

Management Support Unit

This Unit provides management and technical support to the office of the Chief Fire Officer and Deputy Chief Fire Officer and act as Liaison Officer with Human Resource, Finance and Procurement section.

Service Delivery

Mobilizing Centre

Emergency calls are received on our hotline 115 and resources are mobilized to incident sites.

Fire Divisions

10 Fire Stations are manned and equipped to respond to emergency calls 24 hours round the clock throughout the island.

Special Operations Division

The Special Operations Division based at Coromandel Fire Station respond to emergencies of complex nature. The Special Operations Division consists of the following unit:

Aerial fire fighting & Rescue Unit

High Angle Rope Rescue Unit

Swift Water Rescue Unit

Hazmat Unit

High Volume Pump Unit

Tactical Safety Unit

Ensures the safety through on-site safety services and training.

Emergency Planning Unit

Ensure the local authorities are prepared to respond to emergencies and to support the emergency services and the community.

Media Cell

Liaises with media organisations to disseminate community warnings and other relevant information to the public during ongoing incidents.

Continuous Training Cell

Fire-fighters undergo continuous training, so as to ensure that they are in a state of readiness to effectively respond, to any kind of incident.

Community Risk Reduction Unit

Envisions engaging the public and looking at ways to prevent what might happen in the future – so that in fact that issue never does occur.

Organisational Performance, Good Governance and Compliance

Codes, Standards, SOP, FSO Drafting and Review Unit

Prescribing minimum requirements to prevent fire and explosion hazards arising from storage, handling, or use of dangerous materials, or from other specific hazardous conditions.

Operation Performance Assessment Unit

The Operation Performance Assessment Unit is important components of the Mauritius Fire and Rescue Service. They are part of an ongoing process of performance planning, review and development that involves both senior officers and firefighters.

Incident Management Audit Unit

Involves an in-depth examination of fire safety management system(s) and associated arrangements.

Health and Safety Audit Unit

To carry out a systematic, critical appraisal of all potential hazards which may affect personnel, premises, services & operation.

Inventory/ Kits Inspection Audit Unit

Implement inventory management best practices to improve accountability and accuracy.

Compliance and Monitoring Unit

Manages the fire inspection program, plans review program, fire safety training program, special events review, fire/accident investigation and general safety, monitoring the fire protection testing and maintenance programs, hazard mitigation program.

Complaint Handling Unit

An effective complaints Handling system is fundamental to delivering quality public services. It is responsible for handling all customer's complaint received through 154, mail and letters.

Fire Safety Division

Planning and Record Unit

A modular record keeping system and maintaining emergency planning programmes and protecting vital records.

Fire Safety Education and Emergency Preparedness Unit

Promote better awareness and understanding among the public on the wide range of fire prevention work and emergency response services the Department provides to ensure the safety of our citizens.

Licensing and Certification Unit

The Licensing and Certification Command enforces fire safety regulations and policies, as well as assists and advises the public on fire protection matters.

Enforcement Unit

The Enforcement Unit enforces all matters relating to Fire Safety, in accordance with the provisions of the Legislation to ensure continuous compliance with fire safety requirements in public/private premises.

Fire Investigation Unit

Primary goal is to determine the true cause of fire in a professional manner while considering the weight of evidence using accepted standards .

Water Management Unit

The Water Management Unit ensures that there is an adequate water supply to the fireground for the present stage of the fire as well as for a possible escalation.

Major Project Unit

This Unit is responsible for approval of high risk complex project in Mauritius by ensuring compliance with fire safety norms.

Prosecution Unit

A project to set up the Prosecution unit is in progress.

Support Service

Human Resource

Human Resource is concerned with the management of employees from recruitment to retirement. It is also acquiring services of people, developing their skills, motivating them to the foremost level and making sure that they continue to maintain their commitment towards the Mauritius Fire and Rescue Service.

General Administration

Their duties include general clerical tasks, such as drafting documents and answering telephones, as well as administrative jobs, including scheduling and project management .

Finance

To manage and accurately report the financial position of Mauritius Fire and Rescue Service, to direct all financial transactions recorded in the accounting system.

Procurement

They are responsible for finding, agreeing terms and acquiring goods, services or works from an external source, often via a tendering or competitive bidding process.

Technical Specifications Committee

They are responsible to prepare and update specification for each item that will be acquired.

Organisational Development and Learning

Recruit Training Unit

The Recruit Training Unit provides recruits with all the training they require to become a firefighter with the best possible skills and training, to learn the latest techniques and procedures.

Driving Training Unit

Allows firefighters to actually drive Fire Services vehicles to ensure safety on the road.

Breathing Apparatus Training Unit

To ensure that the firefighter is competent in the safe and effective use of the Breathing Apparatus Equipment.

Follow up/ Modular Training Unit

To ensure fire fighters across to meet a basic level of safe performance and professional development.

Fire Prevention Training Unit

Officers of the Mauritius Fire and Rescue Service have to undergo training on fire prevention duties, regulation, legislation and Mauritius fire code before posted at the fire safety Division.

Special Operation Training Unit

Special Operations Training Unit provide specialized training and technical support to fire fighters to respond in the areas of rescue, hazardous materials, and disasters.

Physical Fitness Training Unit

To design specific and comprehensive physical training programs that will optimize occupational performance and prepare fire fighters for the challenges we face in the line of duty.

Continuous Professional Development Unit

To provide a means for determining competency in written and practical skill. Being a professional firefighter encompasses physical, mental, and emotional skills.

Research and Development Unit

To improve firefighter safety through the research and development of improved communications systems, on-scene accountability, and firefighting equipment.

Curriculum Development Unit

To identify state and provincial fire service training institutions and survey them about curricula and number of formal training hours of recruit or initial fire service firefighter training including awareness and operations level hazardous materials. This information will be compared to the certification numbers for each program in order to determine which programs are more successful.

Logistic and Fleet Management

Mechanical Workshop

Responsible for maintaining mechanical and electrical specialised fire services appliances and support equipment such as lorry, portable pumps, and power generators.

Radio Workshop

Responsible for the installation and maintenance of radio communication system at stations and in appliances.

We are working to establish on the following:

Breathing apparatus Workshop

Firefighting Equipment Workshop

Hydraulic Rescue Gear Workshop