



REPUBLIC OF MAURITIUS

# **CITIZEN'S CHARTER**

## **REGISTRAR-GENERAL'S DEPARTMENT**

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## Purpose of this Charter

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This Charter is an instrument of communication to our stakeholders with a view to uphold standards of quality, transparency and accountability.

It represents the commitment of our organization towards standards, quality and time frame of service delivery, grievance address mechanism and safeguard of information.

## About the Registrar-General's Department

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The Registrar-General's Department (RGD) which operates under the aegis of the Ministry of Finance, Economic Planning and Development (MOFEPD) is the central agency for maintaining a repository of all documents that are registered including those pertaining to immovable property and movable property transactions.

The principal objective of the Department is to register particulars of events accurately and without prejudice, to collect duties for the different transactions, to make the documents available for delivery and to give timely and accurate publicity to the records.

## Our Vision

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- To be a pioneer in the registration domain in the region by adopting state of the art technology, thus strengthening the reputation of Mauritius as a world class eservice provider

## Our Mission

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- To bring on board an increasing number of professionals and citizens to embrace the end to end online services, which comprise of e submission, e taxation, e payment, e registration and e delivery of registered documents, from anywhere provided internet is available.

- To adopt reforms for greater efficiency in collection of revenue and greater effectiveness of processes in line with global best practices for business facilitation.
- To keep abreast of the global developments in the fields of data management pertaining to properties and revenue collection.
- To have a more dynamic and highly productive work force made up of multi-skilled, innovative and dedicated officers.
- To sustain an innovative and conducive work environment for our staff and enable them to excel for our customers.
- To sustain, improve and further progress on our innovative path.

### Our Objectives

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- To further reduce the number of visits to the RGD for customers to conduct transactions.
- To further promote online registration among the citizens.
- To ensure ongoing capacity building of our personnel.
- To collect revenue within the updated legal framework.
- To continuously enhance the workplace to meet the requirements of the staff and the upgraded IT Equipment.
- To provide timely and accurate statistics on land transactions and revenue collection.

### Our Core Values

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- 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

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- Ministries/Departments
- General Public
- Parastatal Bodies

- Local Authorities
- Notaries
- Attorneys
- Sworn Land Surveyors
- Banking Institutions
- Insurance Companies

This Charter provides out stakeholders with information on:

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- Our range of services.
- The standards set for our services.
- How to access and avail of our services.

## Functions of the Department

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

### Registration

- To give a valid legal date to deeds/documents

### Land Registry

- To record and give publicity to Land Transactions and preserve Mortgages

### Valuation

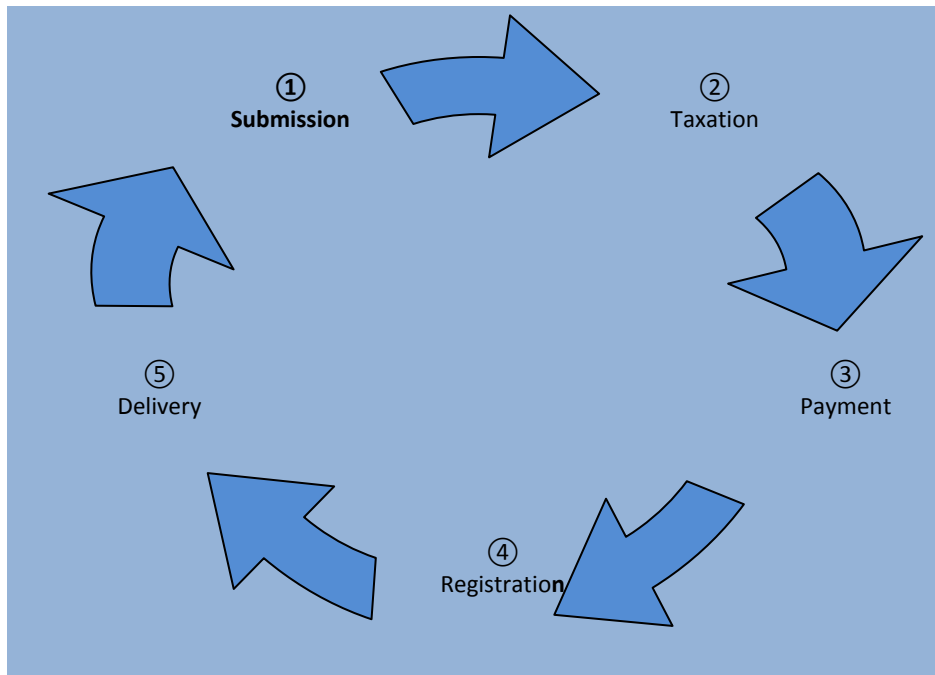
- To collect revenue by levying duty and taxes on deeds/documents submitted for registration

## Services Provided

### Registration Section

❖ Various types of documents are submitted daily for registration.

■ Steps to be followed to register a document:



■ Registration of Motor Vehicles - Documents Needed

Registration of Motor Vehicles	Additional Documents in case of Transfer of Second-hand Motor Vehicle	Additional Documents in case of a Declaration of Importation of a Motor Vehicle
Two Originals of the Deed of Sale or Declaration	<ul style="list-style-type: none"> <li>Registration Certificate (Horse Power)</li> <li>Certificate of "<i>Gage sans Deplacement</i>" issued by the National Land Transport Authority</li> </ul>	<ul style="list-style-type: none"> <li>Bill of Entry (Original + 1 Copy) delivered by the Mauritius Revenue Authority</li> <li>Certificate of Examination of vehicle by the Examination Branch of the National Land Transport Authority {Fitness Certificate}</li> <li>Import Permit</li> </ul>

## Processing Time

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- All documents presented for registration by members of public are taxed, registered and delivered on the same day within 1hour 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 day.
- After payment a title number is allocated to the document on real time basis and the document is available for delivery within1 hr.

## First Time Buyers

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- First Time Buyers fulfilling certain conditions are exempted from payment of Registration duty to the tune of:
  - (i) Rs 125,000 for bare land the value of which does not exceed Rs 2.5 M.
  - (ii) Rs 250,000 for land and building and the value of which does not exceed Rs 5 M.

## Registration of Pleasure Craft

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

## Land Registry

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- 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.

### Rules applicable in Search Room

- Not to disturb other public searchers.
- To Switch off mobile phone.
- To use pencils and loose sheets only.
- Use of pens, cameras, and, cell phones, USB Sticks are strictly prohibited.

## Processing Time

Type Of Documents	Processing Time	Fee	Remarks
Certified Photocopies of Deeds	1 Hour	Search Fee Rs 200 Each Sheet – Rs 75	
Allocation of Title Numbers to Deeds in Register of Deposits (Registre de Présentation) for Transcription and Inscription	Real time basis at the time of Payment	--	Available in Search Room within 10 Minutes
Final Data Entries in Repertory	Within one Day	-	-
Memorandum of Transcription of Affidavit	Verified within one Day		Available within one Day
Erasures of Charges and Mortgages	Dealt within one week	-	-
Certificates Burdening Inscriptions	Delivered one Month	-	-

## Valuation Section

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

## Objection Unit

- At the time of lodging the objection at the Objection Unit, vendor and purchaser have to pay an amount of 10% of the additional duty or tax (except for deeds of transfer of shares where the full payment is required).
- The Objection Unit looks into the objection and negotiates 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. I



## Assessment Review Committee

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- At the time of lodging the objection at the Assessment Review Committee (ARC), vendor and purchaser have to pay an amount of 5% pf the additional duty or tax.
- If the declared value in the deed of transfer is accepted, the 15% + interest at legal rate is refunded to the payer.
- Arrangements to pay by instalments may be made at the office for recovery of any additional duties and taxes which results after the re-assessment of the property.

## Campement Site Tax

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- Campement Site Tax, which is an annual tax, is collected by this Office on or before the 31 of July of each year.
- .Campement Tax is paid 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 year.
- 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 actions are taken to recover debt.

## Online Services

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- The Registrar-General's Department (RGD) has implemented the Mauritius eRegistry System and offers the following online services to our stakeholders:
  - Submission of Documents.
  - Payment of fees.
  - Retrieval of eregistered documents.
- The system scan be accessed through the following link:
  - <https://eregistry.govmu.org/online/>
  - Professionals should have a User Account at the RGD
- Creating a User Account (Professional Users)
  - Download the "User Representation Form" available on the Department's website on the following URL <https://registrar.govmu.org>
  - Fill in the Form.
  - Submit at the Registry Section of the Department.

- Clients and Stakeholders are given hand-on training to use the Online Services

## Rights and Obligation of Customers

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- 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.
- A receipt should be claimed for each and every payment.

## Service Query

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- 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 Handling and Feedback

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- 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.

## How to Contact Us

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Section/Unit	Phone Numbers
Registrar-General Through Confidential Secretary	201 1740 201 1741
Deputy Registrar-General	201 1975 201 1755
Taxing - Land and Other Immovable Properties	201 1744 201 1863
Taxing – Vehicles and others	201 1742
Mortgage Section	201 1709 201 2572
Search Room	201 3954
Certified Copy Section	201 1750
Valuation Section	201 1031 201 2394
Objection Unit	201 1866 201 2694
Erasure Section	201 1716 201 2341
Delivery Section	201 3470
IT Unit	201 1745 201 1862
Help Desk	201 1862
Call Centre	201 1859 201 1860 201 1861
Finance Section	201 3618
Cashier Office	201 2670
Accountant Office	201 1736
Human Resource Section	201 2358

Section/Unit	Phone Numbers
Registry	201 2012 201 2231
Procurement	201 1717
Office Accommodation	201 1337
Reception Counter	201 1738
Fax	201 3509



[rg@govmu.org](mailto:rg@govmu.org)



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Sir S. Ramgoolam Street  
Port Louis**



***<https://registrar.govmu.org>***

**This Charter was updated in November 2022 and will be reviewed regularly.**