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**Office of the Commissioner of Police  
Police Headquarters  
Line Barracks  
Port Louis - Mauritius**

## **Message from the Commissioner of Police**

Dear officers,

As you are aware, I assumed command of the Mauritius Police Force on the 3<sup>rd</sup> of August 2021.

I fully gauge the wide extent of responsibility bestowed on the Commissioner of Police as well as the legitimate expectations of Mauritian population for a professional and service oriented Police organisation. I am also conscious that the effective running of the Mauritius Police Force is not a unilateral top- down effort. It is a multidimensional enterprise, where each component actively plays its role in line with the organisational vision, and under strong leadership.

I recognise the tremendous amount of good work performed by our dedicated officers. My message, as the new Commissioner of Police, is meant to spur the whole Force into even more collaborative actions so that together, as true patriots, we effectively meet the challenges inherent in this dynamic and technology driven era, where public demands for accountability are soaring.

Policing is becoming increasingly complex. The interplay among the challenges of a borderless world, the impacts of continuously evolving technology and socio-economic factors are posing policing dilemma. Whereas in the past the police could deal relatively straightforwardly with bringing offenders to justice, today, we are confronted with a variety of problems. Technology is bringing new forms of criminality, criminals are becoming more sophisticated in the way they plan and execute cross border crimes, while some behaviours, such as juvenile delinquency, are requiring social rather than a criminal justice solution. These changes in the policing landscape are warranting innovative approaches and extensive multiagency collaborations.

An effective response to this situation would ultimately necessitate shifts in paradigms at both strategic and operational levels. From an organisational perspective, appropriate strategies will be developed on the basis of threats identified island-wide. Accordingly, new structures will be put in place and technological solutions will be resorted to where necessary. Likewise, officers at tactical and operational levels (Station Managers and above) will be expected to design and implement targeted response plans to address local crime-dynamics.

In both instances multi-agency approaches, including community consultations, will be fully explored and implemented. I would expect all commanders to exercise visionary leadership so as to effectively address criminality and enhance community safety in their respective areas of responsibility.

The level of public trust and confidence is an important indicator of our effectiveness. Initiatives aimed at winning public trust and confidence will be high on our agenda. This includes a flawless service-delivery at points of contact, prompt and effective response to public requests for assistance, and police – community partnership. In this respect, further emphasis will be laid on customer service, through training and support from experts in this field. Moreover, community policing concepts such as neighbourhood watch schemes, contact/ visibility policing, and community consultation initiatives, will be revamped to meet the organisational needs and legitimate public expectations.

On this score I would like to remind our officers that while it is true that we should crack down on criminals and their activities, we are also duty-bound to assist, help, protect and reassure the community we police. I would, therefore, urge you to maintain a good relationship with the people in your respective area of operation, through respectful, humane, and empathetic interactions.

The Mauritius Police Force is unique because of the array of tasks it performs. This ranges from internal and maritime security, disaster management, search and rescue missions, and raids aimed at disrupting drug trafficking and other criminal activities. It is therefore essential that we maintain the highest level of operational preparedness and effectiveness, while also reducing the level of casualty within our ranks to the minimum.