Emergency Response Service

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.

- 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.

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

- Protecting 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.

Annual Operational Plan 2021

ERS HEADQUARTERS

Officer-in-Charge
Tel No. 696 6366
Operations Room Tel No. 686 9500/ 698 1040
Staff Officer
Tel No. 5 944 0258
Fax No. 5 944 0273

ERS SUB OFFICE & MOBILE TEAM

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ERS SUB OFFICE & MOBILE TEAM

ERS SUB OFFICE & MOBILE TEAM

ERS HEADQUARTERS

ERS HEADQUARTERS
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 safeguard public safety and security.

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.

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

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.

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.

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.

ERS Objectives 2021

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

1st Level
Monthly Meeting at ERS HQ

2nd Level
Force Monthly Coordinating Meeting by Commissioner of Police

Achievements 2020

- Auto/ Moto Checked 130,023
- Vehicles Checked 297,585
- Wheel Clamp 2,933
- Speed Check 6,570
- Fixed Penalty issued 34,743
- Alcotest 1,268
- Licences Premises Checked 3,944
- Request Attended 7,855
- Sensitisations 79,733
- Contraventions 51,823

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.