

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 Namibian Police Forensic
Science Institute
Namibian Police Force
Erf 8864 Independence Avenue
Windhoek

Private Bag 13293
Windhoek
Namibia

Phone: +264 61 209 4800
Fax: +264 61 220 890
Email: NPFSI@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,
- 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

CUSTOMER SERVICE CHARTER NAMIBIAN POLICE FORCE



DIRECTORATE: NAMIBIAN POLICE FORENSIC SCIENCE INSTITUTE

The Directorate is responsible for providing scientific services.



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

- Collect deceased
- Facilitate the identification of bodies
- Process death notifications
- Conduct autopsies
- Collect samples/evidence
- Compile scene photo plans
- Attend court proceedings
- Analyze fingerprints
- Issue conduct certificates
- Conduct firearms and ballistic examinations
- Conduct forensic fire and motor vehicle crash investigations
- Analyze cases for the presence or absence of biological evidence and perform Deoxyribonucleic Acid (DNA)
- Conduct qualitative and quantitative chemical analyses
- Examine and perform analyses on questioned documents (physical and digital documents)
- Issue reports or affidavits
- Provide advice and training

OUR CUSTOMERS

- Namibian Police Force
- Members of the public
- Private Clients and institutions
- OMAs and RCs
- NGOs

OUR COMMITMENT TO YOU

- ✓ Our commitment to providing quality policing services to our customers through various means of communications/ platforms.
- ✓ 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:

- collect the deceased from the scene within a day upon notification;
- facilitate the identification of the bodies and process notifications of death within a day;
- conduct autopsies within five (5) working days upon receipt;
- collect samples for scientific analyses within a day upon notification;
- collect evidence at the crime scene at all times;
- compile crime scene photo plans within three (3) months;
- attend court proceedings at all times upon request;
- analyze fingerprints within ten (10) working days;

- issue conduct certificate within five (5) working days upon receipt;
- conduct forensic analyses and produce reports/ affidavits within the following timeframes; and

Case type	Nature of case	Completion period
Standard cases	If all evidence (samples, kits and reference samples) are submitted, and the number of exhibits is less than 15	3 months
Complex cases	If all evidence (samples, kits and reference samples) are not submitted, and the number of exhibits is more than 15	6 months
Backlog cases	Standard and complex cases which are not completed within their completion period, upon inquiry by the investigating officer	6 months

- provide advice and training at all times upon request or when a need arise.

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.