

## YOUR VIEWS COUNT

- We continuously strive to improve our standards. To do this, we need to know what kind of service you want;
- We promise to consider your views when setting our service standards;
- Inform us if you are not satisfied and are unhappy with our service delivery; and
- Give us your comments so that we can improve our service.

## WHAT WE ASK OF YOU

The quality of service we can provide to you depends on various issues including input and co-operation we receive. We therefore request you to:

- Be honest, polite and patient;
- Be timely in providing required and accurate information to the Division;
- Comply with existing Legislations, Regulations and Procedures; and
- Treat our staff members with the necessary respect.

**When you communicate with us, please provide the following information:**

- Your full name
- Postal address/ email address/ telephone number/fax number
- Provide a clear description of your particular concern/s or need/s
- Keep a record of the issue at stake and the person in our Division whom you dealt with as well as the date and the time of the communication to improve our services.

## FEEDBACK, COMMENTS AND COMPLAINTS

*If you have any comment, suggestion or a request about the activities or services of the Division you should contact:*

The Head of INTERPOL- NCB Division  
Namibian Police Force  
Police National Headquarters  
2<sup>nd</sup> Floor, Old Building, West Wing  
C/O Julius Nyerere & Jan Jonker Road

Private Bag 12024  
Ausspahnplatz  
Windhoek  
Namibia

Phone: +264 61 209 3269/3270/3720

Fax: +264 61 246 617

E-mail: ncbWindhoek@nampol.na

- If you are not satisfied with the response from the Division you may approach the Office of the Inspector General Namibian Police Force.
- Should you still not be satisfied you may approach the Office of the Executive Director.
- Should you still not satisfied you may approach the Office of the Minister.
- If still not satisfied you may approach the Office of the Ombudsman



Ministry of Home Affairs,  
Immigration, Safety and  
Security

## CUSTOMER SERVICE CHARTER NAMIBIAN POLICE FORCE

### **DIVISION: INTERPOL-NATIONAL CENTRAL BUREAU (NCB) WINDHOEK**

The Division serves as the national point of contact for INTERPOL Member Countries.



## THIS CHARTER

- Outlines the services we provide (What we do)
- Defines who are our Customers
- Reflects our commitments
- Sets standard of services that you can expect from us at all times
- State what we will do if you contact us
- States that your views count
- Indicates what we ask of you
- Explains how to provide us with feedback and how to make a complaint, if you are not satisfied with our service

## WHAT WE DO

- Liaise and coordinate domestic and International crime and other matters requiring International Investigations support;
- Facilitate the exchange of information and intelligence;
- Promote and facilitate the expansion of INTERPOL Policing Capabilities;
- Coordinate and facilitate extradition and mutual legal assistance requests; and
- Coordinate meetings, conferences, workshops and specialized trainings;

## OUR CUSTOMERS

- INTERPOL and AFRIPOL member countries
- Namibian Police Force Staff members
- O/M/As and RCs
- Other Law Enforcement Agencies
- Private sectors
- Members of the Public

## OUR COMMITMENT TO YOU

- ✓ Our commitment to our customers is the provision of effective and accurate communications services.
- ✓ We strive to execute our duties within the following

Value	Description
<b>Synergy</b>	Value team work, effective communication and coordination towards achieving our vision.
<b>Ethics</b>	Provide reliable and quality service with dignity, honesty, confidentially and integrity
<b>Efficiency</b>	Strive to achieve more with available resources whilst maximising output.
<b>Patriotism</b>	Showing devoted love, support and being loyal to our country.
<b>Accessibility</b>	Cultivate a culture of access to information, and services without prejudice
<b>Innovation</b>	Foster continuous improvement through technological advancement research and evidence based practices
<b>Customer centric</b>	Serve with courtesy, politeness, humility, respect, helpfulness

## OUR SERVICE PROMISE/STANDARDS

We will:

- Liaise and coordinate domestic and International crime and other matters requiring International Investigations support within seven (7) working days upon receipt of request;
- Facilitate the exchange of information and intelligence with other INTERPOL member countries, General Secretariat and stakeholders according to INTERPOL Quality Standards ( **Flash**: immediately, **Urgent**: within seven (7) days, **Normal**: within thirty (30) days)
- conduct awareness on INTERPOL Policing capabilities bi-annually or when need arise;
- trace and apprehend fugitives within thirty (30) days upon request; and
- Coordinate INTERPOL, AFRIPOL, SADC, SARPCCO and Statutory meetings, conferences, workshops and specialized trainings within seven (7) working days

## WHEN YOU CONTACT US

### **If you phone us**

- We will answer to your call within 3 rings;
- We will return your call within 2 days if we can't provide an answer immediately.

### **If you write to us**

- We will acknowledge receipt within 2 working days, provide you with an explanation of how we are handling your case and inform you when to expect an answer.

### **If you visit us**

- We will attend to you within 5 Minutes if you have an appointment with us;
- We will respond to your questions while you are with us, if we cannot we will let you know why, and when you can expect an answer;
- If you need referral, we will do it on your behalf by phone or by email and copy it to you, and provide you with the name of the person to contact, address and contact details.