

Historical Background

Before the early fifties, PIO was situated at the Immigration Square, Port Louis and was manned by civilians. In 1954, the Police took over the charge of PIO with an office based in the precincts of Police Headquarters. In January 1999, PIO was relocated in a modern building at Sterling House, Lislet Geoffroy Street, Port Louis. On 02nd September 2003, PIO decentralized its Counter Services throughout the island as follows:-

- Northern Division Headquarters;
- Eastern Division Headquarters;
- Moka Sub-Division Headquarters;
- Western Division Headquarters;
- Central Division Headquarters; and,
- Southern Division Headquarters.

The Passport & Immigration Office is ISO 9001:2015 - QMS and ISO 27001:2015 - ISMS Certified.

Our Vision

To be a world class organization providing Passport and immigration services.

Our Mission

- To provide a quality service to our customers and satisfy their needs.
- To promote the interest and confidence of customers.
- To foster a team spirit, sense of belonging to the organization and to be committed to the highest standard of quality and professionalism.
- To see that bona fide persons enter and leave the country.
- To ensure a safe and healthy work environment.

Services

Services provided by the Passport and Immigration Office are as follows:-

- Issuance of Passports and Travel Documents.
- Issuance of Visa to expatriates and visitors coming to Mauritius.
- Issuance of Residence/ Occupational Permits to non citizens eligible for residence in Mauritius.
- Controlling of incoming and outgoing passengers
- Controlling of vessels arriving and departing by air and sea.
- Tracing, tracking and repatriation of illegal visitors/immigrants.

Our operations are carried out at the various points listed below:-

1. Head office (port Louis)
2. SSR International Airport
3. Harbour (port Louis)
4. Rodrigues
5. Or any point of entry and exit as designated by PIO

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

PIO HEAD OFFICE

Main Office - Sterling House, Lislet Geoffroy St., Port Louis

HOTLINE : 5 727 6619
Tel No : 260 2073 Fax No : 210 9322
E-Mail : ccpio.mpf@govmu.org / piomain@govmu.org

IMMIGRATION OFFICE

Airport - SSR Int. Airport, Plaisance, Plaine Magnien

Tel : 637-4108/ 637-8308 Fax : 637-9841
Email: piossr@govmu.org

HARBOUR - Aurelie Perrine Passenger Terminal, Quay D, Port Louis

Tel : 242 3067 Fax : 217 3189
Email: pio_harbour@govmu.org

RODRIGUES - Port Mathurin

Tel : 831 0654 Fax : 832 1957
Email: pio_rodrigues@govmu.org

DECENTRALIZED PASSPORT APPLICATION SERVICES

Division	Regions	Tel No.
* Northern	Piton Police Headquarters	264 9103
* Western	Rose Hill Police Headquarters	467 4409
* Central	Curepipe Police Headquarters	674 3113
* Eastern	Flacq Police Headquarters	401 1353
	Moka Police Headquarters	433 6113
* Southern	Rose Belle Police Headquarters	627 4317



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Passport & Immigration Office

ANNUAL OPERATIONAL PLAN 2021



'Together, for a Safer Community'

Foreword

I am pleased to present the Annual Operational Plan for Passport & Immigration Office for period 2021.



Joined the Force on 02.02.1990. Served at the SMF, PHS as Pilot, IC Station and enquiry duties at Divisional Level and as OIC Port Police. Holder of a BSc (Hons) Law with Management from London School of Economics & Political Science and a MSc in Security and Risk Management from University of Leicester.

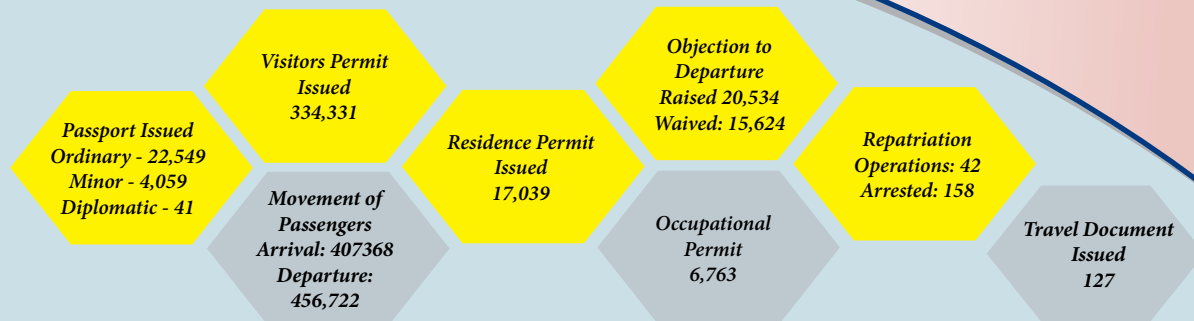
The outbreak of the COVID-19 early this year has had an unprecedented impact on our Border Control. Closure of Borders worldwide and in Mauritius, restrictions on travelers and quarantining has created havoc in the Aviation Sector. Travel restrictions in place in most countries have created exceptional challenges for travelers as well as for front liners.

However, our aim is to adapt to the actual sanitary crisis and to bounce back and here I would like to thank all my personnel for their unflinching support, devotion and courage.

The objectives as laid down in this Plan lay the foundation of a new era based on Initiatives, Innovation and Technology. It has been couched in line with the Government Objectives, Force priorities, own organisation assessment and more importantly the needs and concerns for providing a high quality customer focused service delivery.

Mr. N. K. Boodhram
Assistant Superintendent of Police
Passport & Immigration Officer

Achievements 2020



OUR COMMITMENT

As a specialized Branch, PIO 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 PIO contributes to the vision of the Mauritius Police Force in affording protection to law abiding citizens, while waging a relentless battle against lawlessness.

ENHANCING EXCELLENCE IN SERVICE DELIVERY

Developing core competencies to effectively & efficiently provide a professional and high-quality service thereby achieving customer satisfactions. In this endeavour we aim:

- (i) To maintain the Issuance of Mauritius passport within four working days.
- (ii) To ascertain that Residence Permit are issued within 15 working days.
- (iii) Reaffirming the issuance of Occupation Permit and Premium Visa within 2 working days.
- (iv) Ensure 75% of correspondences/ letters are responded to within 21 days.
- (v) Reply to PHQ's within 15 days as the case may be.
- (vi) Reply to PIAC correspondences within five (5) working days.

SECURING OUR BORDERS

In order to ensure that only bona fide passengers enter and leave the Country. We aim to:

- (i) To ensure that Bona Fide passengers are processed in real time and names checked against Domestic and International Database within 60 seconds.
- (ii) To ensure that Mala Fide passengers are refused entry in Mauritius and are repatriated within the least period of time.

ENGAGING WITH THE COMMUNITY AND STAKEHOLDERS FOR A STRONGER RESPONSE TO IDENTIFY AND TRACK ILLEGAL IMMIGRANTS

Maintaining efforts with all stakeholders and the public to identify new opportunities for purposeful interactions. We would endeavour:

- (i) To increase the number of successful operation by 5% to curb down the number of Illegal Immigrants.
- (ii) To carry out continuous joint operation with other agencies (Mins of Labour, Local Police) on a monthly basis or whenever required.
- (iii) To conduct sensitization and awareness campaign with Employers of foreign expatriates workers at least once a month.

USE OF TECHNOLOGY TO IMPROVE EFFICIENCY

To introduce Innovative and latest technologies for the benefit of all travelers. We would aim to:

- (i) Implement the Advance Passengers Information Systems by March 2021.
- (ii) Acquire mobile scanners for instant verification and capture of data by December 2021.
- (iii) Introduce e-passport to be in compliance with ICAO by end of year 2021.



Implementation, Supervision, Monitoring & Evaluation

