

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 Explosives Control Division
145 Nelson Mandela Avenue
Eros, Windhoek

Private Bag 12024
Ausspannplatz
Windhoek
Namibia

Phone: +264 61 209 4250/4213/4255
Fax: +264 61 301514
E-mail: windhoekexplosives@nampol.na

- If you are not satisfied with the response from the Division you may approach office of the Deputy Inspector General for Operations.
- Should you still not be satisfied you may approach the Office of the Inspector General of the Namibian 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 satisfied you may approach the Office of the Ombudsman.



Ministry of Home Affairs,
Immigration, Safety and
Security

NAMIBIAN POLICE FORCE CUSTOMER SERVICE CHARTER



DIVISION: EXPLOSIVES CONTROL

The Division is responsible for controlling explosives.



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

- Enforce laws pertaining to the manufacture, storage, sale, transport, importation, exportation, in-transit, firework displays and use of explosives;
- Conduct security sweeping operations;
- Detect explosives
- Clear and dispose unexploded ordnances, remnants of war, ammunitions and fire-arms;
- Attend to bomb threats, suspected objects/ vehicle and bomb explosions;
- Register, examine and vet consumers of explosives, fireworks dealers, nitrocellulose dealers, blasters, magazine masters, propellant users;
- Conduct inspection of explosives sites and vehicles;
- Investigate accidents, incidents concerning the storage, transport, import, export, manufacture and use of explosives
- Handle explosives appeals;
- Issue explosives licenses and permits;
- Handle hazardous substances, mine action and explosives ordnance;
- Attend to all matters pertaining to Chemical, Biological, Radioactive, and Nuclear (CBRN) devices;
- Test explosives prior to utilization; and
- Conduct explosives public awareness campaigns and trainings;

OUR CUSTOMERS

- Mining sectors
- Construction and transportation companies
- International Organisations
- O/M/As and RCs
- Members of the Public
- Namibian Police Force staff members
- NGOs
- Public and Private Institutions

OUR COMMITMENT TO YOU

- ✓ Our commitment to our customers is to ensure effective control of explosives.
- ✓ We strive to execute our duties within the following guiding **VALUES**:

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

OUR SERVICE PROMISE/STANDARDS

We will:

- enforce laws pertaining to the manufacture, storage, sale, transport, importation, exportation, in-transit, fireworks displays and use of explosives at all times;
- conduct security sweeping operations two (2) hours prior to the event upon request;
- provide explosive K9 services within two (2) days upon requests;
- clear unexploded ordnances and/ or remnants of war and ammunitions within three (3) months upon receipt of request;
- attend to bomb incidences, unexploded ordnances, remnants of war, ammunitions and fire-arms at all times according to the international standards;
- register, examine and vet consumers of explosives, fireworks dealers, nitrocellulose dealers, blasters, magazine masters, propellant users within three (3) months for Namibian citizens and within six (6) months for foreign nationals;
- conduct inspection of explosives sites and vehicles on a quarterly basis;
- investigate accidents, and incidents concerning the storage, transport, import, export, manufacture, fireworks displays and use of explosives within five (5) working days upon receipt of notification or detection;

- handle explosives appeals within fourteen (14) working days;
- issues explosives license for manufacturing, factory and storage facilities within six (6) months, for vehicles within fourteen (14) working days and permits within seven (7) working days;
- attend to all matters pertaining to Chemical, Biological, Radioactive and Nuclear (CBRN) devices within a day;
- test explosives within three (3) months prior to utilization;
- Conduct public explosives awareness campaigns on a quarterly basis; and
- Conduct explosives training at all times upon receipt of request.

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.