

The CVRS and Identity Eco System in the Republic of Mauritius

33 Civil Status Offices and 2 National Identity Card Centres

Republic of Mauritius

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 Registrar of Civil Status
 Civil Status Division
 Prime Minister's Office
 18-21 June 2019

Civil Status Offices	Civil Status Offices
<ul style="list-style-type: none"> Port Louis <ul style="list-style-type: none"> Port-Louis Civil Status Suboffice Civil Status Division Head Office 	<ul style="list-style-type: none"> Grand Port <ul style="list-style-type: none"> Civil Status Office Mahebourg Rose Belle Civil Status Office Plaine Magnien Civil Status Office
<ul style="list-style-type: none"> Pamplemousses <ul style="list-style-type: none"> Pamplemousses Civil Status Office Terre Rouge Civil Status Office Triplet Civil Status Office Plaine des Papayes Civil Status Office 	<ul style="list-style-type: none"> Savanne <ul style="list-style-type: none"> Souillac Civil Status Office Chemin Grenier Civil Status Office Grand Bois Civil Status Office Rivière des Anguilles Civil Status Office
<ul style="list-style-type: none"> Rivière du Rempart <ul style="list-style-type: none"> Rivière du Rempart Civil Status Office Goodlands Civil Status Office Grand Gaube Civil Status Office Civil Status - Grand Baie <p>1 MORE</p>	<ul style="list-style-type: none"> Black River <ul style="list-style-type: none"> Bambous Civil Status Office Petite Rivière Civil Status Office Case Noyale Civil Status Office
<ul style="list-style-type: none"> Flacq <ul style="list-style-type: none"> Central Flacq Civil Status Office Lalmatie Civil Status Office Civil Status Office Trou d'Eau Douce Civil Status Office 	<ul style="list-style-type: none"> Plaine Wilhems <ul style="list-style-type: none"> Rose Hill Civil Status Office Beau-Bassin Civil Status Office Quatre Bornes Civil Status Office Vacoas Civil Status Office Curepipe Civil Status Office Phoenix Civil Status Office
<ul style="list-style-type: none"> Moka <ul style="list-style-type: none"> St Pierre Civil Status Office Quartier Militaire Civil Status Office 	<ul style="list-style-type: none"> Rodrigues <ul style="list-style-type: none"> Port Mathurin Civil Status Office La Ferme



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.

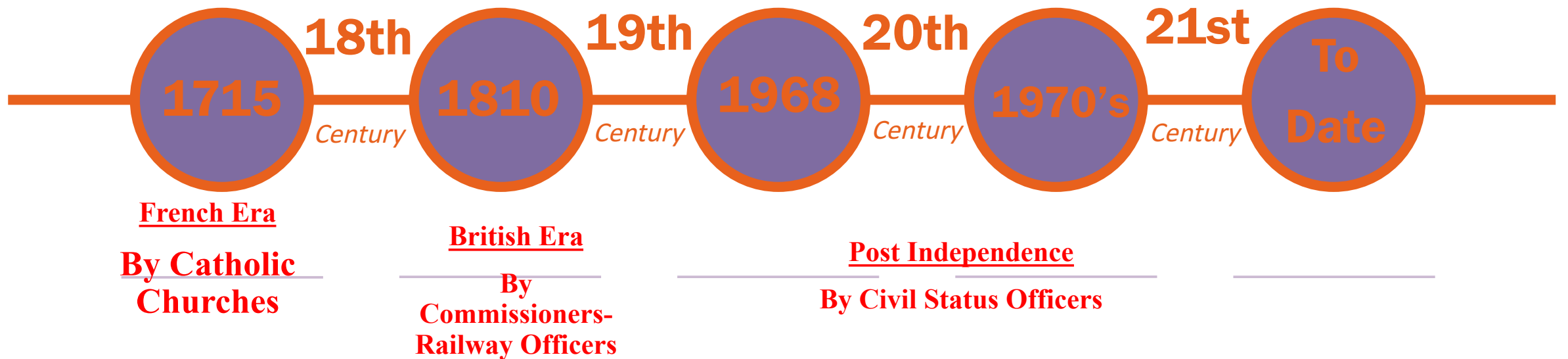
Black River : Bambous, Petite Rivière and Case Noyale.

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.*
- *First national Identity Card : 1986.*
- *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

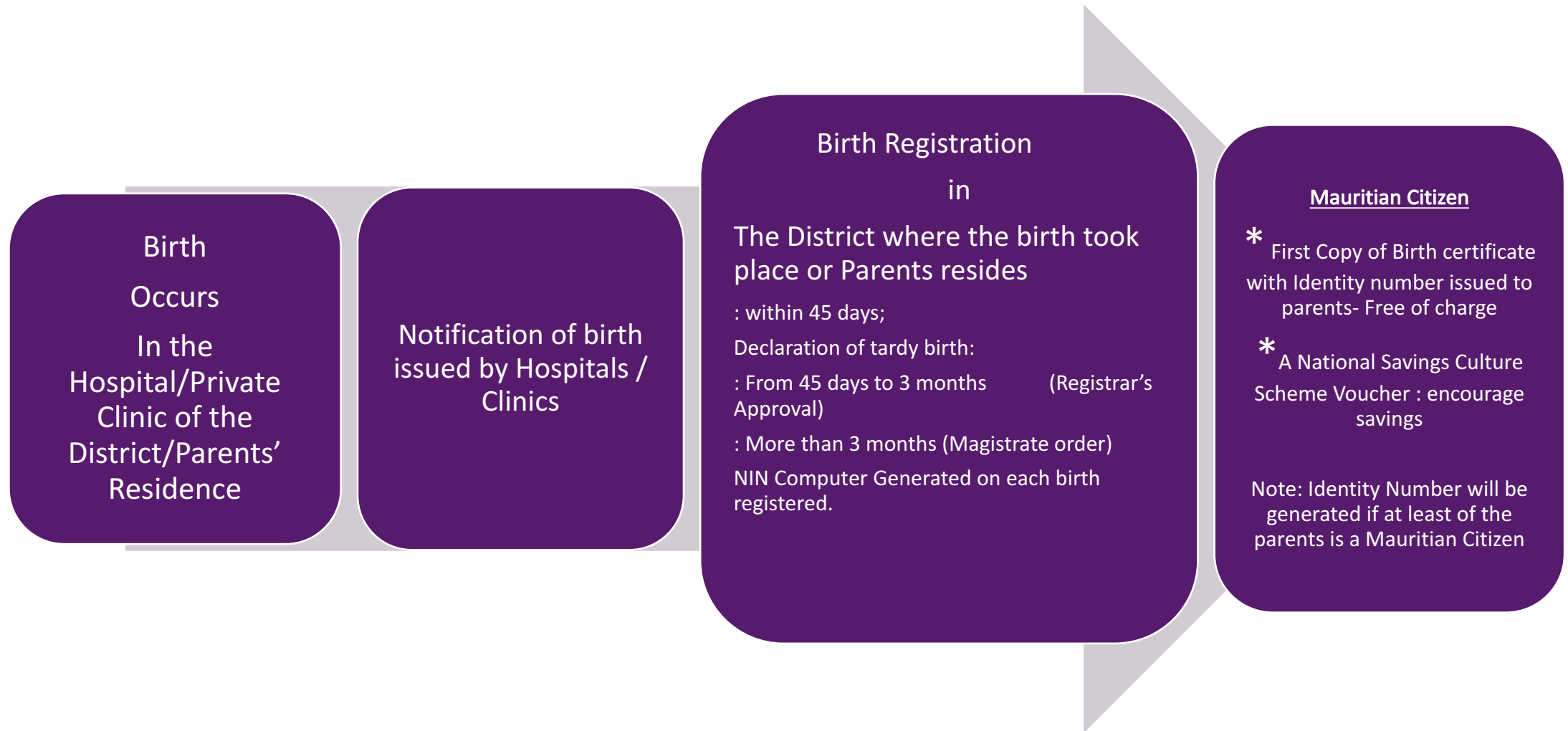
- ❖ **Registration of birth**
- ❖ **Publication and Celebration of marriage.**
- ❖ **Registration of death.**
- ❖ **Issuance of Civil Status documents .**
- ❖ **Investigation Unit: setup in 2014 by CSD – to resolve discrepancies cases.**
- ❖ **Rectification cases sent to court free of charge**

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
- Issuance of (Vital) Civil Status Statistics : data in generic form
- 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



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)

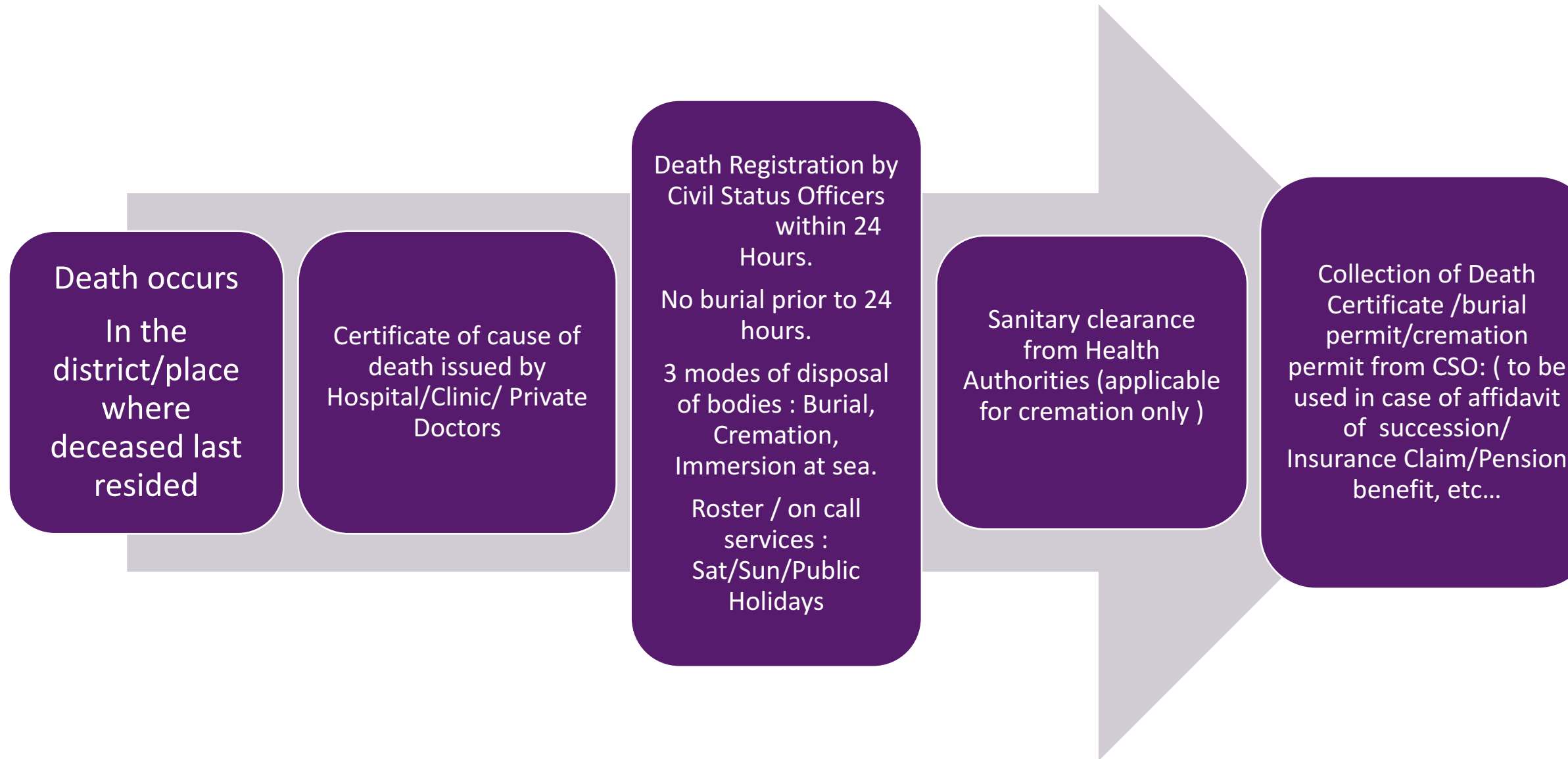
Non private residence : Rs 2000 = \$ 52 (USD)

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



Statistics for the last 5 years

Statistics for the last 5 years

Year	Applications of Civil Status Extracts	Births	Deaths	Marriages	Publications of Civil Marriage
2014	381679	13523	9690	9979	13203
2015	274382	12834	9748	9717	13414
2016	316431	13179	10176	10047	13808
2017	354558	13571	10139	9766	13391
2018	369296	13055	10791	10044	13885
Grand Total	1696346	66162	50544	49553	67701

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

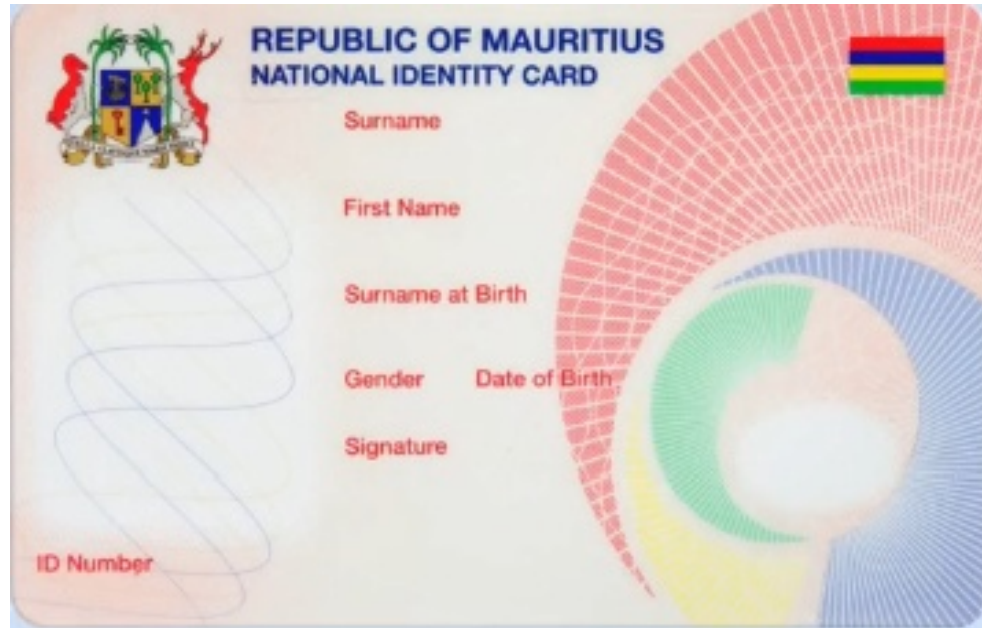
Same identity(ID)
generated at the time of
birth is used for
declaration of death to
complete lifecycle of
citizen

Note: the ID number is
de-activated at death

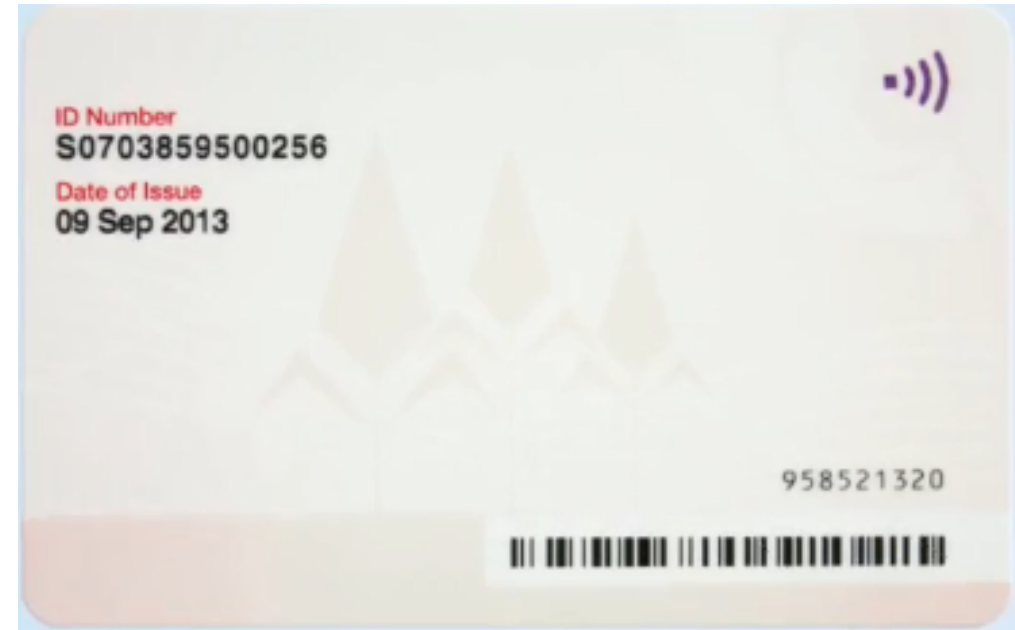
The Mauritius National Identity Card Unit (MNIC)

- 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



FRONT VIEW



BACK VIEW

- 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.

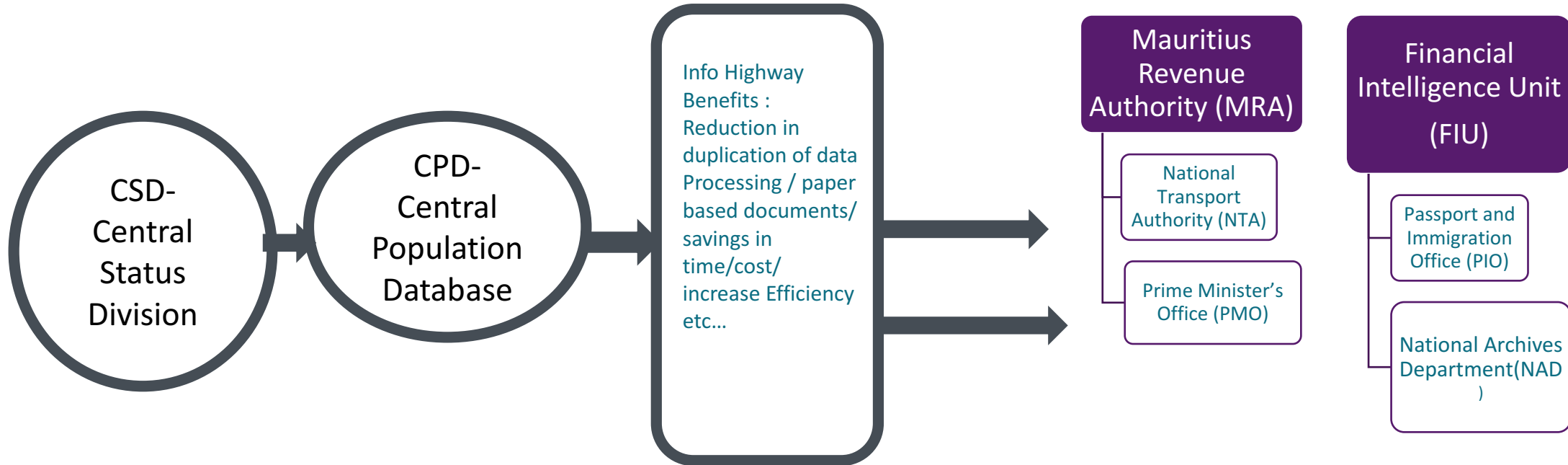
The Mauritius National Identity Card Unit (MNIC)



The Registrar of Civil Status remitting the National Identity Card to the 107 years old lady with the assistance of the mobile team

- 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.

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 connection :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 on line 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

- 1st Mauritius National Identity Card (NIC) issued in the year 1986 : laminated paper based card.
- 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.
- 2013-Introduction of the Mauritius National Identity Card.
- **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