



Republic of Namibia

**MINISTRY OF HOME
AFFAIRS IMMIGRATION,
SAFETY AND SECURITY**



**CUSTOMER SERVICE
CHARTER
2024**





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ABBREVIATIONS

AFRIPOL	African Union Mechanism for Police Cooperation
AU	African Union
AUPE	Adult Upper Primary Education
DIG-Admin	Deputy Inspector General for Administration
DIG-Ops	Deputy Inspector General for Operations
DSA	Daily Subsistence Allowance
ED	Executive Director
GIPF	Government Institutions Pension Fund
GNR	Government Notice Regulations
HAI	Home Affairs and Immigration
HPCNA	Health Professionals Council of Namibia
TNA	Training Needs Assessments
ICAO	International Civil Aviation Organisation
ICT	Information Communication Technology
IGP	Inspector General of Police
ID	Identification Document
IDS	Identification System
INTERPOL	International Criminal Police Organization
IT	Information Technology
LA	Local Authority
MHAISS	Ministry of Home Affairs
Immigration	Safety and Security
MoU	Memorandum of Understanding
NamPol	Namibian Police Force
NCB	National Central Bureau
NCS	Namibian Correctional Service
NGOs	Non-Governmental Organizations
OMAs	Offices/Ministries/ Agencies
PC	Procurement Committee
PMS	Performance Management System
RC	Regional Council



RSD	Refugee Status Determination
SADC	Southern Africa Development Community
SARPCCO	Southern African Regional Police Chiefs Co-operation Organization
SOEs	State Owned Enterprises
SWA	South West Africa
TNA	Training Need Analysis
UN	United Nations
VIP	Very Important Person
VIPP	Very Important Person Protection
WIL	Work Integrated Learning

FOREWORD BY THE HONOURABLE MINISTER



In the spirit of transparency, excellence, and commitment to the people we serve, we are proud to introduce the Customer Service Charter for the Ministry of Home Affairs, Immigration, Safety, and Security.

The guiding light for any successful organization, especially one serving the needs of its people, is the quality of service it delivers. Service to our citizens and residents is not just about efficiency, it is about demonstrating our care, empathy, and understanding of the aspirations and concerns of those we serve. This Charter is a tangible representation of this commitment. Our mandate, “To ensure the internal security through the management of internal affairs, the protection and support of migrants, maintenance of law and order, provision of safe and humane custody, rehabilitation and re-integration of offenders,” is an expansive one. At its heart, it revolves around the people we serve – be it our citizens, visitors, migrants seeking a better life, or individuals in our custody who seek rehabilitation. Our duty is not just to enforce, but also to serve and protect.

Our vision of making Namibia one of the safest country in the world is fundamentally linked with the level of service we provide. Safety and security are not solely outcomes of effective policing or border controls but are also deeply connected with the trust and faith the public has in our ability to serve them diligently, fairly, and promptly.

The Customer Service Charter is, therefore, more than just a document. It is a compact between the Ministry and the people of Namibia. It sets clear expectations regarding the services we offer, the standards we aim to uphold, and the mechanisms in place for feedback and continuous improvement. Through this Charter, we hope to reinforce our promise of being accessible, innovative, and ever committed to the welfare of our nation.

In our journey towards building a safer Namibia, the voice and feedback of the public are invaluable. This Charter is not the end but the beginning of a more engaged, collaborative, and service-oriented approach to our duties.

In this spirit, I encourage you all to familiarize yourselves with our Charter and to hold us accountable to the high standards we have set for ourselves. Let us work hand in hand to create a nation that stands tall on the pillars of transparency, honesty, trust, security, and exemplary service

Dr. Albert Kawana
Minister of Home Affairs, Immigration, Safety, and Security



PREFACE BY THE EXECUTIVE DIRECTOR



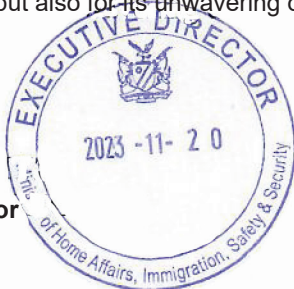
The launching of our Customer Service Charter marks the dawn of a new chapter, marked by the significant stride in our continuous endeavour to uplift and safeguard the nation. This document is not just a statement of intent; it is a reflection of our deepest commitments and aspirations.

Our mission, “To enhance internal security through management of national population register, facilitation of migration, effective policing, and correctional services,” represents our resolve.

This profound mission requires an intricate blend of dedication, collaboration, and an unwavering focus on the greater good, aiming to position Namibia among the world's safest nations is not a mere aspiration; it is our fervent promise. Safety is not just about vigilance and protection; it encapsulates an environment where every individual feels a sense of belonging, trust, and assurance. This Charter, while signifying our promises, is also an open invitation for feedback, collaboration, and growth. It is a testament to our commitment, but it will evolve, moulded by our experiences and your invaluable insights.

I earnestly urge every Namibian, and friends of Namibia, to familiarize themselves with this Charter. It stands as a bond between us, a service provider, and you, the cornerstone of our existence. Let us collaboratively forge a path to a Namibia that is recognized not only for its safety but also for its unwavering dedication to its people.


Etienne Maritz
Executive Director



ACKNOWLEDGEMENT



The creation and realization of the Customer Service Charter represents an amalgamation of countless hours of dedication, insight, and collaboration, drawn from a diverse pool of stakeholders, experts, and, most importantly, the voices of our valued customers. At the heart of this Charter lies our clear and compelling mission: “To enhance internal security through the management of the national population register, facilitation of migration, effective policing, and correctional services.” The above mentioned is not only underscores our dedication to the

security and well-being of every individual within our borders but also underscores the intricate processes and collaborations that facilitate such a secure environment.

I sincerely extend my deepest gratitude and acknowledgement to the top-notch leadership of our Honourable Minister, Dr Albert Kawana, Honourable Deputy Minister and the Executive Director for their unwavering support and guidance provided during the development of this Charter. Your dedication has been a guiding light throughout the process. Your vision and commitment to the charter’s importance was pivotal in shaping its content and direction. I would like also to express my appreciation to the Office of the Prime Minister that provided invaluable perspectives, by ensuring that our Charter outline standards that improve our service delivery. Your detailed insights and vast experience ensured that the charter was in alignment with our ministry’s objectives and desired goals. Furthermore, the collective efforts and synergy of the entire senior management team were instrumental in refining the charter. Your constructive feedback, dedication, and teamwork have contributed to the realization of this Charter.

In conclusion, I wish to reiterate my heartfelt thanks to the dedicated Customer Service Charter and Business Process Re-engineering Committee members within the Ministry who worked tirelessly to translate our vision and goals into actionable steps and clear commitments. I am proud to be part of such a dynamic and committed team, and I am confident that with such support, we will continue to make strides in our endeavours to serve our citizens better.

This Charter serves as our commitment to ensure that everyone feels the security, respect, and value that they inherently deserve. This document will guide our actions, measure our successes, and highlight areas for growth and enhancement.


RACHEL NGHILWAMO
CHAIRPERSON: CSC AND BPR COMMITTEE

Ministry of Home Affairs, Immigration,
Safety and Security

2023 11- 29

Deputy Executive Director
Administration & Refugee Management



HIGH LEVEL STATEMENTS

Our mandate

To ensure the internal security through management of internal affairs, the protection and support of migrants, maintenance of law and order, provision of safe and humane custody, rehabilitation, and re-integration of offenders.

Mission

To enhance internal security through management of national population register, facilitation of migration, effective policing, and correctional services.

Vision

Safest country in the world

Motto

Serving with excellence

Core values

Synergy	Value teamwork, effective communication, and coordination
Ethics	Provide reliable and quality service with dignity, honesty, confidentiality 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, and helpfulness

THIS CHARTER

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

The Ministry of Home Affairs, Immigration, Safety and Security comprises of the following offices:

Office of the Executive Director

- Civil Registration
- Immigration Control and Citizenship
- Administration and Refugee Management

Office of the Inspector General: Namibian Police force

- Office of the Deputy Inspector-General Operations
- Office of the Deputy Inspector-General Administration

Office of the Commissioner-General: Namibian Correctional Service

- Office of the Deputy-Commissioner General Correctional Operations
- Office of the Deputy-Commissioner General Corporate Management
- Office of the Deputy-Commissioner General Rehabilitation & Reintegration

A) HOME AFFAIRS AND IMMIGRATION



1. WHAT WE DO

OFFICE OF THE EXECUTIVE DIRECTOR

- Provide legal advice and facilitate civil claims and litigation.
- Provide security services for both internal and external environments of Home Affairs and Immigration offices and assess the risks involved.
- Assist the Ministry of Home Affairs, Immigration, Safety and Security in accomplishing its objectives by bringing a systematic and disciplined approach to evaluate and improve the effectiveness of the Ministry's governance, risk management, and internal controls.

DEPARTMENT: CIVIL REGISTRATION

- Issue National Documents (IDs, Marriage, Birth and Death Certificates).
- Manage the National Population Register (Birth, ID, Marriage, and Death records).

DEPARTMENT: IMMIGRATION CONTROL AND CITIZENSHIP

- Facilitate lawful migration.
- Process applications for visas, permits, passports and citizenship.

DEPARTMENT: ADMINISTRATION AND REFUGEE MANAGEMENT

- Provide administration support and advisory services on issues pertaining to human resources management, training and development within Home Affairs and Immigration and ensuring that rules and regulations are correctly understood, implemented and complied with.
- Provide ICT services within Home Affairs and Immigration.
- Maintain prudent financial management within Home Affairs and Immigration (HAI), in line with Laws and Regulations governing State Finances.
- Provide administrative support services such as transport, procurement, stock control, registry, domestic services.
- Serve as a link between the Ministry, the media, customers, and the public.
- Provide protection and support to asylum seekers and refugees.

2. OUR CUSTOMERS

- Members of the public
- Private Sector
- Returnees
- Stateless Persons
- Refugees and Asylum Seekers
- Media
- MHAISS Officials
- OMAs, RCs and SOEs
- Public, Private Sector and NGOs
- Suppliers
- Internal and External Stakeholders
- Foreign nationals
- Tourists

3. OUR COMMITMENT TO YOU

Our commitment to our customers is the provision of effective, efficient, and quality services; and we strive to execute our duties within our core values as illustrated earlier in this document.

4. OUR SERVICE PROMISE/STANDARDS

4.1. OFFICE OF THE EXECUTIVE DIRECTOR

Division: Legal Support Services

We will:

- Provide legal advice to both internal and external stakeholders on legal issues relating to the Ministry within five (5) working days.
- Draft contracts agreements, memorandum of understanding within one (1) month and other legal documents within six (6) months.
- Review contracts within fourteen (14) working days.
- Review legislations after the prescribed reviewing periods or when need arise; and
- Provide efficient litigation management support in accordance with the rules of the High Court.

Phone +264 81 951 0756 / E-mail: legal@mha.gov.na

Division: Internal Audit

We will:

- Perform internal audit services in accordance with the International Professional Practices Framework, Government Regulatory Framework, and best practices.
- Provide consulting services upon request and as agreed.
- Send out engagement letter ten (10) working days before the audit work commences.
- Issue final audit reports within ten (10) working days after receiving management response.
- Follow up with audit client's management on the status of the recommended implementation regularly prior to the agreed time; and
- Conduct meetings with audit clients prior to and after the conclusion of the audits.

Phone +264 81 951 0754 / E-mail: InternalAudit@mha.gov.na

Division: Security and Risk Management Services

We will:

- Monitor suspicious movements around the office's environment daily.
- Conduct Security Threat and Risk Assessments on the offices' infrastructures and operations as per the assessment plan.
- Manage and control access to the Ministry's facilities daily.
- Conduct investigations on security and risk incidents within seven (7) days after the day of occurrence and submit full report to the Executive Director's Office within one (1) month;
- Respond to emergencies within five (5) minutes.
- Conduct security vetting on potential candidates (up to Grade 12) within three (3) months.

- Liaise with other law enforcement agencies daily and provide response within two (2) working days.
- Safeguard the office's assets and provide security advice daily and
- Create security and risk awareness amongst staff members when need arises.

Phone +264 81 951 005 / Email: Security.Risk@mha.gov.na

4.2. DEPARTMENT: CIVIL REGISTRATION

Directorate: National Civil Registration

We will:

- Register births and issue birth certificates within one (1) working day, provided all necessary documents are attached.
- Register late birth and issue birth certificate within five (5) working days provided all required documents are attached.
- Issue duplicate of birth certificates within one (1) working day.
- Issue ID cards within five (5) working days in Khomas Region, whilst other regions, within ten (10) working days.
- Process and forward applications for changes on national documents daily.
- Issue duplicate marriage certificates within one (1) working day.
- Register death and issue death certificates within one (1) working day and
- Conduct outreach programs on issuance of national documents quarterly and when needs arise.

Contacts: Civil Registration Regional Offices

Region	Tel: +264	Email address
Oshana and Oshikoto	+264 65 228800	oshana.oshikotocr@mha.gov.na
Ohangwena	+264 65-263022	ohangwena.cr@mha.gov.na
Kavango West and East	+264 66 255047	kavango.cr@mha.gov.na
Zambezi	+264 66 253350	zambezi.cr@mha.gov.na
Erongo and Otjozondjupa	+264 67 302184	erongo.otjozondjupacr@mha.gov.na
Khomas and Omaheke	+264 819510752	khomas.omahekecr@mha.gov.na
Kunene and Omusati	+264 65 251017	kunene.omusaticr@mha.gov.na
Hardap and /Karas	+264 63 242583	hardap.karascr@mha.gov.na

Phone +264 81951 0118 / E-mail: National.CivilRegistration@mha.gov.na

Directorate: National Population Register, Identification and Production

We will:

- Change/correct birth records: names, surname, place of birth, sex description, parents' particulars within five (5) working days while date of birth within one (1) month;
- Change/correct ID records: names, surname, place of birth, sex description, image, signature, citizenship, eye colour and height within five (5) working days, while date of birth within one (1) month.

- Change Surname that requires publication in the newspapers and gazetting within twelve (12) months.
- Note adoptions within five (5) working days upon receipt.
- Register marriages within five (5) working days upon receipt of documents from a marriage officer.
- Amend marriage records within five (5) working days.
- Register late death registration within fourteen (14) working days provided that no further investigations are required.
- Note divorces within one (1) working day upon receipt of court orders.
- Amend death records: date of birth, date of death, names, surname, place of death, sex description, marital status within five (5) working days.
- Issue South West Africa ID copy within five (5) working days; and
- Issue confirmation letters on status of vital events and identity within five (5) working days.

Phone +264 81 951 0223 / 0009 / E-mail: Civil.Registration@mha.gov.na/
Civil.Register@mha.gov.na / Identity.Management@mha.gov.na

4.3. DEPARTMENT OF IMMIGRATION CONTROL AND CITIZENSHIP

Directorate: Immigration and Border Control

We will:

- Control entry, residence and exit of persons at all times.
- Investigate any deferred or suspected cases of illegal foreign nationals within two (2) working days upon receipt of notice.
- Issue Visitor's Entry Permits extensions within five (5) working days.
- Issue Certificates of Identity within three (3) months.
- Arrest and detain prohibited immigrants as prescribed in the Immigration Control Act, 1993 (Act No7 of 1993).
- Coordinate Immigration Tribunal hearing when need arise.
- Deport prohibited immigrants within forty-eight (48) hours or as prescribed in the Immigration Control Act, 1993 (Act No7 of 1993); and
- Conduct Joint Operations with other Law Enforcement Agencies when need arise.

Phone +264 81 9510357 / E-mail: Namibia.Immigration@mha.gov.na

Contacts: regional border control

Region	Tel: +264	Email address
Khomas, Omaheke and Erongo	+264 81951 0200	central.imm@mha.gov.na
Omusati and Kunene	+264 65-251017	omusati.kuneneimm@mha.gov.na
Ohangwena, Oshikoto and Oshana	+264 65-2403193	North.imm@mha.gov.na
Karas and Hardap	+264 63-222115	karas.hardapimm@mha.gov.na

Otjozondjupa, Kavango West, and East	+264 66-255356	kavango.otjozoimm@mha.gov.na
Zambezi	+264 66-253350	Zambezi.imm@mha.gov.na

Directorate: Visas, Permits, Passports & Citizenship

We will:

Issue visas and permits as follow:

- Entry visa for nationals of listed countries upon arrival.
- Holiday/ Tourist Visas and Transit Visa within five (5) working days.
- Work visa (Short term employment permit) within five (5) working days.
- Work permits within two (2) months and
- Study permits within two (2) months.
- Issue Namibian passport within five (5) working days.
- Issue Namibian citizenship by.
- Descent within one (1) month.
- Marriage, registration, and naturalization within three (3) months upon receipt of renunciation letter; and
- Administer loss and renunciation of Namibian citizenship within two (2) months upon receipt of notice, and restoration of Namibian citizenship within six (6) months.

Phone +264 81 951 0071 / E-mail: citizenship@mha.gov.na

4.4. DEPARTMENT: ADMINISTRATION AND REFUGEE MANAGEMENT

Directorate: Human Resources and Support Services

Division: Human Resources.

We will.

- update personnel files within one (1) working day.
- conduct recruitment process within three (3) months.
- attend to misconduct cases within one (1) month of occurrence.
- respond to grievances within five (5) working days upon receipt.
- conduct and facilitate induction training to newly appointed staff members within one (1) month from the date of assumption of duty.
- process applications on medical aid, social security, Home loan, and GIPF within one (1) working day provided all documents are attached.
- process employees benefit claims and Social Security claims within one (1) working day provided all documents are attached.
- conduct wellness sessions as per the approved calendar.
- attend to psycho-social wellness cases when the need arises.
- terminate service within one (1) working day upon receipt of notification; and
- interpret policies on request by staff members right away or within two working days if we cannot provide an answer instantly.
- conduct Training Need Analysis (TNA) after every three (3) years and/or when needs arises.
- develop the Human Resource Development Plan every three (3) years and training calendar annually.
- attend and provide feedback to non-qualifying training request within seven (7) working days.

- attend to qualifying training requests on quarterly basis and provide feedback on application status within five (5) working days after training committee meeting.
- circulate bilateral agreement courses within a day upon receipt

Phone +264 81 9510106/0105 / E-mail: Human.Resources@mha.gov.na

Division: Information Technology

We will.

- Provide adequate IT hardware/software, system and network infrastructure on the day of assumption of duty.
- Respond to all incidences and service request with in one (1) hour.
- Carry out daily, weekly backups and daily systems monitoring.
- Setup and configure all ICT equipment within two (2) working days upon receipt.
- Create IT usage awareness to staff members when need arise.
- Monitor Ministry's network performance and all related systems daily.
- Manage all software licenses on a yearly basis, three (3) months before expiry.
- Respond to regional technical issues within one (1) working day.
- Train staff members on new applications within one (1) month from the date of implementation and/or request; and
- Monitor the website daily and update the website weekly or within a day when the need arises.

Phone: +264 81 9510007 / E-mail: IT.Division@mha.gov.na

Directorate Finance and General Services

Division: Finance

We will:

- Prepare ministerial budget within the given deadline.
- Monitor and control the ministerial expenditure monthly.
- Prepare monthly, quarterly, and annual reports on budget execution.
- Ensure adherence to legal frameworks that guide or regulate finance and procurement at all times.
- Process DSA and salary advice within two (2) working days.
- Process overtime claims within fourteen (14) working days.
- Process leave gratuity within two (2) months upon receipt.
- Ensure the collection, safekeeping, banking as well as recording of different sources of revenue processed daily.
- Prepare and submit annual financial/compliance statements to the auditor general as per prescribed time frames; and
- Process payments for goods and services; local payments within fourteen (14) working days and foreign payments within twenty-one (21) working days.

Phone: +264 81 9510068 / E-mail: Finance@mha.gov.na

Division: General Service

We will:

- Avail transport and issue trip authority within one (1) working day.
- Collect and distribute license disc within five (5) working days after the expiring month.
- Replace lost fuel cards within two (2) weeks.
- Ensure servicing and repairs of vehicles within two (2) weeks after the request was received.
- Verify and submit invoices to finance within two (2) working days upon receipt.
- Ensure pool vehicle applications for government garage and departmental are processed within four (4) working days provided vehicles are available.
- Inspect vehicles before and after handover.
- Process purchase order within two (2) working days upon receipt of the approved internal requisition form.
- Evaluate tender document within one month after the closing date.
- Distribute procurement committee (pc) minutes two (2) days before pc meeting.
- Clean office premises daily.
- Carry out annual stock taking as prescribed by treasury instruction.
- Issue and control stock on a daily basis.
- Conduct monthly inspection on progress of construction and
- Facilitate construction of new and upgrading of existing infrastructure as per ministerial strategic plan and capital project development plan and carry out minor maintenance within one (1) month.

Phone: +264 81 9510070 / E-mail: General.Services@mha.gov.na

Section: Public Relations

We will:

- Monitor media daily.
- Disseminate information immediately upon approval.
- Respond to media and public enquiries within two (2) days.
- Build and maintain relationship with our internal and external stakeholders at all times.
- Promote, protect, and uphold the good name and image of the ministry at all times; and
- Conduct outreach programs on the activities of the ministry quarterly.

Phone: +264 81 9510064 / E-mail: Public.Relations@mha.gov.na

Directorate: Refugee Management

We will:

- Provide protection and support to asylum seekers and refugees upon arrival in the country.
- Register all asylum seekers within one (1) working day upon arrival in the country.
- Provide statistics data for asylum seekers and refugees within one (1) working day upon request.
- Facilitate the provision of id cards to refugee within fourteen (14) working days and

travel documents within five (5) working days upon receipts of application.

- Continuously coordinate the identification and registration of statelessness and internally displaced persons (IDPS).
- Promotes the three durable solutions (local integration, voluntary repatriation, and resettlement to third countries) on quarterly basis.
- Facilitate voluntary repatriation of Namibian returnees from other countries within two (2) working days from the date of receipt of notification.
- Facilitate voluntary repatriation of refugees back to their countries within one (1) month from the date of receipt of notification.
- Conduct refugee status determination interviews (RSD) within a month of arrival.
- Provide feedback on refugee status within thirty (30) working days after submission of application.
- Issue asylum certificates within seven (7) working days after orientation.
- Issue exit permit to asylum and refugees to leave the reception area and settlement centre daily.
- Provide information to access legal, health and education services within one (1) working day upon entry; and
- Continuously provide psychosocial support to asylum and refugee.

Phone +264 81 951 0210 (Head Office)

Phone +264 67 306 314 (Osire)

E-mail: Refugee.Headoffice@mha.gov.na / Osire@mha.gov.na

B) NAMIBIAN POLICE FORCE



1. WHAT WE DO

The Namibian Police Force is established in accordance with Article 118 of the Namibian Constitution and the Police Act 1990, (Act 19 of 1990) as amended. Section 13 of the Act provides the following functions:

OFFICE OF THE INSPECTOR GENERAL OF POLICE (IGP)

- Collect, collate, evaluate, analyse, and disseminate information/intelligence.
- Provide legal advice and facilitates civil claims and litigation.
- Manage International Relations, and provide administrative, secretariat and protocol support services for national and international events.
- Serve as the main link between the public and the Namibian Police Force by promoting and protecting the corporate image of the Force and
- Serves as the national point of contact for all International Criminal Police Organization (INTERPOL) matters.

OFFICE OF THE DEPUTY INSPECTOR GENERAL FOR OPERATIONS (DIG OPS)

- Coordinate crime prevention activities.
- Render air support services.
- Investigate and coordinate activities related to crime.
- Protect and safeguard the national borders, vital government infrastructures and territorial water.
- Protect national and international Very Important Persons.
- Provide Information and Communication Technology support services.
- Provide scientific solutions to problems through examination of evidence and crime scenes.
- Ensure road safety.
- Investigate criminal cases, allegations, and misconducts against police officers.
- Conduct high-risk operations and
- Control explosives except military terrain.

OFFICE OF THE DEPUTY INSPECTOR GENERAL FOR ADMINISTRATION (DIG ADMIN)

- Provide 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.
- Provide Administration Support to the Force.
- Maintain Prudent Financial Management in Line with Laws and Regulations Governing State Funds.
- Conduct research; coordinate policy development, strategic plans, evaluate performance and manage projects.
- Provide and maintain goods and services.
- Provide psycho-social, spiritual, health support services and address gender imbalance in the force and
- Provide basic and advanced security and policing related training.

2. OUR CUSTOMERS

- Development Partners and NGOs
- International, Regional and Intergovernmental Organizations
- Media
- Members of the public
- Trial awaiting inmates
- NamPol employees
- Offices, Ministries and Agencies (OMAs)
- Regional Councils (RC) and Local Authorities (LC)
- State Owned Enterprises (SOE) and Private Institutions
- Suppliers/Service providers

3. OUR COMMITMENT TO YOU

Our commitment to our customers is the provision of effective, efficient, and quality services; and we strive to execute our duties within our core values as illustrated earlier in this document.

4. OUR SERVICE PROMISE/STANDARDS

4.1. OFFICE OF THE INSPECTOR GENERAL OF POLICE

Office of The Principal Staff Officer

We will:

- Ensure compliance to international peace support operations, (UN, AU and SADC) at all times upon receipt of invitation or notification.
- Commence with planning, organizing and coordination of all logistics for national and international events within a day upon receipt of notification.
- Provide protocol services to foreign and local dignitaries as prescribed in the protocol guidelines.
- Draft speeches and correspondences upon request or receipt of notification.
- Draft minutes and ensure distribution of records to concerned offices within two (2) days after the meeting.
- Draft NamPol Annual Report on yearly basis and ensure publication within the Second quarter of each financial year; and
- Provide administrative support to the Office of the IGP at all times.

Phone: +264 612093282/3876/3231 / Fax: +264 61 228533 / E-mail: IGP@nampol.na

Directorate: Police Intelligence

We will:

- Commence collection of information/intelligence within a day upon receipt or detection.
- Conduct crime analysis on national crimes of concern daily.
- Commence specialized investigations within a day upon request.
- Maintain databases on criminals, suspected criminals, wanted fugitives and convicted offenders at all times.

- Conduct and provide security threat assessments monthly.
- Collaborate security information with other stakeholders immediately upon receipt.
- Process all service requests and forward feedback required by Namibian police force officers deployed as police attachés at foreign missions to the relevant offices within three (3) working days upon receipt; and
- Maintain relations with security attachés posted to Namibia at all times.

Phone +264 61 209 3391 / Fax +264 61 400617 / E-mail: pid@nampol.na

Directorate: Legal Services

We will:

- Ensure that reviews of boards and trials are concluded within two (2) working days.
- Sensitize members of the force on legal aspects on quarterly basis.
- Seek advice from the Office Attorney General on legal matters at all times.
- Continuously render legal advice to NamPol or when a need arise.
- Attend to NamPol members grievances as prescribed in regulation 31 of regulations made in terms of the police act, 1990 (act no.19 of 1990).
- Review disciplinary, suspension and boards of fitness proceedings; as prescribed in the police act, 1990 (act no.19 of 1990) as amended within five (5) working days upon receipt.
- Draft contract agreements, memorandum of understanding (MOU) within a month and other legal documents within six (6) months.
- Review legislations after the prescribed reviewing periods or when a need arise; and
- Serve on various standing boards, committees and ad-hoc working groups as required when a need arise.

Phone +264 61 2093308 / Fax +264 61 220621 / Email: legalservices@nampol.na

Division: Public Relations

We will:

- Disseminate public information as soon as possible upon receipt.
- Develop communication and publication materials on a quarterly basis or as need arise.
- Cover police related events upon request and archive footages at all times.
- Conduct community outreach/awareness programs on a quarterly basis or as need arise and
- Continuously monitor media reports and provide feedback through various media platforms within five (05) working days.

Phone : +264 61 209 3286 / 3470 / 3378/ 3894 / Fax: +264 61 22 0621 / Email: PR@nampol.na

Division: Interpol-NCB Windhoek

We will:

- Liaise and coordinate domestic and International crime related matters requiring International support and Investigations within seven (7) working days.
- Facilitate exchange of information and intelligence with other INTERPOL member countries, General Secretariat, and stakeholders according to INTERPOL Quality standard 19 within 24 hours.
- Conduct awareness on INTERPOL Policing capabilities to our internal and external Stakeholders bi-annually.
- Trace and monitor fugitives and coordinate the extradition process within 24 hours upon receipt of request.
- Continuously disseminate intelligence to stakeholders within 24 hours.
- Coordinate INTERPOL, AFRIPOL, SARPCCO and SADC Statutory meetings, conferences, workshops, training activities as per the invitation.
- Coordinate and conduct regional and international joint operations with national stakeholders at all times upon request; and
- Conduct specialized regional training monthly.

Phone: +264 61 209 3269/3270 / Fax: +264 61 246 617 / E-mail: ncbWindhoek@nampol.na

4.2. OFFICE OF THE DIG-OPS

Directorate: Crime Prevention

We will:

- Facilitate crime prevention operations quarterly or when the need arises.
- Review crime threat analysis quarterly.
- Analyse regional crime prevention reports within a day upon receipt and provide advise within two (2) working days.
- Invite the public to surrender small arms and light weapons annually or when needs arise.
- Continuously maintain national firearm database.
- Register firearms and issue license within three (3) months upon receipt of an application.
- Coordinate the activities of national community policing forums at all times.
- Facilitate community policing awareness campaigns at all times when need arise.
- Facilitate the appointment of police reservists within six (6) months upon receipt of application; and
- Ensure that police reservists commence on-the job training for six (6) months from the date of appointment and monitor performance monthly.

Telephone: +264 61 209 3526 / Fax: +264 61 220621 / E-mail: crimeprevention@nampol.na

Directorate: Criminal Investigation

We will:

- Conduct a preliminary investigation within a day upon receipt of a docket.
- Finalize crime investigation within the following timeframe:

Nature of Dockets	Circumstances	Dockets Compilation Period
Minor offences	Where complainant and accused are known and available	7 days
	Where accused is not known, known and not available	14 days
Moderate offences	Where accused and complainant are known and available	14 days
	Where accused is not known, known and not available	28 days
Serious offences	Where complainant and accused are known and available	02 Months
	Where accused is not known, known and not available	04 Months

- Compile crime statistics on monthly, quarterly, and annual basis.
- Analyse crime statistics on a weekly, monthly, and annual basis.
- Provide feedback to complainant on investigations monthly.
- Finalise recovery of assets within five (5) working days and continuously manage assets.
- Verify, seal and escort diamonds within a day upon receipt of the request.
- Conduct security clearance for restricted diamond areas at all times upon request.
- Issue second-hand goods certificates within a month, engine and chassis numbers to second-hand cars and trailers within one (1) working day.
- Commence collection of information/intelligence within a day upon receipt or detected; and
- Conduct inspections on second hands goods dealers and scrape yards monthly.

Phone: +264 61 2093252 / Fax: +264 2093287 / E-mail: cid@nampol.na

Directorate: Namibian Police Forensic Science Institute

We will:

- Collect the deceased body from the scene within a day.
- Facilitate the identification of the body and process notification of death within a day.
- Conduct autopsy for unnatural death within five (5) working days.
- Collect sample for scientific analysis within a day upon notification.
- Attend court to provide evidence at all times upon request.
- Analyse fingerprints within ten (10) working days.
- Issue conduct certificate within five (5) working days.
- Collect evidence at the crime scenes at all times.
- Conduct forensic analyses and produce reports within three (3) months.
- Provide scientific advice and training at all times upon request or when need arise.

Phone: +264 61 209 4800 / Fax: +264 61 220621 / Email: NPFSI@nampol.na

Directorate: Air Support Services

We will:

- Attend to air service requests:
- Within one (1) hour in Windhoek
- Within two (2) hours, a distance of 100 kilometres from Windhoek
- Within nine (9) hours, a distance of 1000 kilometres from Windhoek
- Render air transport services at all times upon request

Phone: +264 61 209 3571 / Fax: +264 61 224288 / E-mail: assd@nampol.na

Directorate: Border and Infrastructure Protection

We will:

- Conduct National border patrols at all times.
- Conduct joint operations on quarterly basis or when need arise.
- Render security services at Key Government Infrastructure at all times.
- Continuously share information on cross border crimes upon receipt, detection or when need arise.
- Adhere to International and Regional protocols at all times.
- Conduct water policing on a daily basis.
- Continuously conduct security checks at airports
- Review security measures at airports Bi-annual in accordance with International Civil Aviation Organization (ICAO) standards; and

Phone: 061-209 4207 / Fax: 061 227069 / Email: bipd@nampol.na

Directorate: Very Important Persons Protection

We will:

- Provide bodyguard/drivers to VIPs at all times.
- Provide physical/static security at all times; and
- Provide technical security 24/7.

Phone: +264 61 209 4458 / Fax: +264 61 233908 / Email: vippd@nampol.na

Directorate: Police Conduct and Investigation

We will:

- Attend to all matters reported against police officers within four (4) hours.
- Finalize investigation of cases reported against police officers as follows:

Nature of Dockets	Circumstances	Docket Finalisation Period
Minor cases	when the suspect is known	07 days
	when the suspect is unknown	02 months
Moderate cases	when the suspect is known	14 days
	when the suspect is unknown	03 months

Serious cases	when the suspect is known	03 Months
	when the suspect is unknown	06 Months

- Attend to misconduct cases as prescribed in the disciplinary policy within three (3) months.
- Conduct outreach/ awareness campaigns on a quarterly basis; and
- Conduct screening on NamPol members considered for transfer, promotion, or deployment for foreign missions within a day.

Phone: +264 61 2093266/3267 / Fax: +264 61 2093358 / E-mail: pcid@nampol.na

Directorate: Information and Communications Technology

We will:

- Provide ICT hardware, software, and network infrastructure on the date of assumption of duty provided communication is done to the directorate in advance.
- Continuously maintain ICT hardware, software, and network infrastructure.
- Administer and manage information systems security at all times.
- Manage licences on an annual basis and renew upon expiry.
- Provide ICT materials and supplies within a day upon request.
- Continuously maintain the website and intranet.
- Provide day-to-day helpdesk support.
- Attend to emergency calls within three (3) rings.
- Continuously provide ICT support and backup daily.
- Create ICT usage awareness within a week or when needs arise.
- Prepare all ICT equipment for end users prior to usage; and
- Manage and monitor NamPol CCTV 24/7.

Phone: +264 61 209 3296 / Fax: 264 61 220621 / E-mail: ictd@nampol.na

Directorate: Traffic Law Enforcement

We will:

- Continuously conduct highway patrols;
- Conduct roadside roadworthy tests and random alcohol screening on a daily basis;
- Provide escort duties at all times upon requests;
- Conduct speed measuring operations on a daily basis;
- Attend to road traffic crashes and congested national roads as follows:

Types of National Roads	Response timing
In urban area within	30 minutes
Peri-urban areas (national roads) tarred roads within	60 minutes
Gravel roads	120 minutes (two hour)
Rural areas	180 minutes (three hours)

- conduct road safety education and awareness campaigns on a quarterly basis; and
- Adhere to international road safety standards at all times.

Phone: +264 61 209 3805 / 3809 / Fax: +264 61 231776 / Email: traffic@nampol.na

Division: Explosives Control

We will:

- Enforce laws pertaining to the manufacture, storage, sale, transport, importation, exportation, in-transit and use of explosives at all times.
- Conduct security sweeping operations within two (2) hours in Khomas region and two (2) days in other regions upon request.
- Provide explosive k9 services immediately upon requests.
- Attend to bomb incidences, unexploded ordnances, remnants of war, ammunitions, and firearms according to the international standards.
- Register, examine and vet consumers of explosives, fireworks dealers, nitrocellulose dealers, blasters, magazine masters, propellant users within three (3) months.
- Conduct inspection of explosives sites and vehicles quarterly.
- Investigate accidents, and incidents concerning the storage, transport, import, export, manufacture and use of explosives within five (5) working days.
- Handle explosives appeal within seven (7) working days.
- Issue explosives license for manufacturing, factory and storage facility within six (6) months, for vehicles within seven (7) working days and permits within seven (7) working days.
- Clear unexploded ordnances, remnants of war and ammunitions within three (3) months upon request.
- Attend to all matters pertaining to chemical, biological and radioactive devices within a day.
- Test explosives within three (3) months prior to utilization; and
- Conduct explosives public awareness campaigns on a weekly basis and training within a day upon request.

Phone: +264 61 2094213/2094250 / Fax: +264 61 301514 / E-mail: windhoekexplosives@nampol.na

Division: Special Reserve Force

We will:

- Maintain law and order at public gatherings when out of hand at all times or when need arise.
- Commence tracking lost and dangerous or suspected persons within a day upon receipt of notification.
- Respond to hostage and suicide negotiations, call-out for rescue, retrieve bodies and recover evidence upon receipt of notification:
- Within one (1) hour in Windhoek
- Within two (2) hours, a distance of 100 kilometres from Windhoek
- Within nine (9) hours, a distance of 1000 kilometres from Windhoek
- Escort national protected resources and dangerous suspects upon request.
- Provide court security during trials of high profile and dangerous suspects at all times upon request.
- Conduct special reserve force training on a quarterly basis or when need arise; and
- Conduct counter terrorism operations within an hour.

Phone: +264 612093380/3446 / Fax: +264 61 255115 / E-mail: specialreserveforce@nampol.na

REGIONS: Police Stations

We will:

- Attend to complaints and crime incidents in town set-ups and peri-urban areas within thirty (30) minutes and in rural areas within three (3) hours upon receipt of notification or request.
- Conduct patrols daily.
- Open and register 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 and certificate of conduct applications within five (5) working days.
- Issue certificate of conduct within one (1) working day upon receipt.
- Continuously mobilize community members to attend to engagements on crime related matters.
- Book firearms within a day upon request or when a need arise for safe keeping for a prescribed period not exceeding thirty (30) days; and
- Attend to suspects and trial awaiting inmates' welfare (feeding, healthcare, court escort, hygiene etc.) daily and family visits every Sunday during prescribed visiting hours.
- Issue meat permit within a day after verification in accordance with Stock Theft Act (Act 12 of 1990).

Contact: Regional 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	065 2991000	065 246755	oshikoto@nampol.na
Otjozondjupa	067 3006001	067 302811	otjozondjupa@nampol.na
Zambezi	066 2627101	066 253895	zambezi@nampol.na

4.3. OFFICE OF THE DIG- ADMIN

Directorate: Human Capital Management

We will:

- Finalise mass promotion exercise within four (4) months.
- Ensure that service medals are purchased and awarded to the recipients annually.
- Process the transfers of staff members within five (5) days if all the documentations are available.
- Process the deduction and cancellation of official accommodation within fifteen (15) working days from the date of receipt of recommendations.
- Ensure that delegated vacant positions are filled within two (2) months.
- Finalise recruitment of cadet constables within six (6) months after the advertisement.
- Process advances to salary office within five (5) working days provided that all documents are attached.
- Issue advances to stop salary within twenty (20) days prior to the last day of service for retirement.
- Update personal files within three (3) days upon request or when need arise.
- Attend to misconduct cases within one 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 ten (10) working days provided that all documents are available.
- Circulate sponsored programmes within a day upon receipt; and
- Facilitate induction training to appointed/promoted/transferred staff members within one (1) month from the date of assumption of duty.

Phone +264 61 2093289 / Fax +264 61 220621 / Email: hcmd@nampol.na

Directorate: Finance

We will:

- prepare and submit the NamPol Budget within the given deadline.
- monitor and control the NamPol expenditure on daily basis.
- ensure that payments for goods and services are processed within fourteen (14) working days.
- prepare monthly, quarterly, and annual reports on budget execution.
- ensure adherence to State Finance Act and Treasury Instructions at all times.
- process DSA and salary advice within two (2) working days after receipt.
- process overtime claims within two (2) working days.
- process leave gratuity within one (1) month of service termination; and
- ensure the collection, safekeeping, banking as well as reporting of different sources of Revenue collected by NamPol daily.

Phone: +264 61 2093205/3473 / Fax: +264 61 228747 / E-mail: finance@nampol.na

Directorate: Policy Planning and Development

We will:

- Conduct research on police matters when need arise.
- Coordinate the development of policies at all times.
- Review police books, registers, forms and policies after every three (3) years or when need arise.
- Coordinate the review of the organisational structure and establishment after every five (5) years or when need arise.
- Facilitate the development of strategic plans six (6) months prior to the expiry of the preceding strategic plan and according to the approved framework.
- Facilitate the development and review of the annual plans as per the PMS calendar.
- Continuously facilitate the implementation of customer service charter and business process re-engineering.
- Monitor the implementation of plans, programmes, projects and activities on a quarterly basis, and conduct evaluation when need arise.
- Conduct administration and financial inspections, analyse reports, and provide feedback on a quarterly basis or when need arise.
- Facilitate the handing and taking over of offices as prescribed in treasury instruction, ka 12000 prior to the last day of service.
- Evaluate organisational compliance with policies, regulations, and procedures at all times.
- Coordinate the implementation of projects when need arise.
- Conduct training on NamPol projects quarterly.
- Update case docket database daily.
- Compile report on project databases monthly and annually; and
- Analyse reports on the use of the suggestion boxes and produce feedback reports on a quarterly basis.

Phone: +264 61 2093250/3255 / Fax: +264 61 220621 / Email: ppdd@nampol.na

Directorate: Procurement and Logistics

We will:

- Provide logistical goods and services within five (5) working days.
- Provide tailoring services within five (5) working days.
- Avail transport and issue trip authority within one (1) working day.
- Collect and distribute renewal of license discs within five (5) working days after the expiring date.
- Forward request to bank for new and replacement of lost fuel cards within two (2) working days and provide a new card within eight (8) working days.
- Prepare and deliver purchase orders for servicing and repairs within two (2) working days after receipt of the requisition for expenditure.
- Inspect vehicle before and after handover.
- Prepare reports to auditor-general quarterly and annually.
- Construct and upgrade police facilities when need arise.
- Monitor and evaluate progress of capital projects monthly.
- Conduct minor maintenance daily, major maintenance within three (3) months.
- Attend to emergency maintenance within a day.

- Prepare quarterly and annual reports on budget execution.
- Request items to be procured under annual exemption when need arise prior to end of the financial year.
- Prepare procurement reports on a quarterly basis.
- Maintain assets and prepare reports annually.
- Prepare multi-year bid submission for procurement within six (6) months prior to end of financial year.
- Distribute bid documents and minutes two (2) days before bid evaluation committee meeting.
- Evaluate bid documents within fourteen (14) working days after the closing date.
- Certify and process invoices for payment within three (3) working days from the date of receipt.
- Carry out continuous, occasional, and annual stock taking; and
- Issue and control stock daily.

Phone: +264 612093431/3311 / Fax: +264 61 220621 / E-mail: procurement@nampol.na

Directorate: Training and Development

We will:


- Continuously design and develop training curriculum and programmes when need arise.
- Assess and evaluate training programmes at all times after completion of each intervention.
- Review curriculum after every five (5) years.
- Conduct and facilitate basic, advanced, and specialized policing trainings as per the training calendar.
- Conduct stakeholder engagement meetings on trainings at all times when need arise.
- Coordinate national and international sport activities as per planned sport calendar; and
- Facilitate physical trainings for individual staff members weekly.

Phone: +264 61 209 3232 / Fax: +264 61 234250 / E-mail: training@nampol.na

Directorate: Gender and Welfare

We Will:

- Provide counselling services in Khomas Region within 24 hours and in other regions within three (3) days.
- Provide spiritual support and motivation at all times when needs arise.
- Conduct ceremonial services at all times upon request.
- Conduct home and hospital visits in Khomas Region within 24 hours and within three (3) days in other regions upon request.
- Provide clinical care and social wellness services at all times upon request see functional.
- Conduct wellness and gender mainstreaming awareness campaigns quarterly or when need arise.

- 
- Continuously develop and distribute wellness promotional materials.
 - Coordinate participation in National and International activities at all times when the need arises; and
 - Ensure compliance to the Health Professions Councils of Namibia (HPCNA) at all times.

Phone: +264-61-209 3890 / Fax: +264-61-220621 / E-mail: gwd@nampol.na

Office of The Senior Staff Officer Administration

We will:

- Initiate workable administrative measures and strategies when need arise.
- Manage records, filing system on a daily basis, and archive system in accordance with archive act, 1992 (act, 12 of 1992);
- Facilitate and deliver mail correspondences within two (2) working days; and
- Maintain hygiene of the police national headquarter premises daily.

Phone: +264 61 2093438 / Fax: +264 61 240418 / E-mail: dig.admin@nampol.na

C) NAMIBIAN CORRECTIONAL SERVICE



1. WHAT WE DO

The Namibian Correctional Service is provided for under Article 121 of the Namibian Constitution and is established by Section 2 (1) of the Correctional Service Act, 2012 (Act No. 09 of 2012). To perform the following functions:

OFFICE OF THE COMMISSIONER-GENERAL

- Provide public and media relations, international relations, protocol, and corporate secretarial services.
- Consider the conditional release on parole/probation of inmates.
- Render legal and discipline services to the Namibian Correctional Service.
- Lead, support and coordinate the Namibian Correctional Service toward effective execution of its strategic plans.

SUB-DEPARTMENT: CORRECTIONAL OPERATIONS

- Provide safety and security to the Namibian Correctional Service.
- Provide comprehensive Primary Health Care services to offenders, staffs, and their families.
- Produce food and provide training to offenders on agricultural activities.
- Maintain and develop infrastructures and industrial workshop operations.
- Provide ICT services in the area of System Development, Server & Network Infrastructure and User Support.

SUB-DEPARTMENT: CORPORATE MANAGEMENT

- Provide administration support and advisory services on issues pertaining to human resources management within the NCS and ensuring that rules and regulations are correctly understood, implemented, and complied with.
- Ensure capacity development and training of Correctional Staff. Coordinate human resource development and training.
- Maintain a prudent financial management within the Namibian Correctional Service (NCS), in line with laws and regulations governing the State Finances.
- Support the operations and development of NCS through the provision of logistics & Procurement Services and administration Support Services.

SUB-DEPARTMENT: REHABILITATION AND RE-INTEGRATION

- Coordinate all activities relating to Rehabilitation of inmates.
- Coordinate all activities relating to Re-integrating of offenders.

2. OUR CUSTOMERS

- Civil Society
- Correctional Staff
- Faith Based Organisation
- General Public
- International Organizations
- Judiciary
- Media

- Non-Governmental Organisations (NGO's)
- Offenders and Inmates
- OMA's
- Regional Councils and Local Councils
- State Owned Enterprises (SOE) and Private Institutions
- Suppliers

3. OUR COMMITMENT TO YOU

Our commitment to our customers is the provision of effective, efficient and quality services; and we strive to execute our duties within our core values as illustrated earlier in this document.

4. OUR SERVICE PROMISE/STANDARDS

4.1. OFFICE OF THE COMMISSIONER-GENERAL

Directorate: Central Staff

We will:

- Provide protocol services to foreign and local dignitaries as prescribed in the protocol guidelines.
- Plan and organise NCS events as prescribed in the protocol guidelines.
- Initiate and develop at least four (4) MOUs within two (2) years.
- Serve as liaison for NCS at all times.
- Maintain key corporate documents within three (3) working days.
- Produce newsletters bi-annually.
- Communicate crisis related information to internal and external stakeholders within two (2) working days; and
- Respond to newspapers queries within three (3) working days.

Phone +264 81 954 6392 / +264 81 954 6010 / Fax +264 61 238 469 / E-mail. central.staff@ncs.gov.na

Directorate: National Release Board

We will:

- Complete assessment, conduct hearing and make recommendations to the Commissioner-General on inmates recommended for parole/probation within two (2) months upon receipt of the information package; and
- Complete assessment, conduct hearing and authorize inmates recommended for parole/probation within two (2) months upon receipt of the information package.

Phone +264 81 954 6204 / E-mail. national.board@ncs.gov.na

Directorate: Legal Services and Discipline

We will:

- Provide legal advice within two (2) working days upon request.
- Respond to internal legal queries within five (5) working days.

- Respond to external legal queries within ten (10) working days.
- Analyse draft policy documents within fourteen (14) working days.
- Analyse disciplinary cases and appeals for consideration within five (5) working days; and
- Continuously educate correctional officers on discipline.

Phone +264 81 954 6249 / +264 81 954 6012 / E-mail. legal.discipline@ncs.gov.na

Directorate: Performance Assurance, Monitoring and Evaluation

We will:

- Facilitate the development of the Strategic Plan (6) months prior to the expiry date of the preceding Strategic Plan and according to approved framework.
- Facilitate the development of the Annual Plan before the end of September every fiscal year.
- Facilitate the development of Performance Agreements prior to the first month of the next financial year.
- Ensure that performance review is conducted within ten (10) working days after the end of each quarter,
- Facilitate the development of the Customer Service Charter at all times when need arise and review after every two (2) years.
- Facilitate the identification of business processes for possible improvement when need arise and in accordance with approved frameworks.
- Ensure compliance with the NCS standards and the Mandela Rules (UN Standard Minimum Rules for the treatment of offenders) at all times.
- Conduct inspection on facilities, processes, and procedures annually.
- Produce inspection report and make recommendations for possible action thereof within a month after completion of inspection.
- Conduct inspection follow up on recommended actions within a week after the agreed time.
- Facilitate the development and implementation of data collection tools and techniques on weekly, quarterly, and annually.
- Coordinate the production of statistical report annually.
- Implement procedures for data sharing with internal and external stakeholders when need arise.
- Review research proposals within ten (10) working days; and
- Circulate inspection recommendations for possible action within a month of completion.

Phone +264 81 954 6102 / +264 81 954 6202 / E-mail. performance.evaluation@ncs.gov.na

4.2. SUB-DEPARTMENT: CORRECTIONAL OPERATIONS

Directorate: Security

We will:

- Respond to emergency calls within five (5) minutes.
- Attend to any threat reported within thirty (30) minutes,
- Protect the identity of the source at all times.

- Inspect correctional facilities daily,
- Inspect any other infrastructure before use by offenders at all times.
- Search any person, and vehicles entering or leaving correctional premises at all times.
- Conduct security vetting on applicants and suppliers when need arise.
- Safeguard offenders, correctional officers, and visitors at all times.
- Attend and respond to inmate affairs within (2) two working days.

Phone +264 81 954 6364 / +264 81 954 6014 / E-mail. security@ncs.gov.na

REGIONAL COMMANDERS CONTACT DETAILS

Region	Telephone	Email Address
Central and Southern	+264 61 284 6110/ +264 81 954 6208	central.southern@ncs.gov.na
North-Eastern and North-western Region	+264 66 256 653 / +264 81 954 7900	eastern.western@ncs.gov.na

CORRECTIONAL FACILITIES CONTACT DETAILS

Correctional Facility	Telephone	Email Address
Windhoek	+264 61 284 6500 / +264 81 954 6500	windhoek.cf@ncs.gov.na
Divundu	+264 66 259 500 / +264 81 954 7800	divundu.cf@ncs.gov.na
Hardap	+264 63 341 1000 / +264 81 954 6900	hardap.cf@ncs.gov.na
Evaristus Shikongo	+264 67 220 601 / +264 81 954 7500	evaristusshikongo.cf@ncs.gov.na
Oluno	+264 65 283 600 / +264 81 954 7600	oluno.cf@ncs.gov.na
Windhoek Female	+264 61 284 6737 / +264 81 954 6700	Windhoekfemale.cf@ncs.gov.na
Walvis Bay	+264 64 283 900 / +264 81 954 7300	walvisbay.cf@ncs.gov.na
Elizabeth Nepemba	+264 66-268 8300 / +264 81 954 7700	nepemba.fc@ncs.gov.na
Lüderitz	+264 63 2082 00 / +264 81 954 7150	luderitz.cf@ncs.gov.na
Gobabis	+264 62 577 700 /	gobabis.cf@ncs.gov.na
Omaruru	+264 64 573 200 / +264 81 954 7450	omaruru.cf@ncs.gov.na

Swakopmund	+264 64 417 951 / +264 81 954 7400	swakopmund.cf@ncs.gov.na
Keetmanshoop	+264 63-228 100 / +264 81 954 7100	keetmanshoop.cf@ncs.gov.na
Grootfontein	+264 67 248 603 / +264 81 954 7950	grootfontein.cf@ncs.gov.na
Omaruru Training College	+264 64 573 300 / +264 81 954 7200	ismahototrainingcollege@ncs.gov.na

Directorate: Healthcare

We will:

- Provide primary healthcare services 24 hours.
- Conduct comprehensive health screening of new and transferred offenders for communicable, non-communicable diseases and mental assessment, within forty-eight (48) hours upon admission and prior to release.
- Provide dental health education and instruction in dental hygiene upon admission and once per year.
- Provide health education within three (3) months of admission at correctional facilities.
- Provide and display educational awareness materials at correctional facilities at all times.
- Conduct health awareness programmes bi-annually or when need arise.
- Conduct food inspection and storage daily.
- Conduct regular environment inspection on health-related matters.
- Isolate all infectious cases at all times.
- Provide voluntary counselling and testing services within one working day provided staffs are available.
- Dispense prescribed medication at all correctional facilities daily; and
- Dispatch prescription cards with medications not available at the facilities within a day.

Phone +264 81 954 6113 / +264 81 954 6408 / Fax +264 61 223 606 / E-mail: health@ncs.gov.na

Directorate: Food Production

We will:

- Reduce cost of incarceration by producing certain food items annually; and
- Provide technical skills to offenders in agricultural activities daily.

Phone +264 81 954 6914 / +264 81 954 6406 / E-mail: food.production@ncs.gov.na

Directorate: Correctional Industries and Capital Projects

We will:

- Prepare quarterly and annual reports on budget execution.
- Prepare tender exemption for projects when need arises.
- Provide technical training skills for possible employment opportunity to offenders upon release on daily basis.

- Conduct monthly inspection on progress of construction projects.
- Conduct weekly maintenance inspection of infrastructure.
- Attend to minor maintenance within two days and major maintenance within a month.
- Facilitate the construction of new and upgrading existing institutions annually; and
- Ensure the operation of the workshops daily.

Phone +264 81 954 6909 / +264 81 954 6404 / E-mail. correctional.industries@ncs.gov.na

Directorate: Information Communication Technology

We will:

- Maintain a secure and reliable server and network infrastructure at all times.
- Manage licenses and maintain software on a regular basis.
- Attend to user support request within thirty (30) minutes.
- Facilitate provision of ICT services and hardware within two (2) working days upon request.
- Manage and monitor systems and network performance at all times.
- Develop major system within two years, and minor system within six (6) months when needs arise or upon request.
- Analyse user requirements on quarterly basis; and
- Train correctional staff on new applications within three (3) months from the date of implementation.

Phone +264 81 954 6132/ +264 81 954 6212 / E-mail ict@ncs.gov.na

4.3. SUB-DEPARTMENT: CORPORATE MANAGEMENT

Directorate: Human Resource Management (HRM)

We will:

- Update your Personal file as per your request within three (3) working days.
- Ensure that delegated vacant positions for staff members are filled within two (2) months, and undelegated within three (3) months.
- Finalise uniform personnel mass recruitment for four (4) months.
- Finalise promotion exercise for uniform personnel within one (1) month.
- Attend to misconduct cases of staff members within one month of their occurrence.
- Respond to staff members grievances within five (5) working days and for officers as prescribed in the NCS grievance procedure manual.
- Ensure capacity development of NCS staff as per the NCS Human Resource Development Plan.
- Conduct induction training to newly appointed NCS staff within one (1) month from the date of assumption of duty.
- Process applications on medical aid, social security, Home loan, and GIPF within one (1) working day provided all documents are attached.
- Process employees' benefits, GIPF and Social Security claims within one (1) working day provided all documents are attached.
- Conduct wellness sessions quarterly.
- Terminate service within one (1) working day upon receipt of notification.

- Interpret policies on request by NCS staff right away or within two (2) working days if we cannot provide an answer instantly; and
- Finalise mass recruitment within six (6) months after the advertisement.

Phone +264 81 954 6364/ +264 81 954 6016 / E-mail human.management@ncs.gov.na

Directorate: Human Resources Development and Training (HRDT)

We will:

- Conduct Training Need Analysis (TNA) after three (3) years.
- Formulate Human Resource Development Plan for three (3) years.
- Facilitate and conduct trainings based on TNA's findings within the TNA cycle.
- Coordinate internal, local, Regional, and International Short courses within three (3) days upon the invitations received.
- Outsource credible and affordable training providers when need arise.
- Conduct induction training to newly appointed NCS staff within one (1) month from the date of assumption of duty.
- Provide received information about study/training opportunities (Scholarships/ workshops/Seminars) to Correctional Staff within three (3) working days.
- Submit study leave recommendations to Commissioner-General for approval at the end of November every year.
- Provide study leave feedback to applicants at the beginning of every semester.
- Facilitate the Work Integrated Learning (WIL) applications within three (3) working days.
- Ensure capacity development of NCS staff as per the NCS Human Resource Development Plan.
- Attend to training request within ten (10) working days; and
- Provide Basic Training Course to Trainees upon admission at the Training College.
- Finalize mass training within nine (9) months.

Phone +264 81 954 6240 / E-mail human.training@ncs.gov.na

Directorate: Finance

We will:

- Prepare and submit the Budget within the given deadline.
- Monitor and control the expenditure on a monthly basis.
- Prepare monthly, quarterly, and annual reports on budget execution.
- Ensure adherence to legal frameworks that regulate finance and procurement.
- Process DSA and salary advice within two (2) working days of receipt.
- Ensure that payments for goods and services are processed within three (3) working days upon receipt of an invoice provided that they comply with rules and regulations.
- Reconcile the Suspense and Expenditure Accounts of the NCS monthly.
- Ensure the collection, safekeeping, banking as well as reporting of revenue from different sources collected by the NCS daily.
- Request for the release of funds by the 20th of each preceding month for spending; and
- Prepare and submit Annual Report to the Auditor General within prescribed time frames.

Phone +264 61 284 6289/ +264 81 954 6018 / E-mail finance@ncs.gov.na

Directorate: Logistics and Administration

We will:

- Prepare exemptions and bids for procurement within six (6) months prior to expiry date.
- Process purchase order within two (2) working days upon receipt of the approved requisition for expenditure.
- Respond to requisitions within five (5) working days of receipt.
- Ensure that requisitions adhere to the statutory requirements.
- Verify and submit invoices to finance within one (1) working day after receipt.
- Avail transport and issue trip authority within one (1) day.
- Collect and distribute license disc within five (5) working days after the expiring month.
- Prepare and deliver orders for servicing and repairs within two (2) weeks upon receipt of request.
- Scrutinise monthly kilometre and fuel returns.
- Inspect vehicles before and after handover.
- Ensure that correspondences are posted and delivered daily.
- Carry out general stock taking once a year and as need arise.
- Issue and control stock daily.
- Avail switchboard operator at all times.
- Clean office premises daily; and
- Manage and renew contracts for the procurement of goods and services on quarterly basis.

Phone +264 81 954 6933/ +264 81 954 6402 / E-mail logistics.administration@ncs.gov.na

4.4. SUB-DEPARTMENT: REHABILITATION AND RE-INTEGRATION

Directorate: Rehabilitation

We will:

- Assess the risk/needs of inmates at all times upon admission.
- Classify offenders into security levels based on their risk factors within ninety (90) days.
- Provide coaching, counselling and guidance to inmates continuously or when need arise.
- Continuously facilitate and coordinate the execution of the correctional treatment plan.
- Recommend eligible inmates to the national release board three (3) months before the earliest eligibility date for release on full parole/probation.
- Provide functional literacy to inmates during their incarceration.
- Coordinate and facilitate the enrolment of inmates at education institutions per annum during registration period.
- Continuously provide Adult Upper Primary Education (AUPE) to improve access to vocational training.
- Continuously provide formalised vocational training programmes to inmates.
- Coordinate education services from external partners when need arise.
- Continuously coordinate and provide evidence based and support rehabilitation

- programmes to inmates to address their risks/needs in preparation for their release.
- Coordinate support rehabilitation programmes from external partners when need arise.
- Continuously provide psychosocial counselling to inmates.
- Continuously provide mental health services and tailored services to special needs offenders.
- Continuously provide services that are in line with regional and international protocols for special needs inmates (juveniles and female).
- Provide mental health services to inmates as prescribed in the NCS health policy at all times; and
- Coordinate mental health services from external partners when need arise.

Phone +264 81 954 6205 / +264 81 954 6020 / E-mail rehabilitation@ncs.gov.na

Directorate: Re-Integration

We will:

- Conduct sensitization programmes weekly.
- Identify and conduct assessment of eligible offenders for community service orders upon conviction within five (5) working days.
- Submit suitability programmes assessment report to court within five (5) working days after conviction.
- Identify stakeholders in the community to serve as service providers for interventions towards successful reintegration of offenders when need arise.
- Ensure offenders placed under community supervision comply with release conditions daily.
- Conduct initial assessment for all offenders who are released on parole or remission of sentence as prescribed in the standard operating practices.
- Continuously provide necessary support to offenders until completion of sentence; and
- Link offenders to resources in the community when need arise.

Phone +264 81 954 6201 / +264 81 954 6022 / E-mail reintegration@ncs.gov.na

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 five (5) minutes if you have an appointment.
- 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.

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 from our customers.

We therefore request you to:

- Be honest and timely in providing required information to the Ministry.
- Comply with existing Legislations, Regulations and Procedures.
- Treat our staff members with the necessary respect.
- Give us your comments so that we can improve our service.

When you communicate with us, please provide the following information:

- Your full name, postal address, telephone and / or fax number and email address.
- Provide a clear description of your particular concern or needs.
- Keep a record of the issue at stake and the person 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 Ministry you should contact:

HOME AFFAIRS AND IMMIGRATION

The Chief Public Relations Officer

Ministry of Home Affairs, Immigration, Safety and Security

C/O Hosea Kutako Drive and Harvey Street

Windhoek North

Private Bag 13200

Windhoek

Phone: +264 81 951 0064/65/66

E-mail: Public.Relations@mha.gov.na

Feel free to engage us through our social media platform:

<https://mhaiss.gov.na>

<https://www.facebook.com/MHAINamibia/>

<https://twitter.com/MHAINamibia>

<https://www.instagram.com/mhainamibia/>

NAMIBIAN POLICE FORCE

Public Relations Division

Namibian Police Force

C/O Jan Jonker and Galilei Street

Ausspannplatz

Private Bag 12024
Windhoek
Phone: +264 61 209 3286/ 3470/ 3378
Fax: +264 61 220 621
E-mail: PR@nampol.na

Feel free to engage us through our social media platform:
<https://nampol.gov.na>
Facebook: @nampolforce
Instagram: @namibianpoliceforce
Twitter: @ForceNampol

NAMIBIAN CORRECTIONAL SERVICE

The Commissioner General
Namibian Correctional Service
Brendan Simbwaye Square
Private Bag 13281
Windhoek
Namibia

Phone: +264 61 284 6219
Fax: +264 61 238 469
E-mail: cg.office@ncs.gov.na
Website: www.ncs.gov.na
Or
Public Relations Office (direct line) +264 61 284 6916
NCS Switchboard+ 264 61 284 6111
E-mail: info@ncs.gov.na
<https://mhaiss.gov.na>
<https://www.facebook.com/www.ncs.gov.na/>
Twitter: [ncs_namibia](https://twitter.com/ncs_namibia)

If you are not satisfied with the response from the Ministry of Home Affairs, Immigration, Safety and Security you may approach the Office of the Prime Minister
If still not yet satisfied, you may approach Office of the Ombudsman.

QR CODES

