

### 3. Help us use our resources well:

- (a) In order not to jam the system, only call **999**, if a crime is in progress or someone is in immediate danger or otherwise, for non-emergency matters, use other means of communication;
- (b) Avoid going through your local Police for non-Police services and instead, use hot-lines/telephones provided for services by SAMU (114), Fire Services (115), C.E.B (130), C.W.A (170), Mauritius Telecoms (8900/8902), etc..

### 4. Report to us any matter of public order or public safety:

Report immediately to us, if you come across the following:

- (a) a public disturbance or disorder,
- (b) a road accident where persons are injured or where the road is obstructed;
- (c) someone who is injured, being threatened, in danger or in difficulty at sea;
- (d) danger on road caused by -
- ◆ landslide or part of the road collapsing,
  - ◆ overflow of bridge,
  - ◆ high tidal waves; and
  - ◆ fallen trees, rocks or damaged electricity/telephone poles and cables.

### Contacting the Police:


	Tel No.	Fax No.	Email Address
<b>Police Headquarters Administration</b>	208 1212	210 1987 212 0145	<a href="mailto:cphq.mpf@mail.gov.mu">cphq.mpf@mail.gov.mu</a> <a href="mailto:prru.mpf@mail.gov.mu">prru.mpf@mail.gov.mu</a>
<b>Police Information &amp; Operations Room</b>	208 0034 208 0035	211 4444	<a href="mailto:opsmain.mpf@mail.gov.mu">opsmain.mpf@mail.gov.mu</a>

### Branch Operations Room

	Tel. No.	Fax No.	Email Address
<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:opssu.mpf@mail.gov.mu">opssu.mpf@mail.gov.mu</a>
<b>NCG</b>	208-3935	212-2757	<a href="mailto:ccnecg.mpf@mail.gov.mu">ccnecg.mpf@mail.gov.mu</a>
<b>Police Helicopter</b>	637-3894	637-5020	<a href="mailto:cchsqd.mpf@mail.gov.mu">cchsqd.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:opscoid.mpf@mail.gov.mu">opscoid.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:ctcb.mpf@mail.gov.mu">ctcb.mpf@mail.gov.mu</a>

### Divisional Operations Room


	Tel No.	Fax No.	Email Address
<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>



# THE MAURITIUS POLICE

## OUR POLICING PLEDGE

‘The Promise to the Public’



“With you, making Mauritius safer”

## Our Pledge to You:

1. We will build trust and confidence and encourage proximity to get you involved with us so as to make your neighbourhoods more secure.

2. **Fairness Always** – We will always uphold Human Rights and treat you fairly and with dignity and respect.

3. **24/7 Service** - We will offer 24/7 accessible Police services with better response and visibility.

### **4. In Response to Your Request, We Aim to:**

- (a) Answer your call on **999** within **15 seconds**;
- (b) Attend to public emergencies within **15 minutes**;
- (c) Attend to non-urgent incidents within **45 minutes**;
- (d) Acknowledge receipt of your letters of complaints within **48 hours**; and,
- (e) Ensure a reply to your correspondence within **15 days**.

5. **Informing and Directing** - We will provide the necessary information and direct you to the Police section concerned or if outside the service, to the appropriate body.

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6. **Working Together** - We will conduct regular forums with the community in order to:-

- (a) Provide ways and means to get you involved with us so as to improve your neighbourhoods;
- (b) Ensure your needs, concerns and expectations are given due consideration;
- (c) Share with you, information to make your neighbourhoods safer;
- (d) Provide you with the required information about your Community Policing Officers and Neighbourhood Officers; and,
- (e) Treat all sensitive issues with strict confidentiality.

7. **Victim Support and Care** - We will be sensitive to the needs of victims of crime and aim to:-

- (a) Provide a caring service;
- (b) Direct and facilitate support services from internal and especially, external agencies; and,
- (c) Keep you informed of the progress in your case at least once a month or as appropriate.

**We are committed to providing you with the best possible policing service. In case we fail to meet our Pledge on any particular occasion, we will always explain why it has not been possible to deliver the set standards to which we are committed and which you certainly deserve.**



## How you can help us:

A few steps on your part will help us to provide the best possible service:

### **1. Actively participating in your Community Policing Forums:**

- (a) Attend meetings regularly and help to set priorities for the Police in your neighbourhoods;
- (b) Keep regular contact with your Community Policing Officers and Neighbourhood Officers;
- (c) Participate in your local schemes for Neighbourhood Watch, Crime Reduction, Road Safety, Drug Reduction, Truancy Prevention, Child Protection, Crimestoppers, etc.

### **2. Provide us with information:**

- (a) Provide us with information on crime and suspicious activities within your neighbourhoods or anonymously through Crimestoppers;
- (b) If you are a victim, report the crime to the nearest Police Station at the earliest;
- (c) Provide us with feedback on the quality of service you receive.

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