

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

Contacting Passport and Immigration Office (PIO)



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"

Officer-in-Charge
PIO

Our Action Plan

July 2015 - June 2016

Objective 1: Improving Quality of Life

Activities:

- * Increase the number of awareness campaigns with Airline 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 notice.
- * 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.

- * Ensure that Student Visa is issued within fifteen (15) working days.
- * Ensure that Tourist and Business Visa are processed and issued within ten (10) working days.
- * Ensure that Occupational Permit is issued in two (02) working days as per the enactment in force.



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.

