The civil registry flow — 14,600 enquiries, 12 topics, 2,562 hours

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

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12 months of enquiry log, reconciled against the hearing list, the register of entries and the time-limit schedule · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The measurement covers QUEUES and RESPONSE TIMES, never what a named member of staff does. The 12 reference answers are written, sourced and dated: the registry rereads twelve texts, not 11,240 replies. All twelve sit within the registry's administrative scope — none touches the merits of a case.**

Where the year's 14,600 enquiries come from

Channel	Enquiries	Share	What it costs today	What changes
Calls to the civil registry	**8,400**	**57.5%**	**2,688 ring unanswered — 32.0%, mostly on hearing days**	**All picked up; the 12 topics handled to the end**

Channel	Enquiries	Share	What it costs today	What changes
Service emails	3,900	26.7%	**11 days average response time**	**1 day**
Visits to the single court user reception desk	1,700	11.6%	Queue, file searched in front of the court user	File assembled before the interview: case number, chamber, hearing date, latest entries
Website forms	600	4.1%	6 days before the first acknowledgement	Qualified acknowledgement within the minute, with the case number and the next time limit
Total	**14,600**	**100%**	—	—

The 12 topics that cover 11,240 enquiries — and the dated source of each answer

Topic	Enquiries	Source of the reference answer	Dated version
Where my case stands — hearing date and case number	**2,180**	Hearing list + register of entries for the file	01/01/2026
Documents to produce and how to file them	**1,640**	Registry filing notice	01/01/2026
How to bring proceedings — form, application, territorial jurisdiction	**1,380**	Civil service public notice	01/01/2026
Summons received — date, time, courtroom, what to bring	1,120	Registry templates, mandatory wording	01/01/2026
Legal aid — where to file, which documents	940	Legal aid office notice	12/01/2026

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Topic	Enquiries	Source of the reference answer	Dated version
Copy of a judgment, certified copy, certificate of no appeal	820	Civil service public notice, sheet 4	01/01/2026
Representation — whether a lawyer is required for the procedure	720	Civil service public notice, sheet 2	01/01/2026
Adjournment, postponement, absence from a hearing — what to do	640	Civil service public notice, sheet 6	01/01/2026
Address, hours and access to the reception desk	560	Notices displayed and public notice	01/01/2026
Fees, stamps, expert deposits — how to pay	480	Civil service public notice, sheet 5	01/01/2026
Serving a document on the other party — how to do it	420	Registry filing notice, schedule sheet	01/01/2026
Following a judgment — where to find time limits and routes of appeal	340	Civil service public notice, sheet 7	01/01/2026
Total of the 12 topics	**11,240**	**77.0% of the 14,600 enquiries**	—

The remaining 3,360 enquiries go to a clerk — with the file already assembled. The case number, the chamber, the hearing date, the latest entries made, the time limits running and the question as it was asked. **The clerk picks up already knowing, instead of picking up and searching. And among those 3,360, the 1,248 questions that bear on the merits of a case — the chances of success, the weight of an argument, what the judge will decide — are redirected to the judge, the bar association or the legal advice centre, with contact details. A redirection that gives the address is not a door closed.**

The three items from the sheet's « the gain » section, costed against your own logs

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Item	Share of time today	After	In minutes	Annual volume	Hours returned
Hearing summons — carrying across the list, the identities, the template wording	**60%**	**10%**	**3 min 36 → 36 s**	**4,180**	**209 h 00**
Standard notification from a template — drafting	**40%**	**10%**	**3 min 12 → 48 s**	**6,900**	**276 h 00**
Checking time limits across pending files	**100%**	**20%**	**70 h → 14 h a month**	**12 months**	**672 h 00**
Information handled to the end, all channels	—	—	9 min → 1 min 30	11,240	1,405 h 00
Total	—	—	—	—	**2,562 h 00**

2,562 hours returned over the year. On the statutory working-time basis — **1,607 hours a year, 151.67 hours a month, 35 hours a week** — that is **more than a working year**, or **more than sixteen months**, or **more than seventy-three weeks**, returned to the nine civil registry staff. **Rounding is always taken downwards:** a gain rounded up is a gain a management controller can challenge. **No post cut, no post created** — it is time given back to assisting at hearings, to authenticating acts and to the court users who need a clerk in front of them.

The gap the reconciliation brought out — and what it is worth over a year

Scope	Cases	Discrepancies	What each line can become
January, 312 cases listed	**312**	**27**	**An adjournment, a challenge in court, a party travelling for nothing**

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Scope	Cases	Discrepancies	What each line can become
Over the year	**3,240**	**324**	**Including 68 adjournments actually observed over 24 months for an acknowledgement of receipt not returned**

The rule this demonstrator defends, and which holds everything else together: EVERY TIME LIMIT LOGGED TRACES BACK TO THE ACT THAT SETS IT AND TO ITS DATE OF SERVICE. Without those two elements, the line does not go out as an alert. **And where two readings are possible — a disputed starting point, an act served on two dates — the line goes to the clerk with both hypotheses and both dates, never with an answer. Of the year's 2,940 time limits, 84 are in that position: they are exactly the 84 that deserve a clerk's eye** — and that is the boundary between saving the search and claiming to state the law.

Version of the 12 reference answers settled by the head of registry, on: _____

Next review of topics and volumes — proposed at six months — set for: _____

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