



MAURITIUS FIRE AND RESCUE SERVICE

Annual Report on Performance Fiscal Year 2023-2024



August 2024

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PART I

Mauritius Fire and Rescue Service

MAURITIUS FIRE AND RESCUE SERVICE

VISION

- ❖ The vision of the Mauritius Fire and Rescue Service (MFRS) is to have the Republic of Mauritius free from the dangers of fire and other emergency threats, and a safe place to live, work and visit anytime and anywhere.

MISSION

- ❖ The Mission of the MFRS is to protect and reduce losses of life and property; to reduce damage to the environment due to fires, hazardous materials; natural disasters, and other emergencies caused by acts of man and nature; to promote the health, safety, and well-being of the citizens of the Republic of Mauritius.

COMMITMENTS

- ❖ **The MFRS is dedicated to build a safer Mauritian Society by:**
 - Reducing the risks that cause emergencies;
 - Dealing with emergencies whenever they occur;
 - Educating in safety measures to prevent fires and other disasters;
 - Working effectively with our partners and stakeholders; and
 - Continually developing the resources available to meet changing needs.



SUPERVISING OFFICER'S STATEMENT

As the Chief Fire Officer, it is my privilege to present the Annual Performance Report for the year 2023-2024, reflecting on the achievements, challenges, and progress of our fire department over the past year. This report serves not only as a record of our performance but also as a testament to the dedication and resilience of the men and women who tirelessly serve our community.

Throughout the year, we have faced numerous challenges, from responding to complex emergencies to navigating the evolving landscape of fire safety and prevention. Yet, in every situation, our team has demonstrated unwavering commitment, professionalism, and courage. These qualities have been essential in safeguarding lives and property, and they are at the core of everything we do.

In addition to our emergency response efforts, this report highlights our ongoing initiatives in fire prevention, community engagement, and continuous training. We have made significant strides in modernizing our operations, improving our response times, and enhancing the safety and well-being of our firefighters. These advancements are a direct result of the strategic planning and collaboration within our department and with our partners across the community.

Looking ahead, we remain focused on our mission to protect and serve, with an emphasis on innovation, efficiency, and adaptability. The lessons learned over the past year will guide us as we continue to evolve and meet the needs of our community in an ever-changing environment.

I extend my deepest gratitude to all members of the fire department for their dedication and to our community for its ongoing support. Together, we will continue to build on our successes, address our challenges, and uphold the highest standards of service.

A.K. Kehlary
Chief Fire Officer

Role and function of the Mauritius Fire and Rescue Service

The MFRS has been entrusted with the duty of taking all necessary steps for the prevention and suppression of fires and the protection of life, property and the environment in case of an emergency by taking the following measures.

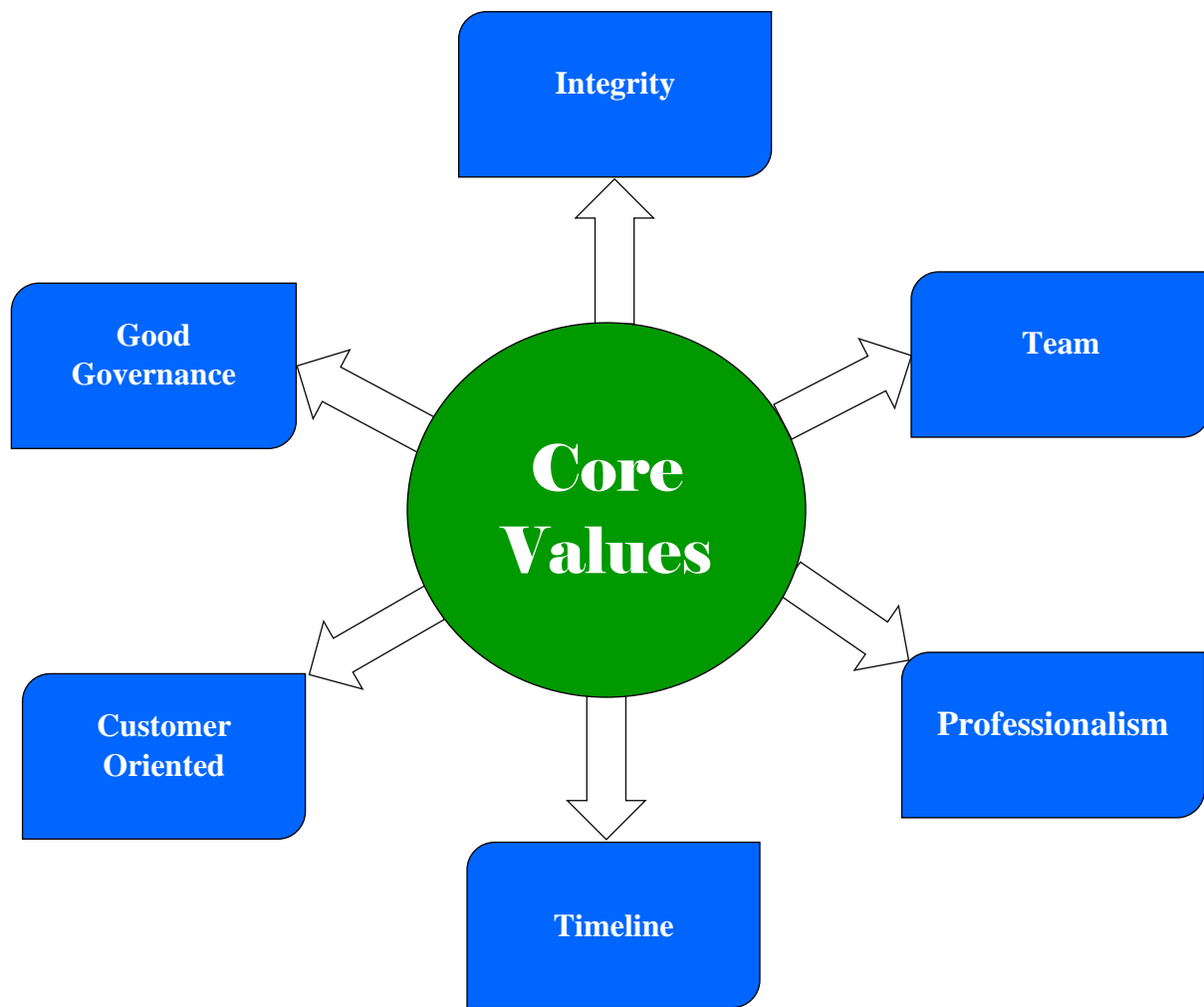
- prevent, fight, control and extinguish fires;
- protect persons, animals, property and the environment against fire or any other emergency;
- advise the public on prevention and protection measures in the event of a fire or any other emergency;
- conduct training courses in relation to any aspect of fire safety and emergency preparedness;
- organise community education and awareness programs relating to fires and other emergencies;
- assist the relevant authorities in promoting safety in buildings;
- cooperate with any entity that provides a service in case of emergency, including intervention at sea;
- provide rescue and extrication services to any person, animal or property endangered as a result of a road or other accident, including one which does not involve the risk or existence of a fire;
- perform humanitarian services, including the protection of life and property, in the event of any calamity or natural disaster;
- submit regular reports and returns to the Minister and such other information as he may require; and
- perform such other functions as may be assigned to it under any other enactment.

Gender Statement

The Mauritius Fire and Rescue Service lays emphasis on its efforts to promote Gender equality within the Service and has been working to eliminate Gender bias and create a more inclusive and diverse workforce. This includes recruiting and training more women to become firefighters.

OUR CORE VALUES

The core values of the MFRS are as depicted below:



Our People

The Chief Fire Officer is the Administrative Head of the Mauritius Fire and Rescue Service and he provides strategic directions to the Mauritius Fire and Rescue Service as well as general supervision to all Divisions/Sections/Units falling under the aegis of the Mauritius Fire and Rescue Service. He is also the Responsible Officer of officers of the Administrative Cadre, and all other public officers.

The Chief Fire Officer is assisted in his functions by a pool of officers of all levels and from different cadres which include Human Resource Cadre, Financial Operations Cadre, Procurement and Supply Cadre, among others.

The (MFRS) has a workforce as follows: -

Firefighter Cadre:

Designation	No. of Male	No. of Female	Total
Chief Fire Officer	1	-	1
Deputy Chief Fire Officer	3	-	3
Assistant Chief Fire Officer	1	-	1
Divisional Fire Officer	5	-	5
Senior Station Fire Officer	14	-	14
Station Fire Officer	89	1	90
Sub Fire Officer	63	-	63
Firefighter	932	27	959
TOTAL			<u>1136</u>

Human Resource:

Designation	No. of Male	No. of Female	Total
Human Resource Manager	-	1	1
Assistant Manager, Human Resources	-	1	1
Senior Human Resource Executive	-	1	1
Human Resource Executive	1	2	3
Confidential Secretary	-	1	1
Word Processing Officer	-	1	1
TOTAL			<u>8</u>

Finance Section:

Designation	No. of Male	No. of Female	Total
Manager, Financial Operations	1	-	1
Principal Financial Officer	-	1	1
Financial Officer/Senior Financial Officer	-	-	-
Assistant Financial Officer	-	3	3
TOTAL			<u>5</u>

Procurement & Supply Section:

Designation	No. of Male	No. of Female	Total
Manager Procurement and Supply	1	-	1
Assistant Manager Procurement and Supply	-	1	1
Procurement and Supply Officer/ Senior Procurement and Supply Officer	1	-	1
Assistant Procurement and Supply Officer	1		1
TOTAL			<u>4</u>

Mechanical Workshop:

Designation	No. of Male	No. of Female	Total
Mechanical Engineer/Senior Mechanical Engineer	1	-	1
Engineer/Senior Engineer (Civil)	1	-	1
Workshop Supervisor	1	-	1
Foreman	1	-	1
Automobile Electrician	2	-	2
Automobile Electronics Technician	1	-	1
Motor Mechanic	4	-	4
Welder	1	-	1
Panel Beater	1	-	1
TOTAL			<u>13</u>

General Service:

Designation	No. of Male	No. of Female	Total
Office Management Executive	1	1	2
Higher Executive Officer	1	-	1
Office Management Assistant	-	2	2
Management Support Officer	7	38	45
Officer Supervisor	-	1	1
Head Office Auxiliary	1	-	1
Office Auxiliary/Senior Office Auxiliary	1	4	5
TOTAL			<u>57</u>

Workmen's Class:

Designation	No. of Male	No. of Female	Total
Receptionist/Telephone Operator	1	-	1
General Assistant	2	-	2
Handy Worker	1	1	2
General Worker	8	2	10
Driver	1	-	1
TOTAL			<u>16</u>

Part II

MAJOR ACHIEVEMENT & CHALLENGES

Major Achievements 2023-2024

1. Firefighting Appliances and Equipment.

The following appliances and equipment have been procured by the Mauritius Fire and Rescue Service to increase the operational capability and enhance operational state of preparedness and ensure prompt response to emergencies such as fires and flooding.

- I. Acquisition of Eight (8) Utility Double cab which have already been delivered and are fully operational.
- II. Acquisition of Two (2) Breathing Apparatus Compressors for the refilling of Breathing Apparatus cylinders used by firefighters during emergencies.
- III. Acquisition of four (4) Portable pumps to increase capability to deal with flooding incident.
- IV. Implementation of Fleet and Equipment Management System for efficiencies and support service delivery to ensure prompt mobilization of resources to incident site.
- V. Modernization and Automation of the MFRS Main Control Room Control through the implementation of Control Room Mobilization Management System for efficiencies and to enhance service delivery. The Phase 1 has been completed.
- VI. Enhancing the existing Radio Communication System through the acquisition of modern Radio Communication equipment and devices.
- VII. Acquisition of Personal Protective Equipment to the tune of approximately Rs 8M to better equipped firefighter to perform their duty.

2. Enforcement of statutory fire safety requirements in high-risk premises.

1248 high risk premises inspected to ensure compliance with statutory fire safety requirement s which comprises registered night clubs, employees lodging accommodations, filling stations, bulk fuel depots, gas retail stores, inflammable liquids and substances stores were inspected to ensure compliance.

3. Fire Certificate

The MFRS has inspected some 6308 prescribed buildings in accordance with the Mauritius Fire and Rescue Service Act 2013 and issued 5309 fire certificates to ensure compliance with fire safety requirement.

4. Fire Safety and Emergency Preparedness Campaign

558 sessions conducted by MFRS with a view to sensitize target groups comprising students, employees at their place of works, housewives, senior citizens, local communities, clubs and associations on fire safety, disaster preparedness, risk reduction and emergency response. The MFRS also participate actively in events organized by the Citizen Support Unit under the purview of the Prime Minister’s Office.

5. Fire incident and non-fire incident attended by MFRS

MFRS attended to some 9453 fire incidents and 9203 non-fire incidents with an average response time of 9 minutes.

6. Human Resources

The MFRS has recruited a total of 78 firefighters.

Status on Implementation of Budget Measures

Budget Measure 2022/23					
<u>SN</u>	Budget Measure description	<u>Implementation Status</u>	<u>Reasons for Delays</u>	<u>Way forward</u>	<u>Remarks</u>
		(Not yet completed)			
1	To assist our fire services in rapid intervention, we will construct Satellite Fire Stations at Bambous Virieux, St-Pierre, Chemin Grenier, La Gaulette, Bambous, Grand Bois, L’Escalier and Bel-Air.	Land has already been identified. Action has been initiated for necessary clearances from relevant authorities. Same is being awaited. The Preliminary Drawings have already discussed and mutually agreed.	Procedures for identification and vesting of land and other relevant clearances from Ministries take time.	The projects are being closely monitored at level of Parent Ministry through Steering Committee chaired by the Senior Chief Executive	

Status on Implementation of Key Actions

Delivery Unit	Main Service	Key Performance Indicator	Target 2023/24	Achievements as at 30 June 2024	Remarks
Mauritius Fire and Rescue Service	Efficient fire and rescue services	Percentage of vehicle fleet fully operational	77%	80%	
		Number of sensitization campaigns on fire safety and emergency	450	558	
		Control and Mobilisation System Fleet and Equipment Management System operationalised	March 24	1. Fleet and Equipment Management System is fully operational. 100% 2. Control and Mobilisation System 75%	Control and Mobilisation System Software Development Design and User Acceptance Test completed. The delay was caused due to operation complexities.

Risk Management, Citizen oriented initiatives and Good Governance

The MFRS has implemented the following systems to manage risks, enhance customer service approach and promote good governance:

Fleet and Equipment Management System

The Mauritius Fire and Rescue Service has embarked on a complete web-based Fleet and Equipment Management System (FEMS) project equipping the MFRS vehicles with Global Positioning System (GPS) and other devices interfacing with a web-based Equipment for monitoring.

The FEMS provide all round the island coverage and is configured such that each site has access to data pertaining to its fleet of vehicles providing live tracking, detailed activities of MFRS fleet and exact position of each vehicle for better co-ordination which as a result trigger fast deployment thus enhancing productivity as well as cut down expenses by monitoring and managing the fleet of vehicles.

National Electronics Licensing System

The Fire Safety Division of the Mauritius Fire and Rescue Service embarked on a Digital Transformation since 13 September 2021 for the issue of Fire Certificate to simplify business processes and making public services efficient and prompt service delivery. Applications are made electronically through the National Electronic Licensing System (NELS) from anywhere anytime provided that the applicant has an internet facility and a computer. This system was launched to facilitate the work of applicants without them having to displace to the customer counter at Port Louis and do online payments. The system help applicant to make online application, online payment, received online fire Certificate and view their application status.

Control and Mobilising Management System

The Mauritius Fire and Rescue Service has embarked in the implementation of a reliable Control and Mobilising Management System for the effectiveness, efficiency and safety of successful management of emergency incident.

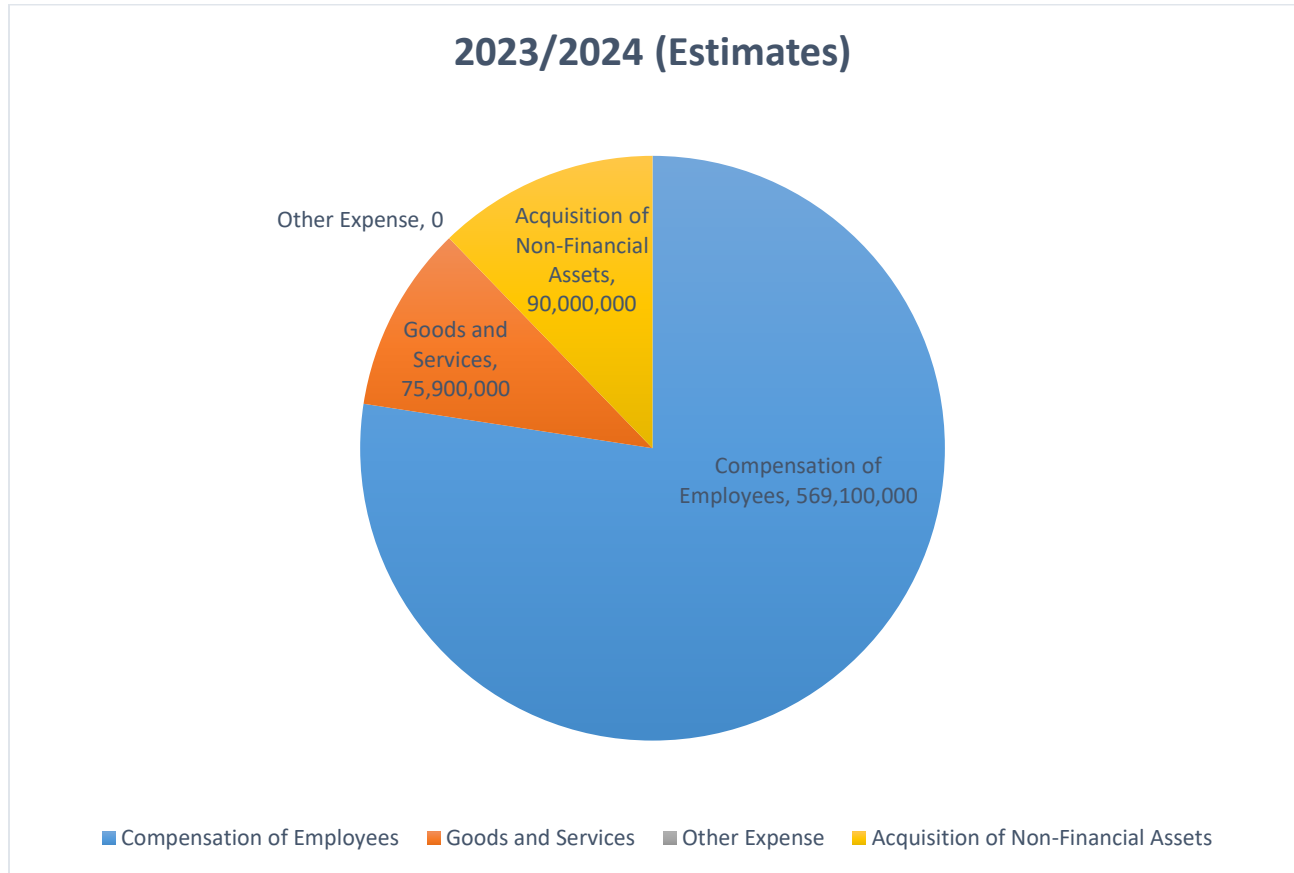
Part III

FINANCIAL PERFORMANCE



FINANCIAL HIGHLIGHTS

The Voted Provision to the tune of Rs 735,000,000/- for the Mauritius Fire & Rescue Service in respect of the Financial Year 2023/24 is distributed as follows: -



STATEMENT OF EXPENDITURE

Summary of Total Expenditure incurred by the Mauritius Fire & Rescue Service for Financial Years 2022/23 and 2023/24 in below: -

Head/Sub-Head of Expenditure (Rs million)	2022-23 Actual	2023-24 Estimates	2023-24 Actual
Compensation of Employees	548,655,289	569,100,000	598,850,057
Goods and Services	74,428,358	75,900,000	69,769,605
Subsidies			
Grants			
Social Benefits			
Other Expense			
Acquisition of Non-Financial Assets	140,120,100	90,000,000	49,733,089
Acquisition of Financial Assets			
Total	763,203,747	735,000,000	718,352,751

ANALYSIS

There is a slight decrease of 5.87% under the MFRS total Actual Estimates in respect of Financial Year 2023/24 compared to 2022/23. The overall performance was in line with MOFED's guidelines as outlined through Budget Circular 2023/24.

Compensation of Employees

Expenditure under Compensation of Employees in the Year 2023/24 was subject to an increase which was mainly due to the payment of Public Holiday Allowance & Sunday Allowance under Vote & Item 050301 – 21 110 004.

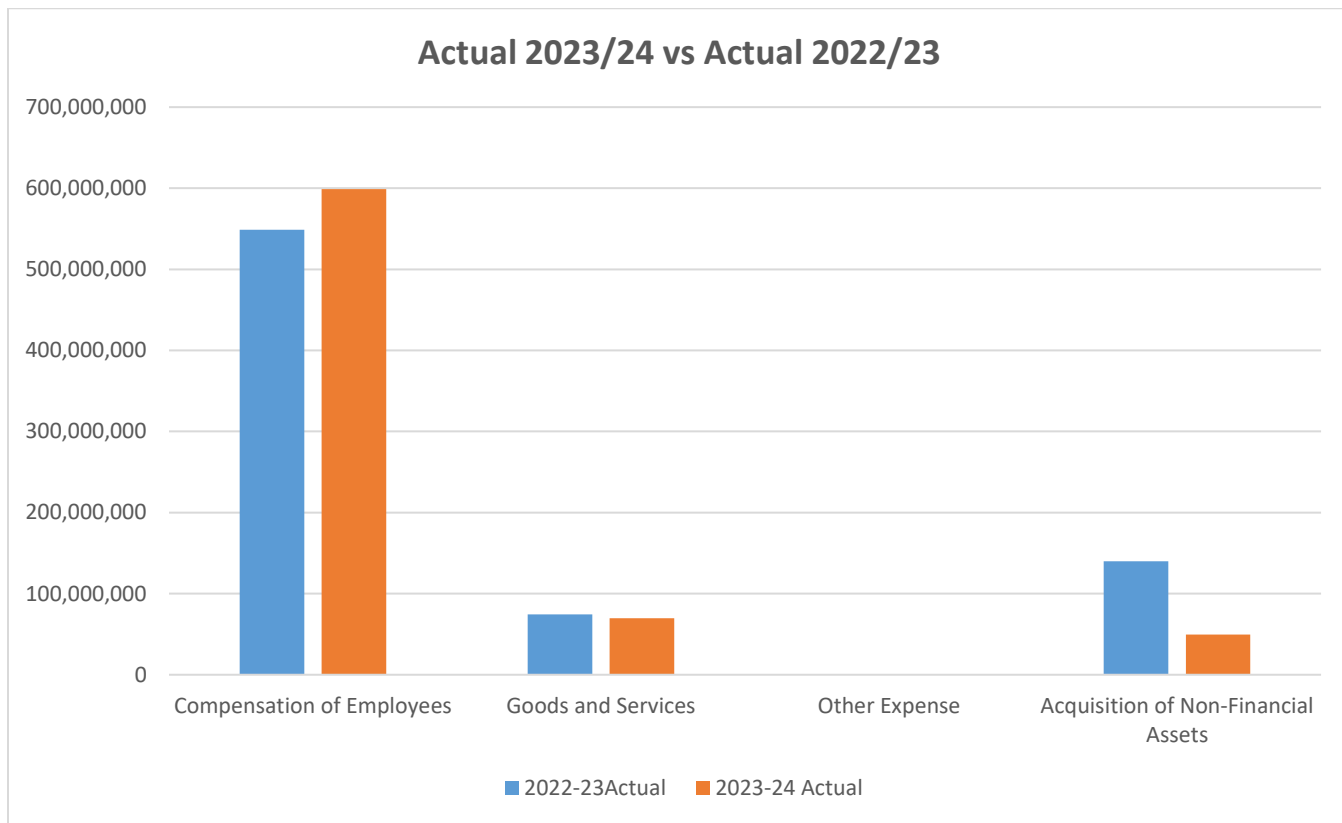
Goods & Services

The budgeted provision for the fiscal year 2023/24 under Goods & Services was slightly decreased as compared to 2022/23 and expenditure under this Economic Category was within the Budgeted Provision.

Acquisition of Non-Financial Assets

The MFRS' aim for a high level of readiness to combat various physical hazards remains unflinching. Accordingly, Management is conscious of the need to maintain a reasonable fleet of specialized vehicles and stock of crucial equipment together with the Construction of Satellite Fire Stations to attain the organisation's objectives.

The percentage expenditure under Acquisition of Non-Financial Assets is 55.26% and together with Compensation of Employees and Other Goods & Services gives an Average of 94.12 % of total reduced Estimates.



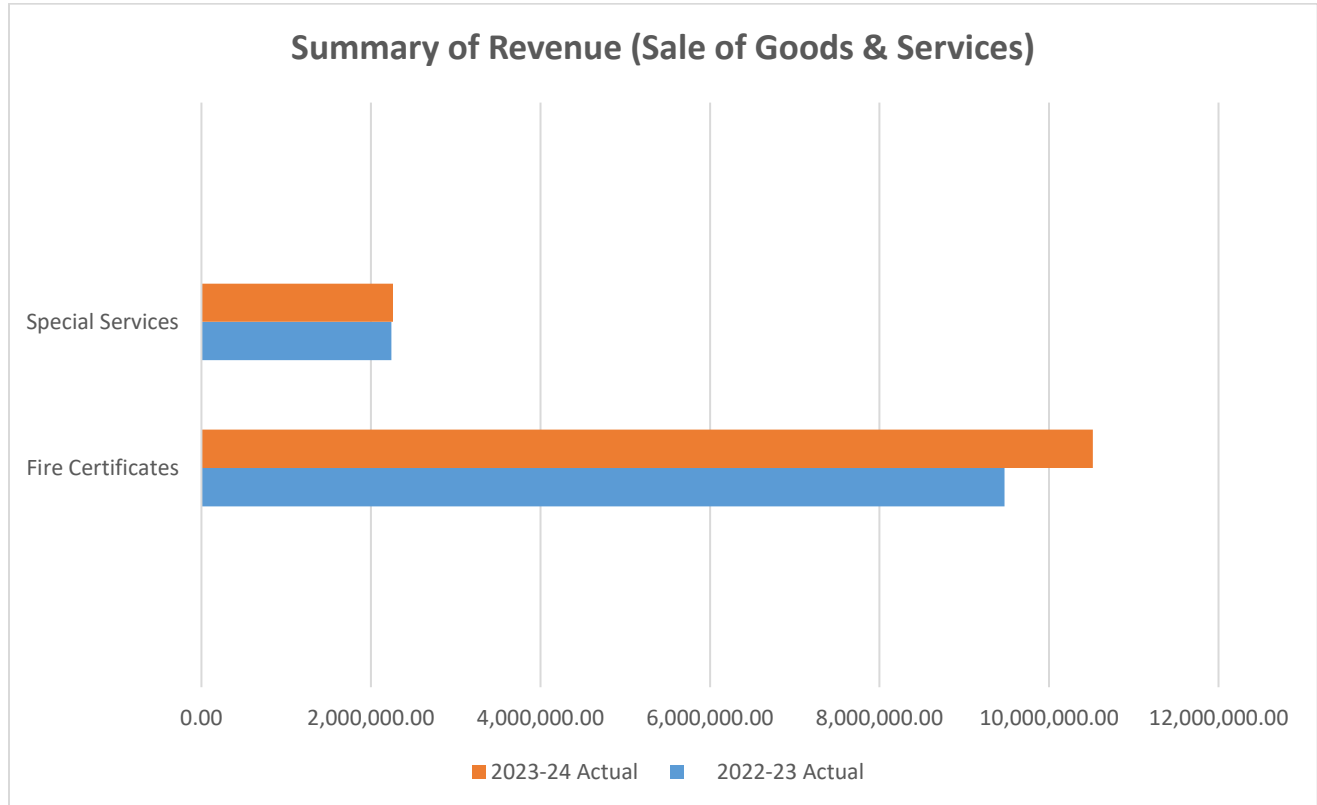
STATEMENT OF REVENUE

Summary for Revenue raised by the Mauritius Fire & Rescue Service and deposited into the Consolidated Fund as per table below: -

Revenue (Rs million)	2022-23 Actual	2023-24 Estimates	2023-24 Actual
Property Income			
Sale of Goods & Services:			
- Fire Certificates	9,475,977	9,350,000	10,516,452
- Special Services	2,240,417	1,650,000	2,260,313
Fines, Penalties and Forfeits			
Miscellaneous Revenues			
Total Revenue from Property Income, User Fees and other sources	11,716,394	11,000,000	12,776,765

ANALYSIS

There has been an increase in Special Services and Fire Certificates due to an increase in Events organised in Mauritius and following the Circular Letter No 59 of 2022 whereby Government-owned buildings and Government-leased buildings should have a valid fire certificate.



Part IV

WAY FORWARD

Trends and Challenges

Key Challenges

- Addressing demand for services through innovative, best value service delivery and management strategies by decentralization to ensure all parts of the island have access to and benefit from essential emergency and disaster service.
- Developing our resources to ensure that we continue to respond effectively to foreseeable events impacting from climate change.
- Building capacity of our human resources for an efficient and effective service delivery.
- Improving response times in cases of fires and other emergencies in line with international standards through the construction of new fire stations at strategic locations throughout the island.

Strategic Directions.

Reduce number of fires and other incidents.

- I. Through preventive initiative and increasing the number of personnel who will engage in emergency preparedness.
- II. Increase the number of sensitization campaign on fire safety and emergency disaster preparedness in the community.
- III. Improve response time in cases of emergencies

Construction of new fire stations and satellites fire stations at strategic locations throughout the islands.

- I. Construction of a **new fire station at Goodlands**. Contract has already been awarded to successful bidder. Construction works already started.
- II. Construction of a **new fire station at Mt Blanche**. Bidding document is being finalized at the level of MNI&CD. Tender will be launch shortly.
- III. Construction of a **new Fire Station and Head Quarters at Quatre Bornes**. The Drawings is being finalized at the level of MNI&CD.
- IV. Construction of a **new fire station at Jin Fei**. The preliminary drawings are under preparation at the level of MNI&CD.
- V. vii. Construction of **satellite Fire stations** through the island in order to improve the response time to attend emergencies so as to be in line with international standards at the following strategic locations.

- Bel Air Riviere Seche
- Chemin Grenier
- Anse Jhoncee
- Bambous
- La Gaulette
- St Pierre
- L'Escalier
- Grand Bois

Provide a sustainable service that demonstrate quality in service provision.

Continually reviewing resource arrangement to deliver our prevention, protection and response service

Make use of technological advances to meet service improvement and requirement.

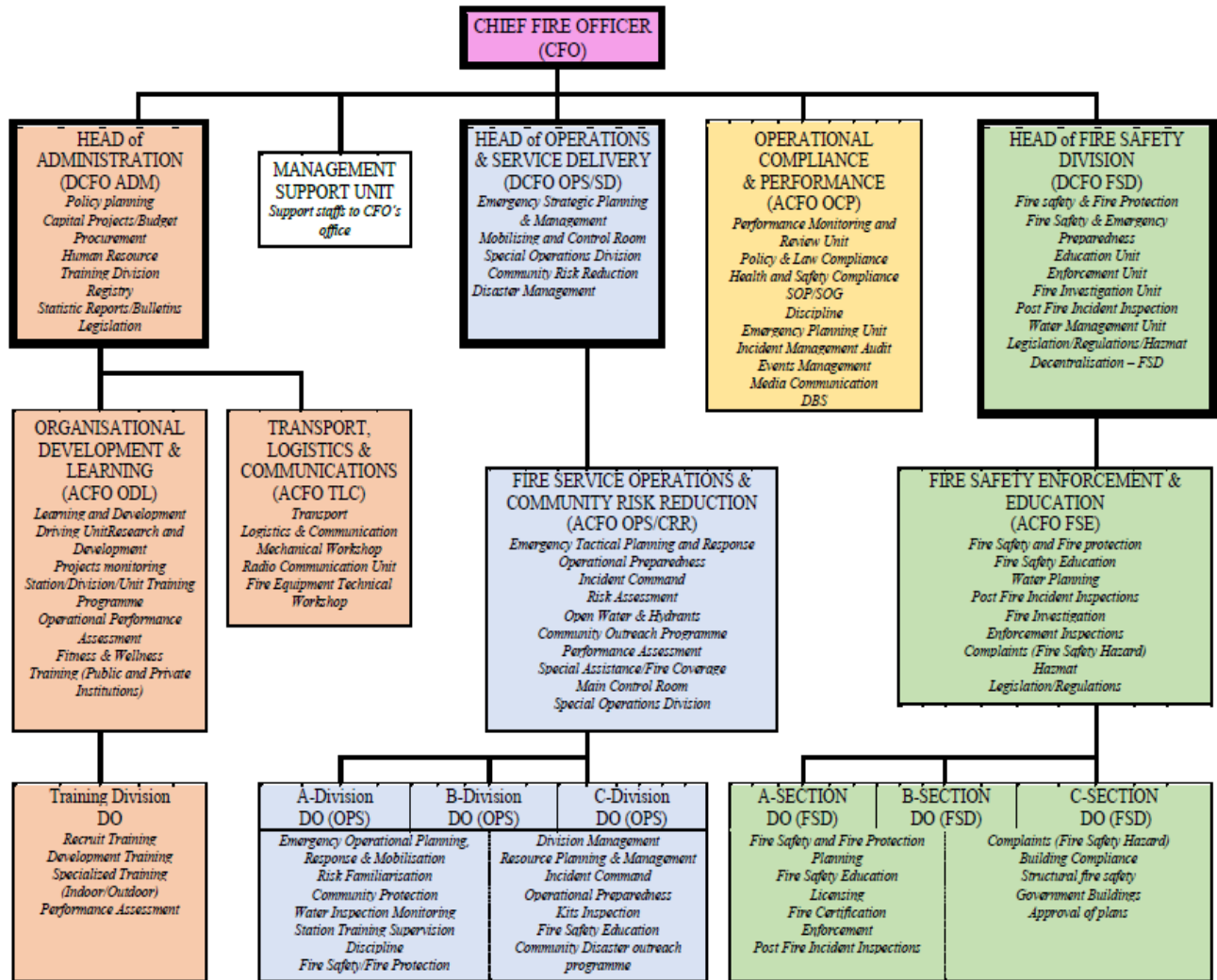
Enhancing existing automation system (National E- Licensing System, Fleet and Equipment management System, and implementation of the Control Room and Mobilisation Management System for efficiencies and support service delivery.

Modernization of Equipment and Infrastructure.

Keep pace with evolving technology for firefighting equipment to improve operational capabilities and response times.

- I. Acquisition of Three (3) major water tenders. Contract has already been awarded to successful bidder. The delivery of the vehicles is expected by October 2024.
- II. Acquisition of five (5) First Response vehicles. the vehicles are equipped with new technology for firefighting and rescue operations. Contract has already been awarded to successful bidder. The delivery of the vehicles is expected by January 2025.
- III. Acquisition of new sets of breathing apparatus and personal protective equipment, to better equip firefighters with adequate protective equipment.
- IV. Acquisition of additional Portable pumps.
- V. Acquisition of Dinghy to be used by Swift Water Rescuers to attend emergencies a rescue operation during flooding.

ORGANISATIONAL CHART






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