

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 Finance Directorate
Namibian Police Force
Police National Headquarters
2nd Floor, New Building, West Wing
C/O Jan Jonker Road and Galilei Street

Private Bag 12024
Ausspannplatz
Windhoek
Namibia

Phone: +264 61 209 3205/3473

Fax: +264 61 228747

E-mail: finance@nampol.na

- If you are not satisfied with the response from the Directorate you may approach Deputy Inspector General for Administration;
- Should you still not be satisfied 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 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



DIRECTORATE: FINANCE

The Directorate is responsible for maintaining prudent financial management in line with Laws and Regulations governing State Funds.



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

- Prepare, monitor and control the Departmental Budget;
- Control the course of expenditure in relation to appropriated funds;
- Prepare reports on budget execution;
- Ensure compliance with Laws and Regulations governing the State Funds;
- Process remuneration and allowances;
- Process suppliers payments;
- Compile Annual Financial Statements;
- Reconcile Suspense and Expenditure Accounts;
- Collect, safe keep, bank and different sources of revenue; and
- Prepare Auditor's Report and respond to audit queries.

OUR CUSTOMERS

- Namibian Police Force staff members
- Suppliers
- O/M/As and RCs
- Members of the public

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
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:

- prepare and submit the NamPol Budget within the given deadline;
- monitor and control the NamPol expenditure on daily basis;
- prepare monthly, quarterly and annual reports on budget execution;
- Ensure compliance with Laws and Regulations at all times;

- process Daily Subsistence Allowance (DSA) advances and claims for individuals within five (5) working days and for bulk within one (1) month upon receipt;
- process salary adjustment advices and overtime claims for individuals within five (5) working days, for bulk and refund from State Revenue within one (1) month upon receipt;
- process leave gratuity within two (2) months of service termination if all documents are available;
- process payments for goods and services within fourteen (14) working days;
- compile Annual Financial Statements;
- reconcile Suspense and Expenditure Accounts on a quarterly basis;
- collect, safe keep, bank and report different sources of Revenue collected on a daily basis; and
- Prepare Auditor's Report annually.

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.