

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 Police Station;
- 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 Police Station 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 Station you should contact/engage the respective Station Commanders:

Region	TEL: +264	FAX: +264	EMAIL
Erongo	064 219001	064 220621	erongo@nampol.na
Hardap	063 345036	063 242697	hardap@nampol.na
//Karas	063 221814	063 222241	karas@nampol.na
Kavango East	066 266301	066 255688	kavangoeast@nampol.na
Kavango West	066 264101	066 264907	kavangowest@nampol.na
Khomas	061 2094217	061 2094407	khomas@nampol.na
Kunene	065 273185	065 273605	kunene@nampol.na
Ohangwena	065 264201	065 264208	ohangwena@nampol.na
Omaheke	062 566101	062 564830	omaheke@nampol.na
Omusati	061 209 3826	065 251862	omusati@nampol.na
Oshana	065 2235001	065 2236045	oshana@nampol.na
Oshikoto	067 2991001	067 2235044	oshikoto@nampol.na
Otjozondjupa	067 3006001	067 302811	otjozondjupa@nampol.na
Zambezi	066 2627101	066 253895	zambezi@nampol.na

- If you are not satisfied with the response from the Station Commander you may approach the respective Police Regional Commander on the above contact details.
- If you are not satisfied with the response from the Regional Commander you may approach 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

POLICE STATION

The Station is responsible for providing safety and security services to the public.



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

- Attend to complaints and crime incidents
- Conduct patrols and roadblocks
- register criminal cases
- Arrest and detain suspects
- Verify and certify documents
- Compile accidents reports
- Issue vehicle clearance certificates
- Process firearm license and import- and export permits applications
- Process certificate of conduct applications
- Mobilize community and attend to community engagements
- Book firearms for safe keeping
- Attend to suspects and trial awaiting inmates welfare
- Collect, safekeep and banking of state revenue
- Complete books, registers and Pol forms

OUR CUSTOMERS

- Members of the public
- Suspects and trial awaiting inmates

OUR COMMITMENT TO YOU

- ✓ Our commitment to our customers is the provision of quality and timely 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:

- attend to complaints and crime incidents in town set-ups and peri-urban areas within forty five (45) minutes and in rural areas within three (3) hours upon receipt of notification or request;
- conduct patrols on a daily basis and mobile roadblocks on a weekly basis
- man permanent road traffic check points at all times;
- register criminal cases on e-policing system and manually within one (1) hour upon request or notification;
- verify and certify documents daily;
- ensure that arrested and detained suspects appear before court within forty-eight (48) hours;
- compile accident reports within a day and issue a copy within thirty (30) minutes during working days upon request;
- issue motor vehicle clearance certificate for individual customers within one (1) working day and vehicle dealers within two (2) working days at selected police stations;
- Process firearm license and import - and export permits applications within five (5) working days;
- process certificate of conduct manual applications within five (5) working days;

- Issue certificate of conduct within three (3) working day upon receipt;
- mobilize community members to attend to engagements on crime related matters on a monthly basis;
- book firearms for safekeeping within a day upon request or when need arise;
- attend to suspects and trial awaiting inmates welfare (feeding, healthcare, court escort, hygiene etc.) on a daily basis and family visits on days as prescribed by the respective police stations;
- collect, safe keep and bank state revenue on a daily basis; and
- complete books, registers and Pol forms at all times when a need arise, in accordance with Police manuals.

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;
- 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.