

## 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 Office;
- 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 Office 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 Office you should contact:*

The Office of the Principal Staff Officer  
Namibian Police Force  
Police National Headquarters  
8th Floor, New Building, East Wing  
C/O Jan Jonker Road and Galilei Street

Private Bag 12024  
Ausspanplatz  
Windhoek  
Namibia

Phone: +264 61209 3282

Fax: +264 61 228 533

E-mail: IGP@nampol.na

- If you are not satisfied with the response from the Office of the Principal Staff Officer, you may approach the Office of the Inspector General Namibian of the Police Force.
- Should you still not be satisfied you may approach the Office of the Executive Director.
- **Should you still not be satisfied you may approach the Office of the Minister.**
- If still not yet satisfied you may approach the Office of the Ombudsman



Ministry of Home Affairs,  
Immigration, Safety and  
Security

## CUSTOMER SERVICE CHARTER NAMIBIAN POLICE FORCE

### OFFICE OF THE PRINCIPAL STAFF OFFICER

The office is responsible for International Relations, administrative, secretariat and protocol support services.



## **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**

- Ensure compliance to international peace support operations, (UN, AU and SADC);
- facilitate and coordinate implementation of resolutions of statutory meetings and cabinet decisions;
- Render administrative support;
- Provide secretariat services;
- Provide protocol services; and
- Plan and organize NamPol events.

## **OUR CUSTOMERS**

- Namibian Police Force staff members
- Members of International Organizations
- Foreign nationals and diplomats
- O/M/As and RCs
- Members of the public
- Public and private institutions

## **OUR COMMITMENT TO YOU**

- ✓ Our commitment to our customers is the provision of accurate and timely office support service; and
- ✓ We strive to execute our duties within the following guiding **VALUES**:

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, confidentiality 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:**

- ensure compliance to international peace support operations, (UN, AU and SADC) at all times upon receipt of invitation or notification;
- provide meeting reports within five (5) working days and country brief reports within seven (7) working days upon receipt of all inputs;
- provide progress reports on the implementation of cabinet decisions bi-annually or when need arise;
- oversee the planning, organizing and coordinating all logistics for national and international events within a day upon receipt of notification;
- provide protocol services at all times as prescribed in the protocol guidelines;

- draft speeches within five (5) working days and correspondences on a daily basis upon request or receipt of notification;
- draft minutes and ensure distribution of records to concerned offices within seven (7) working days after the meeting;
- draft NamPol Annual Report of preceding Financial Year and ensure publication and distribution within the fourth quarter annually; and
- provide administrative support to the Office of the Inspector General of Police at all times.

## **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.