

COMMENTS OF THE CIVIL STATUS DIVISION

(i) Average time spent at the Plaine des Papayes Civil Status Office

The average time spent of 26 Minutes at the Plaine des Papayes Civil Status Office is much higher, since this office is opened only on two week days namely; Tuesdays and Thursdays respectively. Therefore the public call mostly on these two days for the application of civil status extracts and registration of civil events. It is also to be noted that the average number of time spent is highly dependent on the services required by the public. For instance, the publication of marriage involves verification of documents, asking the applicant's additional information regarding same, processing of publication on line and so forth that may take more time than expected ,i.e., between 15-25 minutes.

(ii) The fast service delivery at Moka Civil Status Office

The Moka Civil Status Office which is located at Saint Pierre is operated by two officers which explains the rapid service delivery and hence the average time spent by the public is 3 minutes as showed in the survey report. The rapid service delivery may also be subject to the availability and accuracy of citizen's data online.

(iii) Accessibility of CSOs

Petite Rivière Civil Status Office is being relocated by the end of November2016. Curepipe Civil Status Office has already been relocated near Jan Palach. However, the relocation of Dr Jeetoo Hospital Civil Status Office is still on the pipeline.

Civil Status Division