



MAURITIUS POLICE FORCE

STRATEGIC POLICING PLAN

July 2015 - June 2018



Strategic Policing Plan 2015 -2018

Foreword



As Commissioner of Police, I am pleased to present the Strategic Policing Plan of the Mauritius Police Force for 2015–2018. This Plan is intended to serve as a road map to guide our organisation for the next three years. Working together with members of the community and other stakeholders, we will ensure the successful execution of this plan which is aimed at enhancing the quality of life of the citizens of the Republic of Mauritius. We will take full advantage of innovation and technology in policing in order to improve the level of public confidence.

We will achieve these objectives together by strictly enforcing the law in a firm, fair and impartial manner and by promoting law abiding conditions in our society. In this way we will ensure that the citizens can live, work and play safely in the knowledge that the Police are around performing their duties in a passionate and fanatical manner, infected with an incurable need to produce results without exceeding their powers.

We will direct the arrow of our effort towards creating safer communities. To that end, we will increase the crime preventing effectiveness of the Police by gradually refocusing our paradigm of crime control from one that is centered on offenders to one that is centered on places. By putting emphasis on reducing opportunities for crime at places, not on waiting for crimes to occur and then arresting offenders, we will adopt place-based policing as a new approach to crime prevention that will contribute to increase public safety while bringing about a decrease in human and financial cost of imprisonment for Mauritians.

We will use the forum of Community Policing to support the systematic use of partnership and problem-solving techniques, to proactively address the immediate condition that gives rise to public safety issues such as crime, social disorder and fear of crime.

Last but not the least, we undertake to remain faithful to the oath of allegiance and to serve our motherland without any fear, favour, affection or ill-will. We are committed to increase our level of accountability, by making judicious use of our resources and by constantly evaluating our strategies to ensure their relevance and effectiveness. Fairness, courtesy, honesty, respect and the well-being of the citizens will be the daily watch words in everything that we do.

A handwritten signature in black ink, appearing to read 'K. M. Nobin'.

K. M. Nobin, PMSM
Commissioner of Police

OUR VISION

Quality Service with Pride and Care

OUR MISSION STATEMENT

Enhancing the quality of life of our people by preserving the public peace, enforcing the law, ensuring a safer environment and focusing on service excellence.

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

OUR STRATEGIC DIRECTIONS

JULY 2015 - JUNE 2018

OBJECTIVE 1: IMPROVING QUALITY OF LIFE

Purpose

To productively utilise all resources to address community policing problems, prevent crime, increase public confidence and build stronger neighbourhood.

Method

- ★ Resolve community policing problems and prevent criminal activities.
- ★ Improve visibility, availability and accessibility of Police officers.
- ★ Enhance our partnership with the community and other stakeholders.

Key Performance Indicator

- Ensure safer neighbourhoods by reducing Crime against Property (Larceny with aggravating circumstances) by 6%.
- Render our road safer by reducing the number of road accident (Killed & Seriously injured) by 3%.
- Answer to at least 90% of public calls received through Police hotlines within 15 seconds.
- Achieve a 10% increase in the number of Community Policing meetings at all levels.



OBJECTIVE 2: ENHANCING SERVICE DELIVERY

Purpose

To maximise operational efficiency and strive for excellence in customer service.

Method

- ★ Improve institutional arrangements for ensuring service excellence.
- ★ Adopt a consultative approach in addressing policing problems so as to meet the needs and expectations of the community.
- ★ Integrate Virtual Community Forum (VCF) into the existing Community Policing one.

Key Performance Indicator

- Mark at least 90% achievement on service standards set.
- Resolve at least 10% of policing problems in consultation with relevant stakeholders.
- Ensure that 10% of Community Policing Forum held are carried out online.



OBJECTIVE 3: INCREASING SPEED OF INTERVENTION

Purpose

To make optimum use of resources in order to respond effectively to all public requests within the least possible delay.

Method

- ★ Improve coordination among different response teams within the Force.
- ★ Make optimum use of technology to improve operational effectiveness.
- ★ Conduct regular simulation exercises to maintain operational readiness.

Key Performance Indicator

- Attend to at least 90% of emergency public calls within 15 minutes.
- Make at least 90% use of technological equipment in Police interventions.
- Ensure that supervising officers spend at least 35% of their daily working time with personnel on operational duties.



OBJECTIVE 4: HONING INVESTIGATION TECHNIQUES & DETECTION SKILLS

Purpose

To expand the use of evidence-based methods in the investigation and detection of crimes.

Method

- ★ Ensure strict adherence to established protocols among intervention Units.
- ★ Use of analytical techniques to support investigation.
- ★ Share best practices in the investigation field.

Key Performance Indicator

- Register at least 90% compliance with established protocols.
- Record at least 60% detection rate in all reported cases.
- Publish on a quarterly basis a document on lesson learnt following elucidated crime cases.



OBJECTIVE 5: COMBATING TRAFFICKING & USE OF ILLEGAL DRUGS

Purpose

To stop the proliferation of illegal drugs and disrupt drug related activities.

Method

- ★ Adopt a zero-tolerance approach in the fight against illegal drugs.
- ★ Increase public awareness and educate the public on ill-effects of drug abuse.
- ★ Strengthen local, regional and international cooperations and intelligence sharing network.

Key Performance Indicator

- Achieve at least 75% success in drug-related operations in terms of arrest and seizure.
- Ensure that 70% of places where drugs are seized remain drug free.
- Ascertain that at least 95% of young persons sensitised do not get involved in drug offences.



CONTACTING THE POLICE

Police Headquarters

Police Information & Operations Room
Crimestoppers

Tel No.: 999/ 208 0034/ 208 0035, Fax No.: 211 4444
Hotline No.: 148 (Anonymous & Tollfree)
Email: opsmain.mpf@govmu.org

Police Press & Public Relations Office

Tel No.: 212 6941, Fax No.: 208 0624
Email: ppo.mpf@govmu.org

Police Research & Development Unit

Tel No.: 208 1212, Fax No.: 212 0145/208 7022
Email: prdu.mpf@govmu.org / staffofficer.mpf@govmu.org / ccphq.mpf@govmu.org

Branch Operations Room

	Tel No.	Fax No.	E-mail Address		Tel No.	Fax No.	E-mail Address
ADSU	203-1242	211-0877	adsuhq.mpf@govmu.org	PIO	210-9312	210-9322	piomain@govmu.org
Airport Police	637-7320	637-3170	airpolice.mpf@govmu.org	Police de L'Environnement	210-5151	211-1928	police-env@govmu.org
CCID	208-0868	208-9040	opscid.mpf@govmu.org	Police Helicopter Squadron	637-3894	637-5020	cchsqd.mpf@govmu.org
CPU	454-0766	465-8523	cpu.mpf@govmu.org	Port Police	216-3113	216-3112	portpolice.mpf@govmu.org
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PFPU	210-2116	210-2113	ocfpu.mpf@govmu.org	VIPSU	686-1008	696-0119	ccvipsu.mpf@govmu.org

Divisional Operations Room

	Tel No.	Fax No.	E-mail Address		Tel No.	Fax No.	E-mail Address
Agalega	5727-4645	814-0112		Northern	264-1319	264-8512	opsnorth.mpf@govmu.org
Central	676-5116	670-0186	opscentral.mpf@govmu.org	Rodrigues	831-1536	831-2302	opsrod.mpf@govmu.org
Eastern	413-0907	413-0907	opseast.mpf@govmu.org	Southern	627-7216	627-7376	opssouth.mpf@govmu.org
Metropolitan (North)	217-0941	217-4232	opspln.mpf@govmu.org	Western	466-1764	467-4969	opswest.mpf@govmu.org
Metropolitan (South)	211-8849	212-4060	opspls.mpf@govmu.org				

Police Stations

Northern Division

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Long Mountain	245-5722	lmountainstn.mpf@govmu.org
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Piton Police Station	264-8411	pitonstn.mpf@govmu.org
Plaine Des Papayes	266-6030	ppapayesstn.mpf@govmu.org
Point Aux Cannoniers	263-4126	pcannonstn.mpf@govmu.org
Poudre D'Or	283-0712	pdorstn.mpf@govmu.org
Riviere Du Rempart	412-5760	rempartstn.mpf@govmu.org
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Triolet	261-8701	trioletstn.mpf@govmu.org
Trou Aux Biches	265-5112	tbichesstn.mpf@govmu.org

Metropolitan Division 'North'

Abercrombie	240-0722	abercrombiestn.mpf@govmu.org
Fanfaron	240-3932	fanfaronstn.mpf@govmu.org
Plaine Verte	240-0248	pvertestn.mpf@govmu.org
Roche Bois	217-1765	rboisstn.mpf@govmu.org
Tombeau Bay	247-1910	tbaystn.mpf@govmu.org
Vallee Pitot	217-2109	vpitotstn.mpf@govmu.org

Metropolitan Division 'South'

Bain des Dames	210-0506	bdamestn.mpf@govmu.org
La Tour Koenig	234-2046	ltkoenigstn.mpf@govmu.org
Line Barracks	210-0864	lbarracksstn.mpf@govmu.org
Pailles	286-5057	paillesstn.mpf@govmu.org
Pope Henessy	211-8920	phenessystn.mpf@govmu.org
Pte Aux Sables	234-4517	psablestn.mpf@govmu.org

Western Division

Albion	238-4631	albionstn.mpf@govmu.org
Bambous	452-0870	bambousstn.mpf@govmu.org
Barkly	454-0376	barklystn.mpf@govmu.org
Beau Bassin	454-5422	bbassinstn.mpf@govmu.org
Black River	483-6536	briverstn.mpf@govmu.org
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Coromandel	233-1841	coromandelstn.mpf@govmu.org
Flic en Flac	453-9916	fenflacstn.mpf@govmu.org
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Quatre Bornes	425-2436	qbornesstn.mpf@govmu.org
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Central Division

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Eastern Division

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Trou D'eau Douce	480-2439	tdoucestn.mpf@govmu.org

Southern Division

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Rodrigues Division

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