

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 Human Capital Management
Directorate
Namibian Police Force
Police National Headquarters
1st Floor, New Building, West Wing
C/O Jan Jonker Road and Galilei Street

Private Bag 12024
Ausspännplatz
Windhoek
Namibia

Phone +264 61 2093279
Fax +264 61 220621
Email: hcemd@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: HUMAN CAPITAL MANAGEMENT

The Directorate is responsible for providing administration support and advisory services on issues pertaining to Human Resources management, planning and development within NamPol and ensuring that rules and regulations are correctly understood, implemented and complied with.



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

- Finalise mass promotion exercise;
- Purchase and award service medals;
- Process the transfers of staff members;
- Fill delegated and undelegated vacant positions;
- Finalise recruitment of cadet constables;
- Process salary advices;
- Issue advices to stop salary;
- Update personal files;
- Attend to misconduct cases;
- Respond to grievances;
- Process employee's benefits claims;
- Process application for medical aid, social security and GIPF;
- Circulate sponsored training programmes;
- Ensure that all staff members declare their business interest;
- Facilitate induction training;
- Process internship and study leave applications;
- Issue probation confirmation letters;
- Process Benevolent Fund membership applications;
- Process applications for Benevolent Fund financial assistance; and
- Provide catering services.

OUR CUSTOMERS

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

OUR COMMITMENT TO YOU

- ✓ Our commitment to our customers is the provision of effective HRM services.
- ✓ 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:

- finalise mass promotion exercise within four (4) months;
- purchase and award service medals to the recipients annually;
- process the transfers of staff members within five (5) working days provided that all documentations are available;
- ensure that delegated positions are filled within two (2) months and undelegated vacant positions within three (3) months after the closing date of an advert;
- finalise recruitment of cadet constables within six (6) months after the closing date of an advert;
- process salary advices within five (5) working days provided that all documents are attached;
- issue advices to stop salary twenty (20) days prior to the last day of service for retirement and within one (1) working day upon receipt of notification of termination of service;
- update personal files within three (3) days;

- attend to misconduct cases within one (1) month of their occurrence;
- respond to grievances within five (5) working days;
- process employee's benefits claims within two (2) working days provided that all documents are attached;
- process application for medical aid, social security and GIPF within two (2) working days provided that all documents are available;
- circulate sponsored training programmes within three (3) days upon receipts;
- facilitate all employee declaration of business interest annually;
- facilitate induction training to appointed/promoted/transferred staff members within one (1) month from the date of assumption of duty;
- process internship and study leave applications within one (1) month and provide feedback within five (5) working days upon receipt;
- issue probation confirmation letters within one (1) month and process cadet constable conversions within two (2) months upon completion of full twelve (12) calendar months; See NCS
- process Benevolent Fund membership applications within one (1) month upon receipt;
- process applications for Benevolent Fund financial assistance within forty-eight (48) hours, provided all the documents are attached; and
- provide catering services on a daily basis and at all times upon 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.