

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 Procurement and Logistics
Directorate
Namibian Police Force
Police National Headquarters
4th Floor, New Building, West Wing
C/O Jan Jonker Road and Galilei Street

Private Bag 12024
Ausspannplatz
Windhoek
Namibia

Phone: +264 61209 3431/3311

Fax: +264 61 220621

E-mail: procurement@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

CUSTOMER SERVICE CHARTER

NAMIBIAN POLICE FORCE

DIRECTORATE: PROCUREMENT AND LOGISTICS

The Directorate is responsible for providing and maintaining goods and 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

- Provide logistical goods and services
- Provide tailoring services
- Provide and maintain fleet
- Prepare reports to the Office of Auditor-General
- Construct and upgrade police facilities
- Prepare exemption and bid documents for procurement
- Certify and process invoices for payments
- Carry out Government Property Account (GPA) inspections
- Maintain asset registers
- Prepare reports to Ministry of Finance on NamPol assets
- Monitor and evaluate progress of capital projects and
- Inspect and maintain police assets

OUR CUSTOMERS

- Ministry of Home Affairs, Immigration, Safety and Security staff members
- Service Providers
- O/M/As and RCs

OUR COMMITMENT TO YOU

- ✓ Our commitment to our customers is the effective provision and maintenance of goods and 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:**
 - provide logistical goods and services within five (5) working days upon receipt of request;
 - provide tailoring services within ten (10) working days upon receipt of request;
 - provide transport and issue trip authority within one (1) working day upon receipt of request;
 - collect and distribute renewal of license discs within five (5) working days after the expiring date;
 - procure and ensure distribution of fuel to regions within five (5) working days upon receipt of request;
 - forward request to banks for new and replacement of lost fuel cards within two (2) working days upon receipt of request and provide a new card within eight (8) working days upon receipt.
 - process purchase orders for servicing and repairs within two (2) working days- upon receipt of the approved requisition;
 - service fleets within two (2) working days and repairs within five (5) working days upon receipt;
 - inspect vehicle before and upon handover;
 - prepare reports to Office of Auditor-General quarterly and annually;
 - construct-and upgrade police facilities when the a need arises;
 - monitor and evaluate progress of capital projects monthly;
 - inspect and attend to minor maintenance on a daily basis, major maintenance within three (3) months;
 - attend to emergency maintenance within a day;
 - Prepare quarterly and annual reports on budget execution;

- Process requests of items to be procured under annual exemption when a need arises prior to end of the fiscal financial year;
- prepare procurement reports on a quarterly basis;
- prepare multi-year bid submission for procurement within six (6) months prior to end of financial year as per Central Tender Board Instructions and Procurement Policy Unit;
- Distribute bid documents and minutes two days before bid evaluation committee meetings;
- Evaluate bid documents within fourteen (14) working days after the closing date;
- certify and process invoices for payment within three (3) working upon receipt;
- conduct stock taking annually and occasionally when a need arise;
- Issue and control stock on a daily and quarterly basis; and
- maintain assets and prepare reports as per stock taking procedures and Treasury Instructions 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;
- 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.