The CVRS and Identity Eco System in the Republic of Mauritius

33 Civil Status Offices and 2 National Identity Card Centres.
35 Civil Status Offices around the Island

DISTRICTS:
Port Louis: Head Quarters; Sub Office
Pamplemousses: Pamplemousses, Terre Rouge, Triolet and Plaines des Papayes.
Flacq: Central Flacq, Lallmatie, Bel Air Rivière Sèche and Trou d’Eau Douce.
Moka: St. Pierre and Quartier Militaire.
Grand Port: Mahebourg, Rose Belle and Plaine Magnien.
Savanne: Souillac, Chemin Grenier, Grand Bois and Rivière des Anguilles.
Black River: Bambous, Petite Rivière and Case Noyale.
Plaines Wilhems: Rose Hill, Beau Bassin, Vacoas, Quatre Bornes, Curepipe and Phoenix.
Rodrigues: Port Mathurin and La Ferme.
CSD Timeline

One of the oldest CVRS system in the world

- CVRS: started 1715 in catholic churches
- Prior to 2001 all civil events were registered.
- Nov 2001 all civil events registered online.
Legal Framework

Main Acts governing Civil Status Activities:

- Civil Status Act 1981:
- Mauritian Civil Code 1808.
- National Identity Card Act 1986 and Regulation made there under;
- Data protection Act 2017 and regulation made thereunder;
Services offered by the Civil Status Division

- Registration of birth
- Publication and Celebration of marriage.
- Registration of death.
- Issuance of Civil Status documents.
- Investigation Unit: setup in 2014 by CSD – to resolve discrepancies cases.
- Rectification cases sent to court free of charge

Note: 100% Civil Registration and Vital Statistics.
Services offered by the Civil Status Division

- Acknowledgement of a child: after having declared his/her child a parent whose name does not appear on the birth certificate of his/her child can acknowledge the child who shall bear the patronymique name of the father.
- Annotation of Civil Extracts: Change of name, adoption, rectification and divorce.
- Issuance of Civil Status Extracts: Birth / Marriage / Death Certificates.
- Certificate of National Custom: a set of guidelines on laws and customs of Mauritius relating to marriage.
- Certificate of Celibacy: the status of a person whether he/she is single, divorced, widow or widower.
- Mauritius National Identity Unit: responsible for registration and Issuance of National Identity Cards.
- Muslim Family Council: responsible for registration of all marriages celebrated in accordance with Muslim rites and dissolution of same.
- Data sharing with Ministries and Departments via the Info Highway.
Birth Registration Process

Birth Occurs
In the Hospital/Private Clinic of the District/Parents’ Residence

Notification of birth issued by Hospitals / Clinics

Birth Registration in
The District where the birth took place or Parents resides
- within 45 days;
- Declaration of tardy birth:
  - From 45 days to 3 months (Registrar’s Approval)
  - More than 3 months (Magistrate order)
NIN Computer Generated on each birth registered.

Mauritian Citizen
* First Copy of Birth certificate with Identity number issued to parents- Free of charge
* A National Savings Culture Scheme Voucher : encourage savings

Note: Identity Number will be generated if at least of the parents is a Mauritian Citizen
Marriage Registration Process

Publication by the couple in the district where the marriage will take place/Residence of Couple
(the couple should reside in the respective place at least 7 days before the publication)

Publications are affixed in the respective offices of the district

Marriage can be celebrated after 10 days of publication subject to NO objection. (Marriage registration/celebration)
In office: Free of charge
Private residence: Rs 1500 = $42 (USD)
Non private residence: Rs 2000 = $52 (USD)
Hotels: Rs 5000 = $56 (USD)

Proof of identity is MANDATORY for publication and on wedding day for couple & 2 witnesses
e.g National Identity Card/Passport
Death Registration Process

Death occurs
In the district/place where deceased last resided

Certificate of cause of death issued by Hospital/Clinic/ Private Doctors

Death Registration by Civil Status Officers within 24 Hours.
No burial prior to 24 hours.
3 modes of disposal of bodies: Burial, Cremation, Immersion at sea.
Roster / on call services: Sat/Sun/Public Holidays

Sanitary clearance from Health Authorities (applicable for cremation only)

Collection of Death Certificate / burial permit/cremation permit from CSO: (to be used in case of affidavit of succession/ Insurance Claim/Pension benefit, etc...
## Statistics for the last 5 years

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<th>Year</th>
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Foundations of the Mauritius National Identity Card System

Birth
Certificate issued at birth-
National Identity Number (NIN) Generated automatically:
One citizen = 1 NIN
Purposes:
School Admission/Vaccination of new born babies/National Saving Culture Scheme, etc...

National Identity card
18 years/+ At the age of 18 or above: First issue-Free of Charge

Marriage
Certificate (Mandatory to produce National Identity Card at publication and civil marriage

Death
Certificate
Same identity(ID) generated at the time of birth is used for declaration of death to complete lifecycle of citizen
Note: the ID number is de-activated at death
The Mauritius National Identity Card Unit (MNIC)

- At the time of registration of birth, a unique alphanumerical Identifier is computer generated.
- This National Identity Number is used to identify the individual for all his transactions in different Ministries and in the private sector also.
- All citizens are required by law to apply for their National Identity Card at the age of 18.
- The CSD has put in place a service of proximity to enable service delivery at the door step of the bed ridden citizens known as the Mobile team for the registration and issuance of national identity cards to such type of customers.
- To date there are 3 MNIC units.
The Mauritius National Identity Card

- A chip is incorporated in the smart card;
- The chip holds the following data: 4 Minutia of the fingerprints, Civil data such as “Surname, First Names, Date of Birth, Gender, Address, Photo and signature”.
- The above information can be read by card readers through a Secure Access Module (SAM) card. Note: The Card Usage is a upcoming project of the CSD that would enable reading of the SAM card by card readers to be provided by the CSD only. This service is not being provided currently.
The Mauritius National Identity Card Unit (MNIC)

- The CSD unit has setup a mobile team to facilitate the life of those citizens who are physically handicapped or bedridden.
- The above is being catered by CSD in line with government vision to provided a service at the doorstep of the citizen and most vulnerable.
- A major event of the mobile team has been the issuance of an identity card to a 107 year old lady.

The Registrar of Civil Status remitting the National Identity Card to the 107 years old lady with the assistance of the mobile team
DATA SHARING via THE INFO HIGHWAY

- Number of Subscribers connected to CSD: 30, Number of Subscribers connected to the Info highway: 86
- Number of publishers: 24
- Number of connections: 110
- Number of E-Services (CSD): 45, Nationwide (Info highway): 401

- In 2018, the Info Highway was among top five most voted in the E-government category

- Info-Highway awarded WSIS Prizes 2018 Champion by the World Summit on the Information Society (WSIS) Stakeholders’ community out of 492 nominated ICT success stories from around the world
Privacy framework at the CSD

• Given that the CPD & MNIC servers are housed at the Government online Data Centre (GOC) a secured zone to safeguard citizen’s data. All processing/verification of Identity cards till they are printed and packed are carried out at the Personalised Centre.

• All activities at the CSD are carried out as per the provisions of the Civil Status Act 1981 and Data Protection Act 2017 to protect citizens amongst other related legislations.

• A back-up system/disaster recovery: Storage of data (for all transactions with regard to registration and issuance of National Identity cards) in CDs / Tapes in duplicate format stored in different secured locations.
Major Landmarks in Identity Management

• From 1986 to 2008: NIC processed manually & photographs processed using Polaroid Cameras.
• As from 2009: Introduction of electronic NIC system of registration and issuance.
• Creation of a Central Population Database (CPD)
• Holds latest reliable accurate data of Mauritian Citizens.
• Pros of having a unique lifetime NID number
• The new computerized system avoids duplication of NID number.
• Avoid risks of impersonation
• National means of identification of citizens.
• Less risk of fraud
• To date: 1,666,808 Smart National Identity Cards have been issued
Lessons that can be learn from the Experience of Mauritian in matters of CVRS & Identity ecosystems

• 100% registration of CVRS
• Easily accessible computerised civil status offices around the island
• Timely service delivery: use of bar code readers
• Smart National Identity card to avoid impersonation
• Reliable & trusted data available for sharing between Ministries and Departments
Achievements

• Winner of a Public Service Excellence Award in 2017
• Certification of 33 offices in MS ISO 9001:2008 in 2016
• Successfully migrated to the standard MS ISO certification 9001:2015 in 2018
• Rated first amongst 10 Ministries /Departments in Mystery shopping in 2016 for customer service delivery
Way Forward

• Establish a mechanism to minimise tardy declaration of birth connecting the Ministry of Health/Private Clinics to the Civil Status Division,

• E-Services: Online application of civil status extract free of charge - enabling citizens to apply for extracts 24/7 by the click of the mouse.

• Re-engineering of the existing CSD system

• Opening of new MNIC units in other regions.
Thank You