Civil Status Division

Certified MS ISO 9001:2008
Public Service Excellence Award 2016 Winner: Customer-Centered Delivery

Annual Report 2016/2017
Birth Registration

Declaration of birth:
- Within 45 days of the birth
- Before an officer of the district in which the birth took place or in which the parents resided at the time of the birth.

Publication and Celebration of Civil Marriages

Between:
- Two citizens
- Two non-citizens
- A citizen & a non-citizen

Registration of Death

Declaration to be made:
- Within 24 hours of death
- In the district where the death took place or where the deceased last resided
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ABOUT THE CIVIL STATUS DIVISION
2016 has been marked by a giant leap into excellence. For the first time ever, a government organisation has been awarded the ISO 9001:2008 certification for all of its 33 sub-offices in Mauritius. Not the least, the Civil Status Division has also done exceptionally well among ten public sector agencies in a Customer Satisfaction Survey with a score of 97.5% and Mystery Shopping (84.8%) organised by the Ministry of Civil Service affairs. This would not have been possible had it not been for the greatest asset any organisation can have - its staff.

The Registrar of Civil Status is the repository of civil status records in Mauritius which holds invaluable pieces of information about each and every citizen in the island with regards to their ancestral roots. The oldest ever record found dates back to Year 1773, thus the CSD is a historical museum keeping alive the memories of our ancestors.

The Republic of Mauritius has one of the best Civil Registration system in the world. Our data are complete and reliable. We are also a pioneer of the Info Highway project; a platform that had started on a pilot basis with the Ministry of Social Security and which is gaining its popularity at an incredible speed. Actually there are about 25 Ministries and Departments who have access to CSD data.

In view of further improving the service, the CSD is coming up with numerous projects. Amongst them:

i. To facilitate the search of citizens on their genealogical roots and also aid in the obtaining of the Overseas Citizens of India (OCI) card, a massive data capture exercise had started in November 2016 and successfully completed in May 2017. This exercise is part of a seven-year plan. As of May 2017, Birth records dating from Year 1900, Death records dating from 1950 and Marriage records dating from 1940 onwards are instantly available on the system. Records up to Year 1811 will be captured by the end of the seven-year plan.
ii. To be in line with the Government Policy of achieving a vibrant and result-oriented public sector, the CSD has embarked on a project of setting up a marriage hall at the Ground Floor of the Emmanuel Anquetil Building. By so doing the CSD wishes to create a landmark in the public sector by revamping the modus operandi of celebration of marriages in its office. Additionally, the marriage hall shall constitute a centre of attraction in the public sector and shall undeniably contribute immensely in projecting Mauritius as a world-class wedding and honeymoon destination.

For this new version of the annual report, allow me to welcome you in the world of Civil Registration and to discover the Civil Status Division of the Republic of Mauritius.
Vision

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

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.

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.
The Civil Status Division is under the aegis of the Prime Minister’s Office. It comprises of:

- **35 Civil Status Offices scattered on the Republic of Mauritius**
  The Head Office is located on the 7th Floor of the Emmanuel Anquetil Building in Port Louis. Each district has a main office with a Senior Civil Status Officer in charge of the other one-man offices located in the district.

  Rodrigues Island has two Civil Status Offices whereas the service on the Islands of Agalega and St Brandon are ensured by officers from other departments who are posted there.

- **Muslim Family Council (MFC)**
  Located on the 6th Floor, Blendax House at Port Louis, the MFC has the duty to keep a record of all Muslim Religious Marriages celebrated on the Republic and of their dissolution.

  The Council comprises of a Chairperson and four other members who are all nominated by the Minister.

The administrative staff are however, under the establishment of the Civil Status Division and the Registrar of Civil Status remains the Data Controller.
Roles

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).

Functions

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

Legislation

- Civil Status Act 1981 and Regulation made there under
- National Identity Card Act and Regulation made there under
- Data protection Act and regulation made there under
- Mauritian Civil Code
- Official Secret Act
- National Archives Act
- Mauritius Citizenship Act & Relevant Sections of the Mauritius Constitutions
Staffing

The Civil Status Division is headed by the Registrar of Civil Status. He is assisted in his functions by the Deputy Registrar of Civil Status, Principal Civil Status Officers, Senior Civil Status Officers, Civil Status Officers, and officers from other cadres like the HR Cadre, Financial Operations Cadre, Procurement and Supply Cadre and the Analyst Cadre. The Registrar is also responsible for the overall administration and general supervision of the Division falling under the aegis of the Prime Minister’s Office.

The human resources are detailed as below:

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Number of Staffs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registrar of Civil Status</td>
<td>1</td>
</tr>
<tr>
<td>Acting Deputy Registrar of Civil Status</td>
<td>1</td>
</tr>
<tr>
<td>Principal Civil Status Officer</td>
<td>7</td>
</tr>
<tr>
<td>Senior Civil Status Officer</td>
<td>16</td>
</tr>
<tr>
<td>Civil Status Officer</td>
<td>70</td>
</tr>
<tr>
<td>HR Cadre</td>
<td>2</td>
</tr>
<tr>
<td>Finance Cadre</td>
<td>3</td>
</tr>
<tr>
<td>Procurement Cadre</td>
<td>1</td>
</tr>
<tr>
<td>IT Staff</td>
<td>4</td>
</tr>
<tr>
<td>General Services Staff</td>
<td>55</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>138</strong></td>
</tr>
</tbody>
</table>

Note: Officers of the Civil Status Cadre are out posted in sub offices across the island to perform operational duties.
Training of Staff

<table>
<thead>
<tr>
<th>Training Programme</th>
<th>No of staff trained</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change Management in Public Sector</td>
<td>1</td>
</tr>
<tr>
<td>Employee Motivation</td>
<td>6</td>
</tr>
<tr>
<td>Sustainability in managing safety and health</td>
<td>1</td>
</tr>
<tr>
<td>Fire Safety and Risk Management</td>
<td>3</td>
</tr>
<tr>
<td>Safety and Health at Work for OA/SOA</td>
<td>8</td>
</tr>
<tr>
<td>Ergonomics for the office environment</td>
<td>2</td>
</tr>
<tr>
<td>Basic Communication Skills</td>
<td>6</td>
</tr>
<tr>
<td>Writing Effective Minutes of Writing</td>
<td>1</td>
</tr>
<tr>
<td>Digital Mauritius 2030</td>
<td>1</td>
</tr>
<tr>
<td>Leadership and Strategic Thinking</td>
<td>1</td>
</tr>
<tr>
<td>Top Management in ISO 2015</td>
<td>1</td>
</tr>
<tr>
<td>Migration to ISO version 2015</td>
<td>3</td>
</tr>
<tr>
<td>Effective communication and Interpersonal Skills</td>
<td>4</td>
</tr>
<tr>
<td>Becoming Master of Ceremony</td>
<td>1</td>
</tr>
<tr>
<td>Leading from front line</td>
<td>2</td>
</tr>
<tr>
<td>Customer Service Excellence</td>
<td>4</td>
</tr>
<tr>
<td>Managing Project in the public sector</td>
<td>2</td>
</tr>
<tr>
<td>Induction Courses</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td><strong>57</strong></td>
</tr>
</tbody>
</table>

Workforce Planning

- **Officers of the General Services**
  - Replacement and changes in posting of officers of the General Services is done by the Ministry of Civil Service and Administrative Reforms and the Ministry of Finance and Economic Development.
  - With regards to officers of the Civil Status Cadre vacancies are filled in by the Public Service Commission
Organisational Structure

Civil Status Division - Prime Minister’s Office
Regular Pest Control exercises are carried out by Hardy Henry Ltd at the Head Office whereas the Ministry of Health & Quality of Life ensures rodent control in the sub offices around the island.

Several sub offices such as Curepipe CSO and Petite Riviere CSO have been relocated to provide a more spacious and better work environment for the welfare of the staff. This exercise is on-going for some other offices.

Renovation works, where required, have been carried and amenities like water dispensers have been provided to the main offices of all districts.

Adequate Air-conditioning system has been installed in offices.

For motivating the staff and foster team spirit, several activities have been organized throughout the year; Independence day, Music Day, participation in football tournament and without a doubt, the most appreciated of all team building exercises have been for the staff to spend a whole day at the Club Med Hotel on an all-inclusive package.
ACHIEVEMENT & CHALLENGES
Unquestionably, the most major of achievements of the Civil Status Division in 2016 has been to be discerned the ISO 9001:2008 award. All 33 offices on the Island of Mauritius are now proudly ISO certified.

Data Capture Phase I (Birth & Death) has been successfully completed. The CSD has in its custody registers of births, deaths & marriages dating back to the 18th century. In line with the government policy and the G2G agreement with India for the obtaining of the OCI card, some 230,000 birth records and 160,000 death records have been input on the computerized database of the CSD. A budget of Rs 10 Million had been allocated for this exercise.

Procurement of new server to the tune of Rs 3.1 Million to cater for the replacement of the old server which by far had exceeded its lifetime; and was a threat to the CSD system which might crash at any time. Furthermore, this has also enabled the entire Civil Status Offices to be connected to the internet.
In attempt of reaching excellence for the celebration of marriages, the CSD has taken on board the setting up of a Marriage Hall up to international standards in order to cater for the needs of both Mauritians and Foreigners.

A sum of Rs 5 Million has been voted to that effect. The site identified for the project has been the Current Application Counter, Ground Floor, Emmanuel Anquetil Building, Port Louis. Architectural plan has been finalized in Year 2016. However, being a capital project, it is expected to start the construction by end of November 2017. The launching date has been tentatively fixed for March 2018 in the context of the 50th Anniversary of the Independence of Mauritius.

New Application Counter

The setting up of the Marriage Hall shall require the relocation of the Application Counter. Work to that effect has already started. The New Application counter will be equipped with ticketing machine and a user-friendly set up aimed at modernization services of the public sector.

The estimated cost involved in the setting up of the Application Counter has been Rs.1,046,660 (Furniture, ticketing machine, tiles, IT equipment etc). The Ticketing machine itself has costed Rs 421,440.50.

Data Capture (Birth & Death) Phase II

The Data Capture exercise will be spanned over 7 years. For the second phase, a budget of Rs 12.1 M has been earmarked for the capture of records from the year 1866-1899.

Restoration of registers

Numerous registers are centuries old and require some urgent restoration work for preservation of our national heritage.

Re-Vitalizing of the Muslim Family Council (MFC)

The MFC has been in operation since the end of the year 1992. However, its existence and services are not well known to the public. Several projects are under way so that this institution be capable to function properly.
Risk Management & Citizen Oriented Initiatives

- Mystery shopping report: score- 84.8%; came out first of 10 ministries & departments
- Customer satisfaction survey report: 97.5%; a “wow” service delivery
- ICAC survey report: CSD does not appear in list of ministries/department as corrupted

The Independent Commission Against Corruption (ICAC) is mandated to exercise vigilance and superintendence on Integrity systems and practices in public bodies with a view to eliminate opportunities for corruption. In this vein, the Civil Status Division (CSD) has set up an Anti-Corruption Prevention Committee comprised of the Registrar of Civil Status, Deputy, and Head of sections, CSD Union, representative of the PMO and the Secretary of the Committee in order to work on the recommendations proposed by ICAC. In that respect, the committee holds quarterly corruption Prevention Review (CPR) meetings.

You may wish to note that since 2007, CSD has been working in close collaboration with the ICAC to combat fraud and corrupt practices.

The Civil Status Division has since then demonstrated its eagerness and good faith in combating corrupt practices in order to provide a customer-oriented service delivery to the citizens of the republic of Mauritius. For instance, in a survey report commissioned by the ICAC in 2014, with regard to the perception of corruption in Mauritius, CSD did not figure in the list of corrupt Ministries & departments.

Furthermore, an impact assessment exercise report conducted at the CSD with regard to corruption prevention by ICAC in October 2014 revealed that there was a reduction in corrupt practices, less temptation for bribery by members of the public and we noted a positive change in the perception of corruption at CSD.

Similarly, on 23rd July 2015, CSD was invited by the ICAC to make a presentation, as a showcase organization which has succeeded in reducing corrupt practices, in an anti-corruption symposium for the Trade Union Federations held at the ICAC Headquarters, Réduit Triangle, Moka.

Currently, ICAC is providing training to senior CSD staffs as integrity officers with a view to uphold both personal and organizational integrity so that they are well-equipped to effectively fight corruption by preventing and reporting such practices.
The Civil Status Division has already embarked in its strategic vision to bring excellence in the course of conducting its daily activities by adopting a customer-focus approach to service delivery. Nevertheless, it would never stop in its wake to fight against corruption given that it is an ISO-Certified organization since October 2016, and its only objective is to serve the public in a reliable and trusted manner which lead to the award of the public service excellence in the customer centered service delivery category in November 2017.

- CSD showcased as a major stakeholder engaged in fight against corruption and has brought about lots of improvements service delivery.
- ISO 9001:2008 certification award of all sub offices: a dream come true after a first attempt in the year 1998
- CSD portrayed as having the most efficient Civil Registration System in African Region (feedback from World Bank, Ethiopian & Uganda delegations)
- E-services currently citizens living abroad and non-citizens can contact the Division via email and fax. Request for civil status extracts are entertained from abroad, with the applicant bearing the cost of the postage and stamp to be affixed.

Good Governance

- An open door policy is practiced.
- There are numerous forums where problems/suggestions/views are being discussed.
- Trimestral meeting with all senior civil status officers of the different districts and it is the platform for them to voice out the problems they face and give views and suggestions.
- The publication of the CSD newsletter bi-annually.
- The installation of suggestion/complaint boxes in all offices around the island.
- Daily briefings with the management team and steering committee.
- Several meetings conducted throughout the year with the various stakeholders, that is, the Funeral Directors; Association of Inbound Operators for hotel weddings; doctors/ Private clinics; Hindu priests who have the authority to celebrate religious marriages with civil effect; Presidents of Mosques; with the Prime Minister’s Office and other Ministries.
Financial Performance
Statement of Revenue

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Property Income</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sales of Goods &amp; Services</td>
<td>17,625,720</td>
<td>18,300,000</td>
<td>17,998,050</td>
</tr>
<tr>
<td>Fines, Penalties and Forfeits</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Miscellaneous Revenues</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Revenue from Property Income, User Fees and other Sources</td>
<td>17,625,720</td>
<td>18,300,000</td>
<td>17,998,050</td>
</tr>
</tbody>
</table>

Statement of Expenditure

<table>
<thead>
<tr>
<th>Head/Sub-Head of Expenditure (Rs Million)</th>
<th>2015-2016 Actual</th>
<th>2016-2017 Estimates</th>
<th>2016-2017 Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Compensation of Employees</td>
<td>56,345,584</td>
<td>63,035,000</td>
<td>55,4970,63</td>
</tr>
<tr>
<td>Goods &amp; Services</td>
<td>14,654,453</td>
<td>41,215,000</td>
<td>35,926,984</td>
</tr>
<tr>
<td>Subsidies</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Grants (MFC)</td>
<td>923,101</td>
<td>950,000</td>
<td>694,515</td>
</tr>
<tr>
<td>Social Benefits</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other Expense (Savings Culture Scheme)</td>
<td>886,660</td>
<td>1,000,000</td>
<td>910,600</td>
</tr>
<tr>
<td>Acquisition of Non-Financial Assets</td>
<td>Nil</td>
<td>11,500,000</td>
<td>3,290,129</td>
</tr>
<tr>
<td>Acquisition of Financial Assets</td>
<td>Nil</td>
<td>Nil</td>
<td>Nil</td>
</tr>
<tr>
<td>Total</td>
<td>72,809,738</td>
<td>117,700,000</td>
<td>96,319,291</td>
</tr>
</tbody>
</table>
## Annex to Financial Performances

<table>
<thead>
<tr>
<th></th>
<th>A 2015-16 Actuals</th>
<th>B 2016-17 Estimates</th>
<th>C 2016-17 Actuals</th>
<th>C-A variance C-A</th>
<th>Reasons</th>
</tr>
</thead>
<tbody>
<tr>
<td>21</td>
<td>Compensation of Employees</td>
<td>56,345,584</td>
<td>63,035,000</td>
<td>55,497,063</td>
<td>848,521</td>
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<tr>
<td>28-211-015</td>
<td>GRANTS- Muslim Family Council</td>
<td>923,101</td>
<td>950,000</td>
<td>694,515</td>
<td>-228586</td>
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<td>28-212-007</td>
<td>OTHER EXPENSES- Savings Culture Campaign</td>
<td>886,600</td>
<td>1,000,000</td>
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<td></td>
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<tr>
<td>31</td>
<td>Acquisition of Non-Financial Asset</td>
<td>0</td>
<td>11,500,000</td>
<td>3,290,129</td>
<td>3,290,129</td>
</tr>
<tr>
<td>TOTAL</td>
<td>72,809,738</td>
<td>117,700,000</td>
<td>96,319,291</td>
<td>25,182,595</td>
<td></td>
</tr>
</tbody>
</table>
Way Forward

Innovation
Trends & Challenges

- Reliable Database
- ISO Certified, hence standard operating procedures in place.
- CSD is a reference in Civil Registration in the world.
- Rapid service delivery (Within 1 minute for Birth Records Year 1900 onwards; Death records Year 1950 onwards & Marriage Records Year 1940 onwards).
- Availability of the service in the Republic
- Proximity to citizens

- Mobility of staff
- If no conservation work is carried out, important citizens’ data will be lost forever.

- Mobility of staff
- Digitisation process not yet completed (Records till the Year 1811 will be captured in phases)
- No prior policy for conservation of archives. Some registers aged 100 years and above are in a bad shape.

- Training through:
  (i) the Civil Service College to improve the competencies of staff in various work-related fields.
  (ii) Distance learning on specialised CRVS course through the World Bank Group.
- Participation in various awards to bring the CSD to the limelight.
- Participation in international conferences.
Strategic Direction

Strategic planning is highly essential in any organization in order to attain its objectives. The Civil Status Division (CSD) also has a strategic plan which serves as strategic tool to plan its activities so as not deviate from set targets while attaining its major objectives. The registrations of births, deaths and marriages are at the very heart of Division’s core functions and remains among one of the most fundamental service rendered by Government of the Republic of Mauritius. The CSD is the sole provider of identity to individuals as the time of birth registration whereby a unique identity is generated to an individual. Moreover, it also assists in generating current information about the population for policy-makers, health service planners or demographers via the info highway project. Therefore, this strategic plan is primarily designed to meet legal requirements of individuals, such as documentary evidence of identity; legal status and resultant rights; proof of age and allowing access to rights based on age; establishing family relationships; enabling the legal transmission of property, inheritance, social insurance and other benefits. The data generated from the registrations of births, deaths and marriages are compiled to produce continuous vital statistics to policy makers to develop programs and policies that will help the country in its economic and social progress.

This strategy/action plan has been designed to improve the better customer oriented service delivery as regards to registrations of births, deaths and marriages as well as celebration of marriages. As such it has required identifying feasible strategic areas for actions in consultations with the various stakeholders. The strategic areas have to be implemented within a reasonable horizon of time, in this case five years from 2014 to 2018. The review of our Strategic/Action

The Strategic Plan has been conceived for a period of five years. However, a review is made every six months to monitor progress and identify any deviations from set targets. In urgent cases, the review is done in lesser period.
The Strategic Planning Process

A committee had been set up under the chairmanship of the Registrar of Civil Status to work out the strategic plan. The following members formed part of the committee:

- The Deputy Registrar of Civil Status
- The Assistant Manager, Human Resources
- The Assistant Manager, Financial Operations
- Principal Civil Status Officers
- Civil Status Officers

The Sub Committee composed of two Principal Civil Status Officers, four Civil Status Officers and the Assistant Manager, Human Resources has been appointed to work on the review of the Strategic Plan. The team meets twice yearly and each member was allocated with specific tasks.

The following process was adopted to come out with a good strategic plan:

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Mission & Objectives

Environmental Scanning

Strategy Formulation

Strategy Implementation

Evaluation and Control
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Mission and Objectives

Since the vision statement describes an organization’s purpose, it is a good parameter to define measurable objectives. Therefore, it was decided that based on our vision, we should set out our objectives which should be realistic in all ways, i.e., in terms of funds, time, human resources, etc.

Environmental scanning

An internal analysis had been carried out to identify the Division strengths and weaknesses. Also an external analysis was carried out to see what are the opportunities and threats.

Strategy Formulation

Based on the findings of the internal and external analysis carried out, the Division was in a better position to formulate its strategies. We were able to build on our strengths and address our weaknesses.

Strategy Implementation

The selected strategies have been converted into programs, policies and procedures and have been communicated to staff. A schedule has been worked out to implement all the strategies within a time frame of five years.

Evaluation and Control

The implementation of the strategies must be closely monitored and adjustments made when it is felt necessary. A committee has been set to monitor the implementation of the strategies.
Activities of the Civil Status Division in Figures

Statistics: Registration & Application