

Mauritius Fire and Rescue Service
Under the aegis of Ministry of Local Government

CUSTOMER CHARTER



MAURITIUS FIRE AND RESCUE SERVICE
HEAD OFFICE
ATALIAN TOWER
57 LABOURDONNAIS STREET
PORT-LOUIS

Tel : (230) 212 0214/15
Fax : (230) 208 3875
E-mail add : mfrs_headoffice@govmu.org

CUSTOMER CHARTER

Our Customer Charter sets out our service delivery approach and commitment to customers, their rights and responsibilities and how they can expect their complaints to be dealt with.

OUR VISION

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

OUR 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 community.

OUR COMMITMENT

The MFRS is dedicated to build a safer Mauritian Society by:

- reducing the risks that cause emergencies;
- dealing with emergencies when they happen;
- building public confidence in the service;
- working effectively with our partners and stakeholders; and
- continually developing the resources available to meet changing needs.

OUR MAIN RESPONSE

The Mauritius Fire and Rescue Service (MFRS) is responsible for ensuring the people of the Republic of Mauritius are supported by, and benefit from, an effective disaster and emergency management system and essential emergency response services. The MFRS provides fire mitigation and management services, emergency rescue and disaster management services. The MFRS currently operates 11 fire stations manned by 938 firefighters working on a shift system to provide fire and emergency cover for the whole country with a population of about 1.3 million. This gives us a fire fighter-to-population ratio of 1 fire fighter on duty for every 5500 in population to respond to an annual average of 7000 to 8000 fires, about 4500 non-fire incidents with a fleet of 33 firefighting vehicles.

Emergency

Call us on Hotline 115 for emergency as your call will be considered as top priority and reply your call promptly. We shall mobilize our available resources within 60 seconds and aim to reach the incident site as quickly as possible. We offer a 24 hour round the clock service.

Non-emergencies

Telephone calls will be answered in a courteous and professional manner. Our location and name will be given on answering the call. If a call has to be transferred, we will endeavor to connect you to the correct person or take a message if the contact is not available.

The following Fire Stations operate on a 24/7 basis and can be contacted through:

Fire Stations	Phone Numbers	Fax	Email
Coromandel	233-8995/96	233-8269	coromandelmfrs@govmu.org
Curepipe	675-1414/15	670-1800	curepipemfrs@govmu.org
Flacq	413-2527/4943	413-7560	flacqmfrs@govmu.org
Mahebourg	631-9540/1115	631-2315	mahebourgmfrs@govmu.org
Piton	264-1522	264-2400	pitonmfrs@govmu.org
Port Louis	212-2021/22	210-9562	portlouismfrs@govmu.org
Quatre Bornes	464-3068/9933	467-2879	quatrebornemfrs@govmu.org
Rose Belle	5433-2593/97		rosebellemfrs@gmail.com
St Aubin	626-4780/4428	626-4430	staubinmfrs@govmu.org
Tamarin	483-1503/05/06	483-1507	tamarinmfrs@govmu.org
Triolet	261-0650/0661	261-0657	trioletmfrs@govmu.org

Contact Number of other Sections:

Sections	Phone Numbers	Fax	Email
Fire Safety Division	210-9617 210-8885	211-8623	firesafetydivisions@govmu.org
Fire Safety Enforcement Unit	210-9012 210-9012 210-8947		mfrsenforcementunit@govmu.org
Water Management Unit	210-2495		
Customer Care Office	211-3580 211-5839	211-3258	customercaremfrs@govmu.org
Cash Office	2120214/15		
Fire Investigation Unit	214-1873		
Training Unit	232-1584	233-8999	trainingunit@govmu.org

OTHER SERVICES

Fire Safety Division

The Fire Safety Division is located at MFRS Head Office on 4th and 5th floor, Atalian Tower, 57 Labourdonnais Street, Port Louis. It aims to promote fire safety culture in Mauritius, through talks, lectures, demonstrations and media. It also carries out inspection of buildings, filling stations, fuel depots, gas installations and other fire hazardous premises throughout the island for the purpose of fire certification under Section 19 of the Mauritius Fire and Rescue Service Act 2013.

A fire certificate is issued after compliance with fire safety requirements and payment of a *prescribe fee*.

Fire Safety Enforcement Unit

The Fire Safety Enforcement Unit supports the Fire Safety Division and is situated at MFRS Head Office, on 4th floor, Atalian Tower, 57 Labourdonnais Street, Port Louis. This unit is responsible to conduct enforcement inspection to ensure compliance with Fire Safety requirements in public/private premises are maintained.

Water Management Unit

The Water Management Unit is located at the MFRS Head Office on 5th floor, Atalian Tower, 57 Labourdonnais Street, Port Louis. This section is responsible for all policies regarding water sources from which water can be drawn for fighting fires or other related work.

Customer Care Service

Our Customer Care Office is on the ground floor of MFRS Head Office, Atalian Tower, 57 Labourdonnais Street, Port Louis and is open on weekdays from 08:45 hrs to 15:00 hrs and our officers will be most willing to assist you.

Cash Office

The cash office of the Finance Section is located at MFRS Head Office, on 6th floor, Atalian Tower, 57 Labourdonnais Street, Port Louis and is open on weekdays from 09:00 hrs to 15:00 hrs.

Fire Investigation Unit

The Fire Investigation unit is located at MFRS Head Office, on 10th floor, Atalian Tower, 57 Labourdonnais Street, Port Louis. The Unit has primary goal to determine the true cause of fire in a professional manner while considering the weight of evidence using accepted standards.

Fire Safety Awareness and Education Unit

The aim of this Unit is to provide a fire safety culture in Mauritius through talks, lectures, demonstrations and broadcast to the population.

We shall work with you to help prevent fires and advise on preventive measures.

Control Room and Mobilizing Centre

The Control and Mobilizing Centre is located at MFRS Head Office on 10th floor, Atalian Tower, 57 Labourdonnais Street, Port Louis. Emergency calls are received on our **Hotline 115** and resources are mobilized to incident sites.

For a rapid response, the caller shall provide the following information:

- 1. Name of caller*
- 2. Telephone number of caller - for gathering additional information in case necessary
Exact address of incident/emergency*
- 3. Type of emergencies - e.g. Fire, Accident, Rescue etc...*
- 4. Nature of fire - e.g. building, vehicle, industry, bush/sugarcane etc...*
- 5. Any landmark for ease of reference to arrive more rapidly on the emergency spot.*

Training Division

The Training Division is located at Coromandel Fire Station, Industrial Zone, Coromandel. Besides offering comprehensive in-house training for its personnel; the Division also offers external theoretical and practical training on fire safety to non-fire personnel and fire safety education to the general public and specific community.

Management Support Unit

The Management Support Unit is situated at MFRS Head Office, on 11th floor, Atalian Tower, 57 Labourdonnais Street, Port Louis. The prime duty of this unit is to provide technical support to top management.

OTHER SUPPORT SERVICES

Human Resource Section

The Human Resource Section is situated at MFRS Head Office, on 7th floor, Atalian Tower, 57 Labourdonnais Street, Port Louis.

Finance Section

The Finance Section is situated at MFRS Head Office, on 6th floor, Atalian Tower, 57 Labourdonnais Street, Port Louis.

Procurement and Supply Section

The Procurement and Supply Section is situated at MFRS Head Office, on 7th floor, Atalian Tower, 57 Labourdonnais Street, Port Louis.

COMPLAINTS AND FEEDBACK

We shall make every effort to provide 24-hour service in an effective and efficient manner and welcome suggestions and feedback from stakeholders to further improve our service.

If you have any enquiry, complaint and suggestion, you may either write to us or telephone us as follows:

MAURITIUS FIRE AND RESCUE SERVICE

HEAD OFFICE

Atalian Tower,

57 Labourdonnais Street,

Port Louis

TEL: 212-0214/15

FAX: (230) 208-3875

E-mail: mfrs_headoffice@govmu.org

CUSTOMER CARE OFFICE

TEL: 211 3580/ 5839

FAX: 211-3258

Website: <https://mfrs.govmu.org>

This charter was revised and updated on 03 April 2025.

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