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Foreword

I have the honour to present the citizen’s charter of this department to inform all our stakeholders of my commitment and that of my staff to deliver an efficient, quality and timely service and to safeguard information.

I hope this charter will provide useful and accurate information to our stakeholders as regards our services and level of services.

Since I believe in innovation, this charter is not an end in itself but it is subject to changes in the interest of our customers.

Mr Abdool Samad SAIRALLY
Acting Registrar-General
Registrar-General’s Department
24 March 2017
About the Registrar-General’s Department

The Registrar-General’s Department operates under the aegis of the Ministry of Finance and Economic Development. It is administered by the Registrar-General who also acts as the Conservator of Mortgages and the Authorised Officer for Campement Site and Campement Tax.

Our Vision

To be a pioneer in the registration domain in the region by adopting state of the art technology. Thus increasing the reputation of Mauritius as a world class eservices provider.

Our Mission

- To encourage professionals and citizens to use the online services to complete registration process of their documents from anywhere where internet is available.
- To adopt reforms for efficient collection of revenue and for business facilitation.
- To keep abreast of developments occurring globally in the fields of records management pertaining to properties and revenue collection.
- To have a leaner, highly productive work force made up of multi skilled, innovative and engaged people.
- To create an innovative and conducive work environment for our staff and enable them to excel for our customers.

Our Objectives

- To provide online search facilities on land transactions to our stakeholders.
- To eliminate number of visits to RGD to conduct transactions.
- To increase online registration by 25% this year.
- To ensure that revenue is collected according to prevailing legislation.
- To provide accurate and timely management reports and statistics on land transaction and revenue collection.
- To ensure continued capacity building of the personnel.
- To ensure that the work place meets the requirements of the staff and the new IT environment.
Our Core Values

- Clear direction and leadership
- Integrity and Professionalism
- Excellence in whatever we undertake
- Working to deliver results
- Accepting change as an opportunity

Our Customers are but not limited to:

- Ministries/Departments
- General Public
- Parastatal Bodies
- Local Authorities
- Notaries
- Attorneys
- Sworn Land Surveyors
- Banking Institutions
- Insurance Companies

This Charter

- Under this Charter we:
  
  • List down our services.
  • Set the standards for our services.
  • Inform where and how you can get information on our services.

Main Sections and Services provided:

- The Registrar-General’s Department is divided into the following main sections:

  • Registration
  • Land Registry
  • Valuation

- Their main functions are:-

  Registration: To give a “date certaine” to documents and to collect revenue.
**Land Registry:** To record and give publicity to Land transactions. To preserve Mortgages.

**Valuation:** To collect additional revenue on reassessment of Immovable properties and deal with representations and appeals to Objection Unit and Assessment Review Committee.

To collect annual Campement Site Tax and Campement Tax.

**Registration Section**

- Various types of documents are deposited daily for registration.
- Steps to be followed to register a document: Verification, Taxation, Payment, Registration and Delivery.
- Documents required for the registration of motor vehicles are:
  - Two originals of the deed of sale or declaration together with the following documents:

1. In the case of transfer of second-hand motor vehicle:
   - The Registration Certificate (Horse power)
   - A Certificate of “Gage sans deplacement” issued on request of the vendor by the National Transport Authority.

2. In the case of a declaration of importation of a motor vehicle:
   - The Bill of Entry delivered by the Customs Department together with a photocopy of the bill to be kept by this office.
   - A certificate of the examination of the vehicle by the Examination Branch of the National Transport Authority.
   - The import permit.

- All documents presented for registration by members of public are taxed, registered and delivered on the same day within 1 hour after payment.
- Notarial deeds of transfer of immovable property and Instrument of fixed and floating charges drawn up by Financial Institutions are verified, taxed and made available for payment within 1 hour.
- After payment a title number is allocated to the document on real time basis and the document is available for delivery within 30 minutes.
First Time Buyers fulfilling certain conditions are exempted from payment of Registration duty to:

(i) the tune of Rs 100,000 for bareland the value of which does not exceed Rs 2 M.

(ii) to the tune of Rs 200,000 – for land and building and the value of which does not exceed Rs 4 M.

- Registration of pleasure craft

Any declaration of deed of transfer of ownership of a pleasure craft is registered.

- The office is open from 8.30 hrs to 15.30 hrs during working days for all counter services (Delivery, Taxing & Cashier’s office).

**Online Services**

The Registrar-General’s Department (RGD) has implemented the Mauritius eRegistry Project which transformed the RGD from a Service to an e-Service organization so as to enable businesses, professionals and members of the public to conduct transactions with RGD over the internet. The project has been implemented in two stages.

**The Stage 1** has gone live on 19 May 2014 and pertains to modernization of RGD by implementing a software system called eRegistry. All services within RGD have been automated and RGD officers are providing services using sophisticated software tools.

**The Stage 2** which focuses on online services has been implemented on 30 June 2015. Professionals using an electronic dashboard can submit documents, pay fees and receive registered documents on the following address:

https://eregistry.govmu.org/online/

In this respect, Professionals should have a User Account at the RGD.

To create a User Account, the form “User Representation Form” available on the Department’s website [http://Registrar.mof.govmu.org](http://Registrar.mof.govmu.org) can be downloaded, filled in and submitted at the Department’s Registry.

**Help Desk/Call Centre**

Information and assistance regarding e-submission, e-payment and retrieval of edocuments can be obtained either by calling personally at the Department or by phoning on the following telephone numbers during office hours on weekdays.

- 201 1859
- 201 1860
- 201 1861
Queue Management System (QMS)

A QMS has been installed at the Department to serve customers on a first come first served basis. Customers should present the document which has to be registered to the desk officer at QMS.

Customers collect a ticket and wait in customer area for his number to appear on the screen and proceeds to the relevant counter to avail of the services required.

Land Registry - Open to public from 08.30 hrs to 15.30 hrs.

- All records relating to immovable properties are kept and made available for search to our customers upon payment of a search fee of Rs200/- per day or Rs2000/- monthly.

- In the search room you are kindly requested:
  1. Not to disturb other public searchers.
  2. Use of cell phone is not allowed.
  3. For security purposes, to use pencils and loose sheets only. Use of pens, cameras, and cell phones are strictly prohibited.
  4. No food and drink are allowed.

- Certified photocopies of deeds are made available within 1 hour after payment of a search fee of Rs200/- and Rs75/- for each sheet.

- Title numbers are allocated to deeds in the Register of Deposits (Registre de Présentation) for transcription and inscription on real time basis at the time of payment and are available in the Search Room within 10 minutes.

- Final data entries in Repertory are completed within one day.

- Memorandum of transcription of affidavit of prescription are verified and made available within one day.

- Erasures of charges and mortgages are dealt with within one week.

- Certificates burdening inscriptions are delivered within one month.
Valuation Section

- Notice of re-assessment of property are forwarded to vendor and purchaser who have a timeframe of 28 days from date of the notice to lodge an objection to the value.

- At the time of lodging the objection, vendor and purchaser have to pay an amount of 10% of the additional duty or tax.

- The Objection Unit looks into the objection and negotiate with the parties with a view to come to a settlement.

- In case no settlement is reached at the Objection Unit, the vendor/purchaser may lodge written representations with the Clerk of the Assessment Review Committee. In case the declared value in the deed of transfer is accepted the 10% + interest at legal rate is returned to the payer.

- Arrangements to pay by instalments may be made at the office for settlement of any additional duties and taxes which results after the re-assessment of the property.

- Campement Site Tax, which is an annual tax, is collected by this Office on or before the 31 of July every year. Campement Tax is paid in in equal proportion in 2 instalments. The first instalment is paid on or before 31 of July and the second on or before 31 January next ensuing.

- In case of non-payment of any duty or taxes, inscriptions are enrolled on all immovable property present or future belonging to a debtor and legal action are taken to recover debt which includes seizure of property.

Capacity Building

Our clients and stakeholders are given hand-on training to use the online services.

Rights and obligation of the Customers

Any person calling at the Registrar-General’s Department for a service should not offer anything whether in cash or in kind, to any officer or any other person. All payments should be made at the Cashier and a receipt should be claimed for such payments.

Dealing with your enquiry

- If you telephone us:

  - We shall do our best to answer your calls within 3 rings.

  - We shall ensure that you get the right information from the right section and from the right officer.
Complaints and Feedback

- We shall make every effort to provide an efficient and effective service and welcome complaints, suggestions and feedback.
- We will acknowledge and verify where an error has occurred.
- Where a complaint is received, we will take active steps to resolve the issue and advise you of the outcome.
- We will spare no effort to be customer oriented.

A complaint/suggestion box is also available at the counter service.

The Registrar-General’s Department may be contacted on:

Tel No : 201-1740/201-1741 (Registrar-General thro’ Confidential Secretary)
  201-1755/201-1975 (Erasure of Mortgage and Charges)
  201-1742/201-1745 (Taxing Officers for vehicles and others)
  201-1709/201-1752 (Mortgage Section)
  201-3954 (Search Room)
  201-1750 (for Certified Copy)
  201-2231/ 201-1710 (Registry)
  201-2358 (Human Resource Section)

Fax : 201-3509, 201-1610

E-mail: rg@govmu.org
Address: 6th Floor, Emmanuel Anquetil Building
Sir Seewoosagur Ramgoolam Street
Port Louis

We invite you to visit our website at:
Website: http://mof.gov.mu/registrar

Registrar-General’s Department