

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 Information Communications
Technology Directorate
Namibian Police Force
Police National Headquarters
7th Floor, New Building, West Wing
C/O Jan Jonker Road and Galilei Street

Private Bag 12024
Ausspannplatz
Windhoek
Namibia

Phone: +264 61 209 3296
Fax: 264 61 220621

E-mail: ictd@nampol.na

- If you are not satisfied with the response from the Directorate you may approach Deputy Inspector General for Operations.
- 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 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

CUSTOMER SERVICE CHARTER

NAMIBIAN POLICE FORCE

DIRECTORATE: INFORMATION COMMUNICATIONS TECHNOLOGY

The Directorate is responsible for providing Information Communication Technology services for the Namibian Police Force.



THIS CHARTER

- Outlines the services we provide (What we do)
- Defines who our Customers are
- 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

- Provide and maintain ICT hardware, software and network infrastructure;
- Administer and manage information systems security;
- Manage ICT supplies, licenses and planning of software acquisition;
- Maintain website and intranet;
- Provide systems development and support;
- Provide helpdesk support;
- Maintain and attend to emergency line (10111);
- Provide ICT support and backup;
- Create ICT awareness;
- procure ICT equipment, materials and supplies;
- Prepare all ICT equipment for end user's usage;
- Manage and monitor NamPol CCTV; and
- Monitor ICT network performance.

OUR CUSTOMERS

- Namibian Police Force staff members
- Members of the public

OUR COMMITMENT TO YOU

- ✓ Our commitment to our customers is the provision of ICT support.
- ✓ 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:

- provide ICT software on the date of assumption of duty, hardware, and network infrastructure within a month upon request or receipt of notification;
- maintain ICT hardware, software and network infrastructures at all times and attend to technical requests within five (5) days;
- administer and manage information systems security at all times;
- manage licenses on an annual basis and renew prior to expiration;
- procure ICT equipment, materials and supplies as per Annual Procurement Plan and issue within three (3) days upon request;

- maintain website and intranet daily;
- Develop major system within two years, and minor system within six (6) months when a need arises upon request;
- provide day-to-day helpdesk support and attend to job cards within a day upon request;
- attend to emergency line (10111) within three (3) rings;
- backup systems daily;
- create ICT awareness on a quarterly basis and within five (5) working days upon request;
- prepare all ICT equipment for end users prior to usage;
- Manage and monitor NamPol CCTV 24/7;
- Provide ICT security services at all times during national events; and.
- Monitor ICT network performance daily;

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.