

Historical Background

The Emergency Response Service was launched on the 12th October 1998. The ERS HQ is based at St. Paul Road, Vacoas with decentralized mobile services at Divisional level. Its primary function is to provide prompt and effective response to the community's call for assistance in case of victimization or any other emergency and ensuring visible police presence to enhance the quality of life of our citizens. The Unit was reorganised in July 2010 as part of the implementation re. "Enhancing Reactive Capability" pillar under the National Policing Strategic Framework (NPSF) to make this Unit more responsive, accessible and visible.

Our Vision

'Promoting the safeguard of public order and safety by responding efficiently and effectively to all urgencies, with a view to making Mauritius safer.'

Our Mission

To serve and assist the community in safeguarding their rights, liberty, freedom and dignity; protect the community, road users, as well as vulnerable groups such as the young, weak and elderly persons; and, create a force of unity to provide excellent service and policing.

Core Values

- Putting the public first;
- Acting with all fairness and impartiality to enforce the law of the land;
- Building synergy with all stakeholders to serve the community;
- Listening, serving and committing ourselves in the interest of the organization and the community.

Contact Nos.



Emergency No. : 999
Hotline : 148
Exchange : 208 1212

Police Information & Operations Room

Hotline : 468 0034/5 Fax : 468 4444
Email : opsmain.mpf@govmu.org

ERS HEADQUARTERS

Officer-in-Charge	Tel No. 696 6366	Operations Room (Vacoas) Tel No. 686 5500/ 698 1040
	5 944 0258	5 944 0273
Staff Officer	697 0712	Fax No. 686 7706
	5944 0259	Email ccers.mpf@govmu.org

ERS SUB OFFICE & MOBILE TEAM

<u>Romeo</u>	<u>Tel No.</u>	<u>Regions</u>
RS 4	5729 9365	R D Anouilles- Soulliac
RS 5	5727 6279	C/Grenier-B/Ombre

<u>METRO</u>	<u>213 7979/ 203 1462</u>	<u>LINE</u>	<u>BARRACKS</u>	<u>Romeo</u>	<u>Tel No.</u>	<u>Regions</u>
• RM 1	5729 9351	L/Bks - P/Hennessy - B Des Dames	WESTERN	424 1845	5499 8457	Q.BORNES Black River - La Gaulette
• RM 3	5729 9345	Pailles - Ltk - Pte aux Sables	• RW 1	5729 9367	5729 9348	Bambous - Flic en Flac Albion - P/Riviere - Coromandel
• RM 4	5727 6280	Fanfaron - Roche Bois - T Bay	• RW 2	5729 9370	5729 9371	Barkly - Camp Levieux - Rose Hill - Stanley Q/Bornes - Sodnac
• RM 6	5729 9354	Abercombie - P.Verde - V.Pitot	• RW 3	5729 9372	5727 0325	
			• RW 6	5729 9380	5728 0721	
			• RW 7	5727 6281	5727 6284	

<u>NORTHERN 264 9745</u>	<u>PITON</u>	<u>CENTRAL 698 0990</u>	<u>VACOAS</u>
• RN 1	5729 9344	T/Rouge - Mte Longue	RC 1 5729 9372
• RN 2	5729 9356	Pampls- P des Papayes	RC 2 5727 0325
• RN 3	5729 9355	Grand Bay - P.aux Cannoniers	RC 3 5729 9380
• RN 6	5729 9358	Riv Du Remp - P.D'or	RC 5 5728 0721
• RN 7	5499 8451	G/lands - G/Gaube	
• RN 8	5499 8452	T/Biches - Triolet	

<u>EASTERN 435 8781</u>	<u>Q.MILITAIRE</u>	<u>POLICE DU TOURISME 210 3894</u>	<u>L/BARRACKS</u>
• RE 1	5729 9359	Bel Air - T.D Douce	TM 5727 6281
• RE 2	5729 9350	Lallmatie - B/Verdiere	TN 5727 6282
• RE 3	5729 9361	Moka - St Pierre - Dubreuil	TE 5727 6284
• RE 4	5499 8454	Q.Milit - M/Blanche - C/Masque	TS 5727 5994
• RE 5	5729 9375	Flacq - Belle Mare	TW 5728 2845

<u>TRANSPORT SQUAD 235 1037</u>	<u>L/T KOENIG</u>
• TS1	5944 0320
• TS2	5944 0321

<u>SOUTHERN 627 8576</u>	<u>ROSE BELLE</u>
• RS 1	5729 9374
• RS 2	5729 9362
• RS 3	5499 8456



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Emergency Response Service ANNUAL OPERATIONAL PLAN 2021



'Together, for a Safer Community'

Foreword

I am pleased to present the Annual Operational Plan for Emergency Response Service (ERS), Police du Transport (PDT) and Transport Squad (TS).

Since I took office, the working culture has evolved into a more prominent and meticulous approach with the predefined goal to adhere to the philosophy and vision of the Commissioner of Police.

We will focus relentlessly on providing an excellent service through enforcement and preserve the law and safe guard public safety and security. We will strengthen our effort to create the embedded condition to make this country safer.

Our policing plan sets out objectives on which we will focus to face the challenges with determination by ensuring that the local community and visitors are safe and secure.



Joined the Force on 05.09.1985. Served in different Units and Branches. Holds a Certificate in Leadership and Management at Strategic Level at UoM and attended the Telecommunication Fraud for African countries in China.

Mr. P. K. POINOOSAWMY
Assistant Superintendent of Police
Officer-in-Charge ERS, PDT & TS

OUR COMMITMENT

The ERS has its own objectives specific to its mandate coupled to the Force priorities in providing the people of the Republic of Mauritius an environment free of crime, assisting citizens in distress and providing relief and succor during national calamities. Through its noble traditions ERS contributes to the vision of the Mauritius Police Force in affording protection to law abiding citizens, while waging a relentless battle against lawlessness.

PUBLIC SAFETY & SECURITY

We aim at preventing the perpetration of larceny throughout the island by:

- (i) Carrying out Stop & Check Operations thrice daily divisionwise.
- (ii) Checking of HCs (At least 20 daily) per Division.
- (iii) Conduct daily patrol at tourist visited areas, public beaches, etc.).

SERVICE DELIVERY/ ENQUIRIES/ PHQ'S

- (i) Attending requests within 15 mins;
- (ii) Ensure 75% of correspondences/ letters are responded to within 21 days.
- (iii) Reply to PHQ's within 15 days as the case may be.
- (iv) Reply to PIAC correspondences within five (5) working days.
- (v) Ensure a 100% usage of Crime Occurrence Tracking System (COTS).

Administrative mechanisms in place at the ERS & Divisional Headquarters Office play a vital role and has a direct impact on Policing and the quality of service delivery. Therefore, we will ensure that administrative support are optimised in ensuring that objectives set are achieved.

ROAD SAFETY

We endeavour to enhance security on public road by:

- (i) Conducting targeted operation daily (Seat belt, Using Cellular Phone, Failing to comply with traffic lights);
- (ii) Increase Alcotest & Speed Check Operations by 5% daily in each Division;
- (iii) Conducting daily sensitization campaign on Road & Rail Safety awareness to riders, drivers, bus conductors, stakeholders & inhabitants; and,
- (iv) Preventing illegal Parking by conducting daily Wheel Clamp Operation island-wide.

PARTNERSHIP POLICING

Engaging Community in the fight against crime by conducting:

- (i) Daily sensitization of Filling Station Workers, Betting Outlets, Security Officers, Watchmen & rail operators;
- (ii) Daily Support to Divisions in the conduct of operations.
- (iii) Conduct fortnightly awareness campaign with tourist, tourist operators, hotels, etc.

INNOVATION & TECHNOLOGY

Data Analysis:
Daily update Crime Statistics at ERS HQ for analyzing & Dissemination of Crime trends and thereby paving our way towards intelligence led operations.

Radio/Mobile/E-Learning:
(i) Using of Whatsapp Group to share information daily.
(ii) Daily monitoring of Police vehicle through GPS/ Dispatcher.
(iii) Daily evidence gathering using photograph and video.

Implementation, Supervision, Monitoring & Evaluation

Implementation, Supervision & Monitoring

1st Level
Monthly Meeting at ERS HQ

Monitoring & Evaluation

2nd Level
Force Monthly Coordinating Meeting by Commissioner of Police

Achievements 2020

