

## Direct Debit Payment Guidelines

1. Fill the mandate form available on RGD website and drop same at RGD Registry Office.

<https://registrar.govmu.org/Pages/Downloadable%20Forms/Direct%20Debit%20Mandate%20-%20Blank.pdf>

(i) Ensure form is signed and rubber seal applied - Highlighted section will be filled by RGD.

(ii) Provide an email address in your covering letter for the RGD to inform you as from when you can start effecting payment via Direct Debit System

<b>Direct Debit Mandate</b> <div style="display: flex; justify-content: center; align-items: center; gap: 10px;"> <span style="border: 1px solid black; padding: 2px 5px;">0</span> <span style="border: 1px solid black; padding: 2px 5px;">4</span> <span style="border: 1px solid black; padding: 2px 5px;"> </span> <span style="border: 1px solid black; padding: 2px 5px;"> </span> <span style="border: 1px solid black; padding: 2px 5px;"> </span> <span style="border: 1px solid black; padding: 2px 5px;"> </span> <span style="border: 1px solid black; padding: 2px 5px;"> </span> <span style="border: 1px solid black; padding: 2px 5px;"> </span> </div>		<b>Registrar-General's Department</b>
Unique mandate reference – to be inserted by Originator		
<p>By signing this mandate form, you authorize (a) the Registrar-General's Department to send instructions to your bank to debit your account and (b) your bank to debit your account in accordance with the instructions from the Registrar-General's Department.</p> <p>As part of your rights, you are entitled to a refund from your bank under the terms and conditions of your agreement with your bank. A refund must be claimed within <b>3 months</b> starting from the date on which your account was debited.</p> <p>A person shall be eligible for a refund where (a) the debit is not authorised, (b) the amount debited differs from the invoice amount or (c) the same instruction is executed more than once.</p> <p>Note: Your attention is drawn to Section 26(A)(3) of the Registration Duty Act to your liability regarding insufficiency of funds in bank account to meet the full fees, duties and taxes through the Direct Debit Scheme.</p> <p><i>The completed form duly signed should be sent to the Registrar-General's Department at the address shown below:</i></p>		
Your Name	<div style="border: 1px solid black; height: 1.2em; width: 100%;"></div>	
Your Address	<div style="border: 1px solid black; height: 1.2em; width: 100%;"></div>	
Name and Address of your Bank	<div style="border: 1px solid black; height: 1.2em; width: 100%;"></div>	
Your Account Number	<div style="border: 1px solid black; height: 1.2em; width: 100%;"></div>	
<i>Additional Information: whichever is applicable</i>		
NIC/NCID	<div style="border: 1px solid black; height: 1.2em; width: 100%;"></div>	
BRN	<div style="border: 1px solid black; height: 1.2em; width: 100%;"></div>	
Type of Payment	<div style="display: flex; justify-content: space-between;"> <div>                         Recurrent Payment                          From                     </div> <div>                         To                     </div> </div>	
Validity Period for Recurrent Payments	<div style="display: flex; justify-content: space-between;"> <div> <div style="border: 1px solid black; padding: 2px 5px;"> </div> /                          <div style="border: 1px solid black; padding: 2px 5px;"> </div> /                          <div style="border: 1px solid black; padding: 2px 5px;"> </div> </div> <div> <div style="border: 1px solid black; padding: 2px 5px;"> </div> /                          <div style="border: 1px solid black; padding: 2px 5px;"> </div> /                          <div style="border: 1px solid black; padding: 2px 5px;"> </div> </div> </div>	
Please sign here	Signature: _____  Date: _____	
<b>Registrar-General's Department</b> 6 <sup>th</sup> Floor, Emmanuel Anquetil Building, Port Louis Tel: +230 201 1740 – 41    Help Desk: 201 1859 – 41    Fax: 201 3509    Email: <a href="mailto:rgd@registrar.govmu.org">rgd@registrar.govmu.org</a> website: <a href="http://registrar.and.sosma.gov.mu">http://registrar.and.sosma.gov.mu</a>		

2. After submission of document, wait for your document to be taxed by RGD.

3. Then all **unpaid documents** will be available in **My Payments dashboard** in MERS.

4. User can choose between **Add to Cart** and **Quick Pay**.

a. 'Add to Cart' button adds documents to a cart for later payment, allowing you to continue using the system.

b. 'Quick Pay' button will re-direct user to the E-Payment screen to choose the preferred payment method.

## 5. Add to Cart

a. User can tick one or multiple documents, then click on Add to Cart.

The screenshot shows the 'My payments' page with a filter section and a list of documents. The filter section includes fields for Tracking No, Batch No, Payment notice No, Transaction No, Penalty applied in, State, Payment notice date, Payment date, and Payment method. Below the filter are buttons for Search, Clear, Quick pay, Add to cart, and Back. The list section contains a table with columns: Tracking No, Batch No, Document subtype, Paid online, Payment notice No, Amount, Payment notice issued, Penalty applicable on, Payment state, Transaction No, Payment method, and Payment date. The table has 4 rows of data, with the second row selected (checkbox checked).

<input type="checkbox"/>	Tracking No	Batch No	Document subtype	Paid online	Payment notice No	Amount	Payment notice issued	Penalty applicable on	Payment state	Transaction No	Payment method	Payment date
<input type="checkbox"/>	E231122340014		[MV] MVHC01 Motor Vehicle -sale of usual vehicle	No	0001591920	17.00 MUR	22/11/2023 15:33:43	05/12/2023	Unpaid			-
<input checked="" type="checkbox"/>	E231122340002		[MV] MVHC03 Motor Vehicle -sale of hybrid vehicle	No	0001591936	51.59 MUR	24/11/2023 09:55:01	01/12/2023	Unpaid			-
<input type="checkbox"/>	E231122340002		[MV] MVHC03 Motor Vehicle -sale of hybrid vehicle	No	0001591919	22.00 MUR	22/11/2023 13:43:28	29/11/2023	Unpaid			-
<input type="checkbox"/>	E231122340026		[MV] MVHC06 Motor vehicle - Transfer to lessee under Finance lease agreement	No	0001591921	25.00 MUR	22/11/2023 15:35:06	29/11/2023	Unpaid			-

b. Selected documents will be available in the Cart as shown below.

The screenshot shows the 'My payments' page with the 'Add to cart' button highlighted by a yellow circle. The page header includes 'MeRP online Test' and a search bar. The filter section is visible at the bottom.

c. Double click on Cart and select documents. A pop-up window appears prompting the user to confirm the check out your shopping cart. Click on **Yes** to proceed.

The screenshot shows a confirmation pop-up window with the title 'Confirmation' and a close button (X). The main text asks 'Are you sure you want to check out your shopping cart?'. At the bottom, there are two buttons: 'Yes' (red with a checkmark) and 'No' (blue with an X).

d. User chooses **Direct Debit** option and selects **Mandate** as shown in the picture below and clicks on **confirm payment** option.

MeRP e-payment

Payment Card - Q231124264433

We accept Visa or MasterCard credit and debit card only. Otherwise, payment should be effected at the counter of the Registrar-General's Department during office hours.

☐ Credit/Debit card ☒ **Direct debit**

Payment data

Total payable amount: 17.00 Currency: MUR

Mandate \*  
MandateNo: 04001300, GrantedOn: 24/05/2023 10:25:47, Until: 22/05/2024, Payer:

Payment Card Items

No	Item type	Tracking no	Description	Qty	Total(Currency)
1	Registration	E231122340038	[MV] MVHC02 Motor Vehicle -sale of electric vehicle	1	17.00MUR
<b>Total:</b>					17.00MUR

Row count: 10

e. Next, a window pop-up prompts the user to confirm the transaction for **Direct Debit**. Click on **Yes**.

Confirmation

Are you sure to proceed with the e-payment through Direct debit?

6. Payment is processed and completed.

MeRP e-payment

Cart tracking no:Q231124264433 / Payment Card - Q231124264433 / Order tracking no Q231124264433

Order tracking no Q231124264433

Payment details

Back Refresh

Created: 24/11/2023 09:43:58 Order state: Paid Provider: Direct debit

Confirmed: 24/11/2023 10:10:25 Payable amount: 17.00 Order ref No: Q231124264433

Transaction ID: Payment receipt No: Paid on: 24/11/2023 10:10:26

Payment items

No	Item type	Tracking no	Description	Qty	Total(Currency)
1	Registration	E231122340038	[MV] MVHC02 Motor Vehicle -sale of electric vehicle	1	17.00MUR
<b>Total:</b>					17.00MUR

Payment transactions history

Transaction ID	Provider	Amount(currency)	State after response	Response date
	Direct debit	17 (MUR)	CONFIRMED	24/11/2023 10:10:25
	Direct debit	17 (MUR)	CHECKOUT	24/11/2023 10:10:25

Row count: 10

## 7. Quick Pay Payment Method

a. User selects tracking number and click on 'Quick Pay' button as highlighted below.

Search	Clear	Quick pay	Add to cart	Back

  

List									
<input type="checkbox"/>	Tracking No	Batch No	Document subtype	Paid online	Payment notice No	Amount	Payment notice issued	Penalty applicable on	Payment state
<input type="checkbox"/>	E231122340014		[MV] MVHC01 Motor Vehicle -sale of usual vehicle	Yes	0001591920	17.00 MUR	22/11/2023 15:33:43	05/12/2023	Unpaid
<input type="checkbox"/>	E231124340052		[MV] MVHC03 Motor Vehicle -sale of hybrid vehicle	Yes	0001591936	51.59 MUR	24/11/2023 09:55:01	01/12/2023	Unpaid
<input type="checkbox"/>	E231122340002		[MV] MVHC03 Motor Vehicle -sale of hybrid vehicle	Yes	0001591919	22.00 MUR	22/11/2023 13:43:28	29/11/2023	Unpaid
<input checked="" type="checkbox"/>	E231124340064		[MV] MVHC06 Motor vehicle - Transfer to lessee under Finance lease agreement	No	0001591937	54.58 MUR	24/11/2023 09:56:58	01/12/2023	Unpaid

b. User selects **Direct Debit** and chooses **Mandate** as described below. Then click on confirm payment.

MeRP e-payment

Payment Cart - Q231124264433

We accept Visa or MasterCard credit and debit card only  
Otherwise, payment should be effected at the counter of the Registrar General's Department during office hours.

☐ Credit/Debit card ☒ Direct debit

Payment data

Total payable amount: 17.00 MUR

Mandate \*  
MandateNo: 04001300, GrantedOn: 24/05/2023 10:25:47, Until: 22/05/2024, Payee

No	Item type	Tracking no	Description	Qty	Total(Currency)
1	Registration	E231122340036	[MV] MVHC02 Motor Vehicle -sale of electric vehicle	1	17.00MUR
Total:					17.00MUR

Row count: 10

c. Next, a window pop up prompts the user to confirm the transaction for **Direct Debit**. Click on **Yes**.

Confirmation

Are you sure to proceed with the e-payment through Direct debit?

d. Payment is processed and completed.

MeRP e-payment

Cart tracking no Q231124264433 / Payment Cart - Q231124264433 / Order tracking no Q231124264433

Order tracking no Q231124264433

Payment details

Created: 24/11/2023 09:43:58  
Confirmed: 24/11/2023 10:10:25  
Transaction ID: [blank]

Order state: Paid  
Payable amount: 17.00  
Payment receipt No: [blank]  
Paid on: 24/11/2023 10:10:26

Provider: Direct debit  
Order ref No: Q231124264433

Payment Cart Items

No	Item type	Tracking no	Description	Qty	Total(Currency)
1	Registration	E231122340036	[MV] MVHC02 Motor Vehicle -sale of electric vehicle	1	17.00MUR
Total:					17.00MUR

Payment transactions history

Transaction ID	Provider	Amount(currency)	State after response	Response date
	Direct debit	17 (MUR)	CONFIRMED	24/11/2023 10:10:25
	Direct debit	17 (MUR)	CHECKOUT	24/11/2023 10:10:25

Row count: 10

- e. The time frame for processing payments via Direct Debit mode of payment is from Monday to Friday, from 9:15 a.m. to 3:45 p.m. (working days only).
- f. To avoid any processing issues or failures, we strongly advise not to initiate any Direct Debit transactions during Week-Ends nor on Public Holidays. Transactions attempted outside the designated time frame may not be processed successfully.
- g. This measure is put in place to ensure the smooth and timely execution of the Direct Debit Payment.