Contacting Passport and Immigration Office (PIO)

OUR VISION
Quality Service with Pride and Care

OUR MISSION
To be a world class organisation providing passport and immigration services.

OUR FOCUS
To serve, help and protect the community.

OUR VALUES
Professionalism: We strive to meet the needs and demands of our people.
Respect: We exhibit tolerance and sensitivity to the people we serve.
Integrity: We believe it is the basis for community trust.
Dignity: We value human life and dignity as guaranteed by our Constitution.
Excellence: We are most effective when we can identify and solve community problems.

OUR STRATEGIC GAINS
- Increased Public Confidence in the Police
- Higher Willingness of Victims to report Crime
- Lower Complaint Rates
- Improved Service Delivery
- Effective Investigation and Prosecution of Crime

Action Plan
2015 - 2016

Quality Service with Pride and Care
Foreword

I am pleased to present the Policing Plan 2015/2016 for the Passport and Immigration Office.

This Plan outlines the commitment and priorities of our organization. It has been couched to meet the needs and concerns of our customers by providing a High Quality Service which goes along with our Force Strategic Objectives.

Concurrently as Law Enforcement Officers of the Mauritius Police Force, we pledge to operate within the legal framework and more importantly, always ensure that Internal Security remains our prime concern in all its aspect in our daily activities and operations.

Thus, our firm commitment is to progress with the Force Vision in order to ensure a "Quality Service with Pride and Care"

Our Action Plan

Objective 1: Improving Quality of Life

Activities:
- Increase the number of awareness campaigns with Airlines Companies, Tertiary Education Institutions, etc. by 2% on foreigners conduct likely to result in their expatriation.

Objective 2: Enhancing Service Delivery

Activities:
- Ensure that all notifications concerning the arrest of or report on persons on arrival and departure are inputted in the PIO system within 15 minutes of receipt.
- Procedures for the repatriation of foreigners involved in criminal cases are initiated within 24 hours following sentence or after their release from prison.
- Initiate procedures for repatriation of all foreigners not meeting immigration requirements within 24 hours.

Objective 3: Increasing Speed of Intervention

Activities:
- Ensure that the Residence Permit to expatriates in employment in Mauritius is issued within ten (10) working days.

Objective 4: Honing Investigation Techniques & Detection Skills

Activities:
- Achieve 50% detection rate of foreigners on illegal stay in Mauritius.
- Clear up 72% of cases under investigation within one year.

Objective 5: Combating Trafficking & Use of Illegal Drugs

Activities:
- Increase by 3% the number of information provided to ADSU concerning suspicious passengers and suspicious itineraries of passengers.