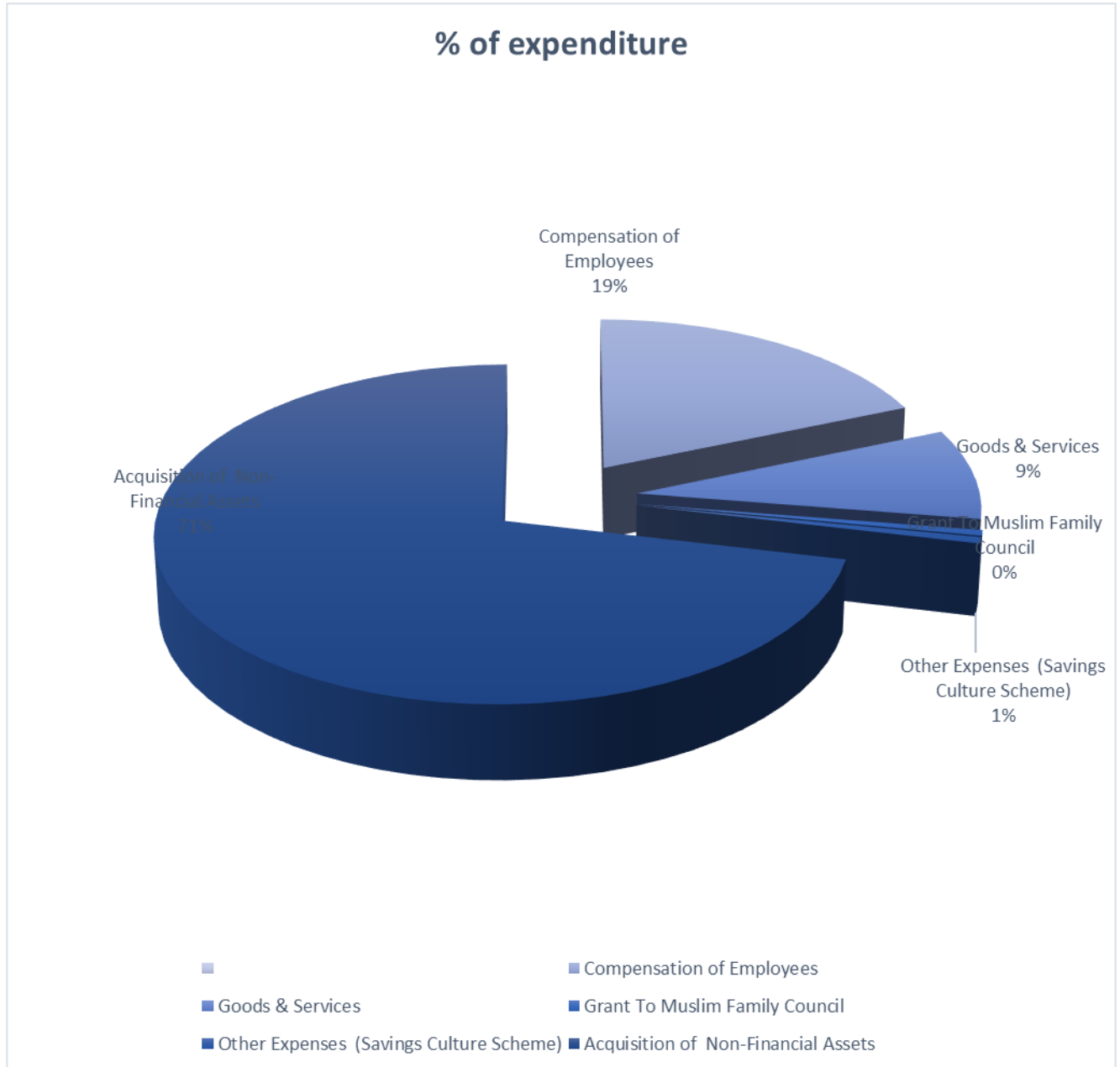
Breakdown of Actual Revenue collected

Revenue Items	2022-2023 Actual	2023-2024 Estimates	2023-2024 Actual
Mauritian National Identity Card (MNIC)	16,858,950	17,000,000	15,381,201
Marriage Celebration	11,732,500	12,400,000	11,118,000
Issue of Civil Status Certificates	7,657,575	7,200,000	8,762,280
Total (Rs)	36,249,025	36,600,000	35,261,481

ANALYSIS OF TOTAL EXPENDITURE BY ECONOMIC CATEGORIES



ANALYSIS OF TOTAL EXPENDITURE BY ECONOMIC CATEGORIES BY PERCENTAGE



- **Compensation of Employees is made up of**
 - i. Personal Emoluments (Basic Salary, Compensation, Allowances, Extra Assistance, End of year Bonus, cash in lieu of leave)
 - ii. Other Staff Costs (Travelling & Transport, Overtime, Staff Welfare), and
 - iii. Social Contribution (Contribution to NSF)

- **Goods and Services consist of recurrent expenses incurred and include**
 - i. Cost of Utilities (Electricity Charges, Telephone, Water)
 - ii. Fuel and Oil (Vehicles)
 - iii. Rent (Rental of Offices, Rental of Parking Slots, Rental of Equipment)
 - iv. Office Equipment & Furniture
 - v. Office Expenses (Postage, cleaning materials, Office Sundries)
 - vi. Maintenance (Buildings, Plant & Equipment, Vehicles, IT Equipment)
 - vii. Cleaning Services (Cleaning Services)
 - viii. Publications and Stationery (Paper & Materials, Printing & Stationery, Books & Periodicals)
 - ix. Fees (Fees for training)
 - x. Travelling within the Republic of Mauritius (Travelling to Rodrigues)
 - xi. Other Goods and Services (Uniforms, Digitalisation of Civil Status Records))

- **Other Expense (Muslim Family Council, Savings Culture Campaign)**

- **Acquisition of Non-Financial Assets consist of expenses incurred**
 - i. Acquisition of vehicles
 - ii. Acquisition of IT equipment
 - iii. Revamping of Mauritius National Identity card system

ANALYSIS OF MAJOR CHANGES

Statement of Comparison of Budget Estimates and Actual Expenditure for the Financial Year 2023 – 2024

Details (Rs million)	Original Estimates Rs (a)	Actual Expenditure Rs (b)	Differences Rs (a) – (b)	Reasons Rs
Compensation of Employees	75,000,000	72,408,516	2,591,484	The decrease is due to delay in filling of vacancies
Goods and Services	62,600,000	34,130,609	28,469,391	Decrease is mainly due to delay in procurement exercises. Capture Exercise was initialized during the month of May 24
Grant to Muslim Family Council	3,000,000	2,114,169	885,831	Procurement of Photocopy Machine and Air con was not completed due to delay in procurement exercise
Savings Culture Campaign	1,000,000	2,371,400	-1,371,400	There was an increase in demand following implementation of Baby Bonus scheme.
Acquisition of Non-Financial Assets	304,000,000	276,838,443	27,161,557	There was a delay in procurement exercise for purchase of IT Equipment. For revamping of MNIC part of 75% was effected as per approval obtained
Total (Rs)	445,600,000	387,863,137	57,736,863	

PART IV- WAY FORWARD

- Promoting the use of online services through the media.
- Completing the Revamping of CSD / CPD System.
- Relocating and re-opening of certain Civil Status Offices.
- Continuing the digitalization of records.
- Opening of Single Point Offices
- Data Cleansing Exercise