



“With you, making Mauritius safer”

The Force Annual Policing Plan 2011



The Mauritius Police

Foreword

I have the pleasure to present to you the 2011 issue of the Mauritius Police Force Annual Policing Plan.

As you are aware, the National Policing Strategic Framework (NPSF), launched on 24th February 2010, is the first ever published strategic document in the history of the Mauritius Police Force (MPF). The implementation of the document will help to draw a new picture of the Police organisation altogether, charting out a new vision and a new direction for the Force, moving as we are, from a 'Force' to a 'Service' thereby improving our performance, effectiveness, efficiency and service delivery. Over the next 2-3 years, we are determined to create a modern and dynamic organization that is, forward looking and embedded in an innovative and service-oriented culture so as to provide a professional service mindful of Community needs and concerns. At our workplace, we will bring in, greater orderliness and serenity and reduce stress and find more time for leisure and at the same time, enhance our quality and level of work.



Joined the Force on 26.11.75. A 1976/77 and 1984 graduate from the Royal Military Academy, Sandhurst and the Defence Services Staff College, Wellington, India where he qualified for MSc Defence Studies. Also a 1993 and 2001 graduate from Police Staff College, Bramshill, UK and l'Institut de Hautes Etudes de Defense Nationale, France. Served in various capacities in the Force but he excelled as Para-military Commander and Force Staff Officer. On 04.07.2008, appointed Commissioner of Police. In 2010 elevated to the rank of Grand Officer of the Order of the Star and Key of the Indian Ocean (G.O.S.K.).

In so far as planning for the Force is concerned, under the Permanent Strategic Planning Capability pillar of NPSF, the Police amongst others, had pledged to publish their Force Annual Policing Plan and Divisional/Branch Annual Policing Plans outlining the actions that we will take on a yearly basis to respond to public concerns, needs and expectations expressed at our various Community Policing forums for Community safety and security.

We recognise that we have limited resources and we should be accountable, transparent and efficient in our actions. We need to show how we are going to go about dealing with problems of public order and public safety. Therefore, putting up a policing plan is the best way of showing how we are going to achieve set goals and objectives using resources judiciously and at the same time, being accountable and transparent in our actions. In so far as the Police Force is concerned, the Force Annual Policing Plan will be a sign of those upcoming changes and an important medium through which the people of Mauritius will be informed as to how MPF will go about planning for the effective policing of their neighbourhoods in order to reduce crime and the fear of crime and thus, reassure the Community.

Consequently, prior to drawing up this Policing Plan, we have carefully scanned our internal and external environment, and consulted Community members, our stakeholders, NGO's, and Ministries and Departments so as to take stock of problems and issues most affecting them. This wide-ranging consultation has enabled the Police to identify, examine and analyse policing issues and to come up with Force priorities. We pledge that this exercise which implies policing by consent, will be a continuous process sealing a long lasting partnership between the Police, the Community and other stakeholders.

The Force Annual Policing Plan for the year 2011 also represents the Strategic Plan for the PBB targets 2011-2013. In this Plan, Force priorities and PBB targets have been merged so as to bring all the priorities of the Force in one single document. The implementation of all Policing Plans will be regularly monitored and evaluated and our performance and achievements will be made public by way of the publication of our Annual Report by February the following year.

The Force Annual Policing Plan which incorporates Force priorities as well as PBB targets and Divisional/Branch Annual Policing Plans already comprising these priorities as well as their own Divisional/Branch objectives taking into account local priorities, in fact, constitute a holistic approach to fighting crime and reducing fear of crime in mainland Mauritius, Rodrigues and the Outer Islands. Moreover, the publication of the Annual Report will be a sign of commitment on our part to submit ourselves to public scrutiny regarding our performance and achievements.

The implementation of the Plans through commitment from all Area Commanders, Divisional Commanders and Branch Officers as well as from the rank and file, is vital in order to ensure our success in crime reduction and ultimately, upholding our vision: '**With you, making Mauritius safer**'.

15th December 2010
Office of the Commissioner of Police,
Police Headquarters,
Line Barracks,
Port Louis.

Mr. D. I. Rampersad, GOSK, PMSM
Commissioner of Police

Introduction

The advent of globalisation and the subsequent socio-economic transformation taking place across the world, have brought about a host of challenges to policing ranging from crimes against person, morality and property to emerging crimes such as organised, transnational and cyber crimes. Moreover, sophistication in the modus operandi of criminals has further complicated the task of the Police. Hence, the Community and other stakeholders are constantly exerting pressure on Police organisations for increased vigilance, competence and excellence. Mauritius is not immune from such influences. In order to prepare ourselves to meet the challenges of tomorrow, the Mauritius Police have undertaken a reform programme to adjust and meet the exigencies of a modern environment not only in terms of efficiency, effectiveness and economy, but also, accountability, transparency and fairness.

2. The National Policing Strategic Framework (NPSF) launched on 24th February 2010, aims at bringing about the contemplated reform with a major shift from a 'Force' to a 'Service' paving the way for a fundamentally new policing concept, and a new management style, and ushering in, a new policing philosophy embodying public concerns, needs and expectations as the guiding principles of our future policing. This reform programme contains the six undermentioned pillars comprising a host of strategies meant to ensure the organisation is forward looking, proactive, responsive and service-oriented as well as to bring in, a new mindset and create the necessary environment conducive to the development of good workpractices and a modern workculture:

- Community Policing;
- Achieve a Human Rights Compliant Organization;
- Human Resource Management Capability;
- Permanent Strategic Planning Capability;
- Intelligence-led Policing; and,
- Enhancing Reactive Capability.

3. NPSF will generate over 40 initiatives and some of them have already been implemented and others are in the process of implementation. It will take the Police some 3-5 years for the whole process to be completed so that the Community can draw the benefits in terms of safety and security in their neighbourhoods. By the way, Community members already have an inkling of the feel secure factor in the light of our Community Policing forums under implementation since April this year.

4. In the process, amongst others, we will:
- Adopt a Policing Pledge;
 - Enter into a Service Level Agreement with the Forensic Science Laboratory, Prime Minister's Office;
 - Introduce Quality Circles at Divisional and Station level;
 - Set up a Professional Standards Department;
 - Implement a Media Strategy through reorganising Crime Prevention Unit, Road Safety Unit and Police Public Relations Office;
 - Reorganise Personnel Division; and,
 - Implement a new 999 Decentralised Emergency Response Call System.
5. NPSF provides a new vision and direction to the service. Our new vision is: **'With you, making Mauritius safer'**. This signifies that in partnership and with a collaborative approach with the Community and stakeholders, we will fight crime and other policing problems so as to build a safer Mauritius. To that end, we will endeavour to make of the Mauritius Police Force, a strong and credible organisation that will be capable of delivering an efficient and effective policing service to the Community we are called upon to serve thereby meeting their needs and expectations.

Major Achievements for the Year 2010

6. For the year 2010, the Police amongst others, have achieved the following:
- Reduction in Crime Rate from 4.3 in 2009 to 4.0 (estimate) in 2010;
 - Implementation of NPSF:
 - Launch Ceremony for NPSF on 24.02.2010;
 - Reorganisation of the Reform Unit into the Police Planning & Reform Unit (incorporating the Force Strategic Planning Unit and the Force Crime Intelligence Unit);
 - Divisional/Branch Planning Units and Divisional/Branch Crime Intelligence Units;
 - Community Policing forums at Neighbourhood, Police Station and Divisional levels;
 - Reorganisation of the Emergency Response Service (ERS);
 - Implementation of the Mauritius Intelligence Model (MIM);
 - Publication of the Force Annual Policing Plan 2011 and Divisional/Branch Annual Policing Plans 2011;

- Introduction of Closed Circuit TV (CCTV) Street Surveillance System in Port Louis and Grand Bay by December 2010;
- Installation of the New Digital Radio Communication System by December 2010;
- Introduction of the Coastal Surveillance Radar System in mainland Mauritius by December 2010;
- Organisation of Safety and Security Week 2010 in Eastern Division; and,
- Passing out of 707 Trainee Police Constables after their Foundation Course under the two years Recruit Probationers' Training.

Force Objectives for the Year 2011 (Force Priorities & PBB Targets)

7. The objectives set out in this Plan comprise Force priorities we have set to ourselves after consultation with the Community and other stakeholders as well as targets set under PBB. These cover a wide range of policing activities and issues relating to the way we structure ourselves and communicate with the Community and our other stakeholders. In this Plan, to achieve our objectives, well-defined performance indicators and targets have been set under the following three programmes:

- Security Policy and Management;
- Community Safety and Security; and,
- Emergency, Disaster Management and Surveillance.

8. Full details of the objectives together with performance indicators and targets set are annexed.

9. This Plan lays down the way we will go about achieving those priorities and targets. Our success will be measured by the level of our achievement and how far we will be able to make of Mauritius, a safer place for our people and visitors alike. To that end, we will make use of both the qualitative and quantitative evaluation methods to measure progress and identify any drawback or hurdle. This will enable us to look at our objectives and strategies afresh and draw up our future plan taking into consideration the lessons learnt.

Security Policy and Management

10. One of the pillars of the current reform programme is enhancing the Permanent Strategic Planning Capability of the Police Force. Today, police forces need to think strategically, analyse situations and problems strategically and initiate strategic changes. Hence, we are in the process of changing our management style and policing philosophy, that is, moving towards policing concepts and direction which are more strategic in outlook. No doubt, strategic management not only enables an organisation to be forward looking but also helps to scan the environment in order to identify strengths, weaknesses, opportunities and threats. It also helps to identify future needs, provide clarity about organisational goals, vision and mission.

11. The upcoming changes under NPSF will pave the way for a fundamentally new policing concept, and a new management style, and usher in, a new policing philosophy where public concerns, needs and expectations will be at the centre of our policing concern and therefore, the guiding principles of our policing in future.

12. NPSF will engender a set of initiatives, some forty or more, and these in turn, will create several subsets of similar initiatives whereby policies, charters, instructions, guidelines, etc. will be issued, taking Police reform another major step forward. These projects will span over the next 3-5 years and will be co-ordinated by the newly formed Police Planning and Reform Unit at the Police Headquarters. In 2011, we aim to complete at least 10 of these projects, some of which have been highlighted above.

13. In addition to the developments under NPSF, the Police will improve their communication processes focusing on the quality of information and reply to correspondence within the prescribed delay subject to circumstances.

Community, Safety and Security

Crime Control and Investigation

14. In line with the overall aim of preventing and reducing crime, and the fear of crime, we will on a priority basis, address policing issues that most affect the Community.

15. The main concerns amongst others are 'Larceny from Dwelling House', 'Larceny with Aggravating Circumstances' and 'Homicides'. Divisional Commanders and Branch Officers assisted by analysts/specialists, will pay a special attention to these issues. To that end, they will optimise the use of MIM process. In addition, through better use of forensic science and more focused evidence gathering, heads of Branch and Divisional CID's will aim to increase the detection rate of homicides to 78% and bring more offenders to justice.

16. Our policing philosophy and strategies are gradually moving from a 'Force' to a 'Service', where service to Community is at the heart of policing. We will focus more attention towards the smooth implementation of the Community Policing pillar where Community Policing forums have been set up at all the three levels. Therefore, Community Policing will be at the centre of the upcoming changes. We will uphold our new motto '**We engage and ask, you say and we listen, and we perform**'. All this will lead us closer to the Community and help to foster safer neighbourhoods throughout the country. In this endeavour, Police-public partnership will be the bedrock for a solid cooperation towards building a crime-free society.

Road and Public Safety

17. Road safety is a major concern for the Community. The yearly increase in the number of vehicles on our roads, and our road infrastructure and conditions coupled with drivers' bad behaviour have created a safety problem which the Police need to manage. Therefore, we need to protect road users and reduce road accidents by 3%. We will conduct targeted actions against road traffic offenders and carry out intelligence-led crack-down operations specially against speeding and drunken driving. We will introduce new technologies. We will empower Divisions and Branches by providing them with new equipment. Simultaneously, we will intensify our road safety campaign.

Support to Community

18. One effective way of reducing domestic violence, child abuse and juvenile delinquency, is for the Police to take both preventive and enforcement actions in all reported cases. Since the root problem is family disputes, alcoholism, lack of parental supervision, etc., we will deal with cases of simple assaults, liquor shops opening outside hours, child beyond control and truancy in the manner

explained above. Simultaneously, we will provide counselling, advice and education through our crime prevention and sensitisation campaign at schools, with business Community groups and at Community centres. We will focus on vulnerable groups of our society such as the aged, physically and mentally handicapped, women and children.

19. As regards anti-social behaviour in public places and public transport, we will conduct both enforcement and awareness programmes in order to deal with such behaviour. Likewise, regarding neighbourhood disputes, we will undertake both mediation action and where such action fails, enforcement measures.

20. To that end, Divisional Commanders and Branch Officers will target the following:

- (a) Licensed premises operating outside opening hours and others operating without licence;
- (b) Places of amusement and entertainment to ensure compliance with the law and conditions attached to relevant licences;
- (c) All cases such as domestic, neighbourhood, family disputes etc., likely to lead to any breach of the law or the peace will be dealt with promptly and in a proactive manner; and,
- (d) Known-places of frequent disturbances will be kept under check through regular patrol and visible presence.

Combating Drugs

21. Drugs problem is a world-wide phenomenon that affects society and individuals at large. Our country is not immune from such scourge. We will continue to combat drugs by aiming at reducing demand and curbing supply through intelligence-led anti-drug crack-down operations. We will also enhance our education and awareness campaign to sensitise members of the public to the ill-effects of drugs with the collaboration of NGOs and other stakeholders. All Divisions and Branches will be involved in this crusade against drugs. We will also reinforce our cooperation at regional and international levels in this matter.

Emergency, Disaster Management and Surveillance

22. Besides a law enforcement agency, the Police are also an important service provider in above cases. To that end, we aim at enhancing our reactive

capability in emergencies, search and rescue, public order policing, guarding key installations and also, organising well planned and coordinated coastal and maritime surveillance action.

Disaster Management and Emergency Rescue

23. The Disaster Management and Operations Coordination Centre of the Police Force incorporating all Divisional and Branch Operations Rooms in case of any disaster or emergency, will coordinate and monitor response by all agencies of the Police as well as concerned external agencies in the disaster/emergency management efforts. We aim at responding to any request or call following any disaster or emergency as well as for search and rescue within fifteen minutes of notification. As far as security of vital and key installations is concerned, the Special Mobile Force (SMF) as lead organisation, will regularly conduct simulation/preparedness exercises as per set targets so as to test the effectiveness of all response plans and schemes.

Public Order Policing

24. In principle, Police Divisions are responsible for maintaining law, order, public peace and public decorum within their areas of responsibilities. However, when the situation goes beyond their control, they have recourse to Force level resources, i.e. the Special Support Unit (SSU) in the first instance. We aim at responding to any such request or call to a scene of incident within fifteen minutes of notification. In normal circumstances, however, subject to request, SSU may be required to give support to Police Divisions/Branches through mobile patrols, vehicle check points, escort duties and stop and search tasks.

Coastal and Maritime Surveillance - Search & Rescue

25. Mauritius has 1.9 million sq km of Exclusive Economic Zone that needs proper airborne and seaborne surveillance. The National Coast Guard (NCG) with the support of the Police Helicopter Squadron (PHS) will continue to provide such support to prevent any illegal activities such as fishing, contraband, drug, and piracy and also, to undertake search and rescue missions.

26. Mainland Mauritius has a total of 177 km of coastlines. There are 21 NCG posts on the coastlines which are responsible to police the beaches, shorelines and lagoons. Given the porous nature of our coastlines, control of entry and exit is rather difficult. However, with the forthcoming operationalisation of the Coastal Surveillance Radar System, this will provide a more effective means to exercise control over such activities.

27. PHS will support Police Divisions in the fight against crime and undertake search and rescue missions inland.

Conclusion

28. The publication of the Force Annual Policing Plan as the name suggests, will be a yearly feature, and will be released by mid-December. We will constantly scan the policing environment and consult internally as well as externally with the Community and other stakeholders in order to review our policing priorities with a view to improving the quality and level of our policing service.

29. We would like to place on record the invaluable inputs obtained from the Community, stakeholders, and Ministries and Departments towards the formulation of our Force Annual Policing Plan in our common efforts to upholding our vision: '***With you, making Mauritius safer***'.

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# Policing Priorities for the Police Force for the Year 2011

## Security, Policy and Management Services

| SNo. | Objective                                                                                                          | Performance                                                                                                                                                                                                                                               |               |             | Delivery Unit        | Responsibility                  |
|------|--------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|-------------|----------------------|---------------------------------|
|      |                                                                                                                    | Indicator                                                                                                                                                                                                                                                 | 2010 Forecast | 2011 Target |                      |                                 |
| 1    | Preparation and/or update of PBB Strategic Plan<br><b>(PBB Objective 261 O1 P1)</b>                                | <ul style="list-style-type: none"> <li>Timely submission of strategic plan</li> </ul>                                                                                                                                                                     | Jan           | June        | Police Headquarters  | DCP (Administration)            |
| 2    | Delivering Agreed PBB Programmes<br><b>(PBB Objective 261 O1 P2)</b>                                               | <ul style="list-style-type: none"> <li>% of PBB indicators that are met</li> </ul>                                                                                                                                                                        | 90%           | 90%         | Divisions & Branches | DCP (Administration)            |
| 3    | Implementation/Completion of PBB Projects/Programmes during the Financial Year<br><b>(PBB Objective 261 O1 P3)</b> | <ul style="list-style-type: none"> <li>Proportion of agreed Projects and/or programmes delivered/completed within the year and budget</li> </ul>                                                                                                          | 75%           | 80%         | Police Headquarters  | DCP (Administration)            |
| 4    | Replying Speedily to Request/Correspondence<br><b>(PBB Objective 261 O1 P4)</b>                                    | <ul style="list-style-type: none"> <li>Date limit set or 5 working day rule met, subject to complexity, availability of information and expertise, for following percent of requests as verified by Registry records or an alternative system.</li> </ul> | 90%           | 90%         | Divisions & Branches | DCP (Administration)            |
| 5    | Implementation of NPSF<br><b>(PBB Objective 261 O2 P1)</b>                                                         | <ul style="list-style-type: none"> <li>Number of reform projects implemented/completed</li> </ul>                                                                                                                                                         | 10            | 10          | Police Headquarters  | CP assisted by DCP (Operations) |

## Community Safety and Security

### Crime Control and Investigation

| SNo | Objective                                                                                       | Performance                                                                                        |               |             | Delivery Unit                     | Responsibility                    |
|-----|-------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|---------------|-------------|-----------------------------------|-----------------------------------|
|     |                                                                                                 | Indicator                                                                                          | 2010 Forecast | 2011 Target |                                   |                                   |
| 6   | Reducing Larceny Dwelling House (Day and Night Breaking)<br><b>(Force Priorities - Non PBB)</b> | <ul style="list-style-type: none"> <li>Number of Larceny Dwelling House reported</li> </ul>        | 1,540         | 5% decrease | Divisions, Divisional CID & ERS   | Divisional Commanders             |
| 7   | Reducing Larceny with Aggravating Circumstances<br><b>(PBB Objective 26201 O1 P1)</b>           | <ul style="list-style-type: none"> <li>Number of Larceny with Aggravating Circumstances</li> </ul> | 2,800         | 2,700       | Divisions, Divisional CID & ERS   | Divisional Commanders             |
| 8   | Undertaking Community Policing Forums<br><b>(PBB Objective 26201 O2 P1)</b>                     | <ul style="list-style-type: none"> <li>Number of meetings held at all level</li> </ul>             | 1,600         | 2,000       | Divisions & Crime Prevention Unit | Divisional Commanders             |
| 9   | Increasing Detection Rate for Homicides<br><b>(PBB Objective 26201 O3 P1)</b>                   | <ul style="list-style-type: none"> <li>Detection rate for homicides.</li> </ul>                    | 75%           | 78%         | CCID, MCIT, Div CID & Divisions   | Divisional Commanders & ACP Crime |

## Road and Public Safety

| SNo | Objective                                                                                                   | Performance                                                                                                                             |               |              | Delivery Unit                   | Responsibility                                            |
|-----|-------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|---------------|--------------|---------------------------------|-----------------------------------------------------------|
|     |                                                                                                             | Indicator                                                                                                                               | 2010 Forecast | 2011 Target  |                                 |                                                           |
| 10  | Increasing Intelligence-Led Crack-Down Operations (against Traffic Offences)<br>(PBB Objective 26202 O1 P1) | <ul style="list-style-type: none"> <li>Number of targeted traffic crack-down operations against speeding and drunken driving</li> </ul> | 150           | 150          | Traffic Branch, ERS & Divisions | Divisional Commanders & Officer Commanding Traffic Branch |
| 11  | Improving the Safety and Security of Roads<br>(Force Priorities - Non PBB)                                  | <ul style="list-style-type: none"> <li>Number of road accidents by 3 %.</li> </ul>                                                      | 6,928         | 3% reduction | Traffic Branch, ERS & Divisions | Divisional Commanders & Officer Commanding Traffic Branch |
| 12  | Reducing Larceny on Public Road<br>(Force Priorities - Non PBB)                                             | <ul style="list-style-type: none"> <li>Number of larceny on public road recorded</li> </ul>                                             | 304           | 3% reduction | Divisions, Div CID & ERS        | Divisional Commanders                                     |

## Support to Community

| SNo | Objective                                                                              | Performance                                                                                                              |               |              | Delivery Unit                             | Responsibility                    |
|-----|----------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|---------------|--------------|-------------------------------------------|-----------------------------------|
|     |                                                                                        | Indicator                                                                                                                | 2010 Forecast | 2011 Target  |                                           |                                   |
| 13  | Reducing Simple Assaults<br>(Force Priorities - Non PBB)                               | <ul style="list-style-type: none"> <li>Number of assaults recorded</li> </ul>                                            | 13,510        | 3% reduction | Divisions                                 | Divisional Commanders             |
| 14  | Counselling Family on Domestic Violence and Child Abuse<br>(PBB Objective 26203 O1 P1) | <ul style="list-style-type: none"> <li>Number of meetings held under family protection sensitisation campaign</li> </ul> | 90            | 95           | Police Family Protection Unit & Divisions | ACP Crime & Divisional Commanders |

## Support to Community (Contd.)

| SNo. | Objective                                                                    | Performance                                                                                                                               |               |             | Delivery Unit                     | Responsibility |
|------|------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|---------------|-------------|-----------------------------------|----------------|
|      |                                                                              | Indicator                                                                                                                                 | 2010 Forecast | 2011 Target |                                   |                |
| 15   | Protecting Juveniles against Delinquency.<br>(PBB Objective 26203 O2 P1)     | <ul style="list-style-type: none"> <li>Number of meetings held under child protection awareness campaign</li> </ul>                       | 150           | 160         | Brigade des Mineurs & Divisions   | ACP Crime      |
| 16   | Increasing Awareness of Crime Prevention<br>(PBB Objective 26203 O3 P1 & P2) | <ul style="list-style-type: none"> <li>Number of lectures, talks and meetings held at schools, colleges and universities etc..</li> </ul> | 50            | 100         | Crime Prevention Unit & Divisions | ACP Crime      |
|      |                                                                              | <ul style="list-style-type: none"> <li>Number of meetings with business community</li> </ul>                                              | 30            | 100         |                                   |                |

## Combating Drugs

| SNo. | Objective                                                                                                | Performance                                                                                                            |               |             | Delivery Unit    | Responsibility |
|------|----------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|---------------|-------------|------------------|----------------|
|      |                                                                                                          | Indicator                                                                                                              | 2010 Forecast | 2011 Target |                  |                |
| 17   | Increasing Operations against Dangerous Drugs (Heroin, Cannabis, Subutex)<br>(PBB Objective 26204 O1 P1) | <ul style="list-style-type: none"> <li>Number of operations carried out against (Heroin, Cannabis, Subutex)</li> </ul> | 3,000         | 3,100       | ADSU & Divisions | DCP ADSU       |

## Emergency, Disaster Management and Surveillance

### Disaster Management and Emergency Response

| SNo. | Objective                                                                              | Performance                                                                                                           |               |             | Delivery Unit        | Responsibility |
|------|----------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|---------------|-------------|----------------------|----------------|
|      |                                                                                        | Indicator                                                                                                             | 2010 Forecast | 2011 Target |                      |                |
| 18   | Maintaining Speedy Response to Search and Rescue Inland<br>(PBB Objective 26301 O1 P1) | <ul style="list-style-type: none"> <li>Number of requests/calls attended within 15 minutes of notification</li> </ul> | 20            | 20          | Special Mobile Force | Ag. CO SMF     |

### Disaster Management and Emergency Response (Contd.)

| SNo. | Objective                                                                              | Performance                                                                                             |               |             | Delivery Unit        | Responsibility |
|------|----------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|---------------|-------------|----------------------|----------------|
|      |                                                                                        | Indicator                                                                                               | 2010 Forecast | 2011 Target |                      |                |
| 19   | Maintaining Preparedness for Guarding Key Installations<br>(PBB Objective 26301 O2 P1) | <ul style="list-style-type: none"> <li>Number of simulation/preparedness exercises conducted</li> </ul> | 30            | 30          | Special Mobile Force | Ag. CO SMF     |

### Public Order Policing

| SNo. | Objective                                                                     | Performance                                                                                                           |               |             | Delivery Unit        | Responsibility |
|------|-------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|---------------|-------------|----------------------|----------------|
|      |                                                                               | Indicator                                                                                                             | 2010 Forecast | 2011 Target |                      |                |
| 20   | Maintaining Speedy Response to Public Disorder<br>(PBB Objective 26302 O1 P1) | <ul style="list-style-type: none"> <li>Number of requests/calls attended within 15 minutes of notification</li> </ul> | 20            | 20          | Special Support Unit | OC SSU         |
| 21   | Increasing Level Support to Divisions<br>(PBB Objective 26302 O2 P1)          | <ul style="list-style-type: none"> <li>Number of operations carried out in support to Divisions</li> </ul>            | 700           | 750         | Special Support Unit | OC SSU         |

### Coastal and Maritime Surveillance - Search and Rescue

| SNo. | Objective                                                                                                     | Performance                                                                                                                |               |              | Delivery Unit                                     | Responsibility      |
|------|---------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|---------------|--------------|---------------------------------------------------|---------------------|
|      |                                                                                                               | Indicator                                                                                                                  | 2010 Forecast | 2011 Target  |                                                   |                     |
| 22   | Increasing Surveillance of Exclusive Economic Zone and Territorial Waters<br>(PBB Objective 26303 O1 P1 & P2) | <ul style="list-style-type: none"> <li>Hours of air-borne surveillance</li> <li>Hours of sea-borne surveillance</li> </ul> | 675<br>1,400  | 700<br>1,450 | National Coast Guard & Police Helicopter Squadron | Comdt. NCG & CO PHS |

## CONTACTING THE POLICE

### Police Headquarters

#### Administration :

Tel number: 208 1212  
 Fax number: 210 1987 & 212 0145  
 Email: [ccphq.mpf@mail.gov.mu](mailto:ccphq.mpf@mail.gov.mu)  
[ppru.mpf@mail.gov.mu](mailto:ppru.mpf@mail.gov.mu)

#### Police Information & Operations Room :

Tel number: 208 0034 & 208 0035  
 Fax number: 211 4444  
 Email: [opsmain.mpf@mail.gov.mu](mailto:opsmain.mpf@mail.gov.mu)

### Branch Operations Room

|                          | <b>Tel. No.</b> | <b>Fax No.</b> | <b>Email Address</b>                                                       |
|--------------------------|-----------------|----------------|----------------------------------------------------------------------------|
| <b>SMF</b>               | 601-1300        | 686-6309       | <a href="mailto:cosmf.mpf@mail.gov.mu">cosmf.mpf@mail.gov.mu</a>           |
| <b>SSU</b>               | 211-0628        | 212-3276       | <a href="mailto:opsssu.mpf@mail.gov.mu">opsssu.mpf@mail.gov.mu</a>         |
| <b>NCG</b>               | 208-3935        | 212-2757       | <a href="mailto:ccncg.mpf@mail.gov.mu">ccncg.mpf@mail.gov.mu</a>           |
| <b>Police Helicopter</b> | 637-3894        | 637-5020       | <a href="mailto:cchsgd.mpf@mail.gov.mu">cchsgd.mpf@mail.gov.mu</a>         |
| <b>ADSU</b>              | 211-0877        | 208-7259       | <a href="mailto:adsuhq.mpf@mail.gov.mu">adsuhq.mpf@mail.gov.mu</a>         |
| <b>ERS</b>               | 686-5500        | 686-7706       | <a href="mailto:ccers.mpf@mail.gov.mu">ccers.mpf@mail.gov.mu</a>           |
| <b>CCID</b>              | 208-0868        | 208-9040       | <a href="mailto:opscid.mpf@mail.gov.mu">opscid.mpf@mail.gov.mu</a>         |
| <b>Airport Police</b>    | 637-7320        | 637-3170       | <a href="mailto:airpolice.mpf@mail.gov.mu">airpolice.mpf@mail.gov.mu</a>   |
| <b>Port Police</b>       | 216-3113        | 216-3112       | <a href="mailto:portpolice.mpf@mail.gov.mu">portpolice.mpf@mail.gov.mu</a> |
| <b>Traffic Branch</b>    | 211-8434        | 208-6077       | <a href="mailto:cctb.mpf@mail.gov.mu">cctb.mpf@mail.gov.mu</a>             |

### Divisional Operations Room

|                             | <b>Tel No.</b> | <b>Fax No.</b> | <b>Email Address</b>                                                       |
|-----------------------------|----------------|----------------|----------------------------------------------------------------------------|
| <b>Northern</b>             | 264-9709       | 264-1659       | <a href="mailto:opsnorth.mpf@mail.gov.mu">opsnorth.mpf@mail.gov.mu</a>     |
| <b>Metropolitan (North)</b> | 217-0941       | 241-0578       | <a href="mailto:opspln.mpf@mail.gov.mu">opspln.mpf@mail.gov.mu</a>         |
| <b>Metropolitan (South)</b> | 211-8849       | 212-4060       | <a href="mailto:opspls.mpf@mail.gov.mu">opspls.mpf@mail.gov.mu</a>         |
| <b>Eastern</b>              | 413-0944       | 413-0907       | <a href="mailto:opseast.mpf@mail.gov.mu">opseast.mpf@mail.gov.mu</a>       |
| <b>Western</b>              | 466-1764       | 467-4969       | <a href="mailto:opswest.mpf@mail.gov.mu">opswest.mpf@mail.gov.mu</a>       |
| <b>Central</b>              | 676-5116       | 670-0186       | <a href="mailto:opscentral.mpf@mail.gov.mu">opscentral.mpf@mail.gov.mu</a> |
| <b>Southern</b>             | 627-7216       | 627-7376       | <a href="mailto:opssouth.mpf@mail.gov.mu">opssouth.mpf@mail.gov.mu</a>     |
| <b>Rodrigues</b>            | 831-1536       | 831-1219       | <a href="mailto:opsrod.mpf@mail.gov.mu">opsrod.mpf@mail.gov.mu</a>         |

If you have any comment about this plan or any query on policing matter, please write to :

The Commissioner of Police, Police Headquarters, Line Barracks, Port Louis or  
 email at [staffofficer.mpf@mail.gov.mu](mailto:staffofficer.mpf@mail.gov.mu)

This Plan and Divisional Annual Policing Plans are also available on the Police website at:  
<http://police.gov.mu>



**“With you, making Mauritius safer”**

