

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 directorate
- 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 Directorate 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 Directorate you should contact:

The Head of Criminal Investigation Directorate
Police National Headquarters
3rd Floor, Old Building, West Wing
C/O Jan Jonker Road and Julius Nyerere street

Private Bag 12024
Ausspannplatz
Windhoek
Namibia

Phone: +264 61 209 3252
Fax: +264 2093287
E-mail: cid@nampol.na

- If you are not satisfied with the response from the Directorate, you may approach the Office of the Deputy Inspector General for Operations;
- If still not satisfied with the response or action taken, 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 with the response or action taken, you may approach the Office of the Minister;
- If still not satisfied with the response or action taken, you may approach the Office of the Ombudsman.



Ministry of Home Affairs,
Immigration, Safety and
Security

CUSTOMER SERVICE CHARTER

Namibian Police Force



DIRECTORATE: CRIMINAL INVESTIGATION

The Directorate is responsible for investigating and coordinating activities related to crime.



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

- Investigate offences or alleged offences;
- Attend court proceedings;
- Compile national crime statistics;
- Attend to Gender Based Violence (GBV) Complaint;
- Recover and manage assets;
- Verify, seal and escort diamonds;
- Escort wildlife products;
- Regulate Rhino dehorning operations;
- Conduct security clearance for restricted diamond and high value minerals areas;
- Issue second hand goods certificates, engine and chassis numbers to second hand cars and trailers;
- Conduct inspections on second hands goods dealers and scrap yards;
- Gather criminal information/intelligence;
- Conduct crime analysis; and
- Process criminal fingerprints (Pol 16)

OUR CUSTOMERS

- Complainants
- Suspect and accused
- Namibian Police Force staff Members
- O/M/As and RCs
- High value minerals mining companies
- Diamond mining, polishing and trading companies
- Members of the public
- NGOs

OUR COMMITMENT TO YOU

- ✓ Our commitment to our customers is the provision of quality policing services.
- ✓ We strive to render our services within and guided by the following 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:

- conduct a preliminary investigation within a day 24 hours upon receipt of a docket;
- compile case docket investigation within the following timeframe provided that such investigation does not require scientific analysis:

Nature of Dockets	Circumstances	Dockets Compilation Period
Minor offences	Where complainant and suspect are known and available	07 days
	Where suspect is not known, or known and not available	14 days
Moderate offences	Where complainant and suspect are known and available	1 month
	Where suspect is not known, or known and not available	2 months
Serious offences	Where complainant and suspect are known and available	04 Months
	Where suspect is not known, or known and not available	06 Months

Note! Scientific investigation analysis takes 3 months

- compile crime statistics on monthly, quarterly and annual basis;
- analyse crime statistics on a weekly, monthly, quarterly and annual basis;
- Provide feedback to complainant on investigations on a monthly basis or when a need arise;
- finalise recovery of assets within three (3) months and continuously manage assets;
- verify, seal and escort diamonds within a day upon receipt of the request;

- verify and escort wildlife products at all times upon request;
- regulate Rhino dehorning operations at all times upon request;
- conduct security clearance for restricted diamond and high value minerals areas within seven (7) days upon request;
- issue second hand goods certificates within a month, engine and chassis numbers to second hand cars and trailers within seven (7) working days,
- commence collection of information/intelligence within a day upon receipt or detection;
- Conduct inspections on second hands goods dealers and scrap yards monthly in accordance with the Second-Hand Goods Act, 1998 (Act 23 of 1998); and
- Process criminal fingerprints (Pol 16) to Namibia Police Forensic Science Institute within five (5) working days after charging the suspects.

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