



Republic of Namibia

**MINISTRY OF SAFETY AND SECURITY**

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**CUSTOMER SERVICE CHARTER**

## **FOREWORD**

The Ministry of Safety and Security has been entrusted with the delicate responsibility of maintaining law and order, protecting lives and properties, as well as the provision of safe custody to offenders while rehabilitating them for possible re-integration back into society as law abiding citizens.

To this end, the Ministry of Safety and Security commits itself to making a tangible and long-lasting contribution in ensuring that Namibia becomes a prosperous and industrialised nation, enjoying peace and political stability, in line with our long-held development endeavor as outlined in Vision 2030.

The Customer Service Charter of this Ministry outlines the way we provide services to our customers.

The Ministry's Customer Service Charter allows the Ministry to align itself to high level initiatives of the Government of the Republic of Namibia, in ensuring that the Ministry genuinely serves inhabitants of this country, and that our customers view us as relevant and meaningful in our quest to ensure safety, peace, stability and outright internal security.

On behalf of the Ministry of Safety and Security, I would like to extend my gratitude to all stakeholders for their input and support in the development of this Charter.

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**Honourable, Major General (Rtd) Charles DNP “Ho Chi Minh” Namoloh, MP**  
**Minister**

## **ACKNOWLEDGEMENT**

The Customer Service Charter of the Ministry of Safety and Security has been successfully completed following a collective effort by the Departments of Namibian Police Force, Namibian Correctional Service and Finance and Administration. In my opinion, the commitment from all the Departments accelerated the tempo at which this Customer Service Charter was finalized.

As it can be seen from the guiding values and functions contained in this Charter - inter and extra Ministerial relations provided for by the formal and informal institutional arrangements dictates the need for the creation of partnerships ideal for the realization of this Ministry's vision for the successful delivery of its mandate.

This Customer Service Charter will ultimately serve as a measurement tool on how the Ministry provides services to its customers.

Without the collective effort by all Departments in this Ministry, the development of this charter would have been a challenge.

I wish to thank all Heads of Departments for their contribution towards the completion of this Charter.

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**Trephine P. Kamati**

**Permanent Secretary**

## **OUR MANADATE**

The Ministry of Safety and Security was established to ensure the internal security, maintain law and order and protection of society by providing safe and human custody of offenders, while assisting them in their rehabilitation and social re-integration as law abiding citizens.

The Ministry's **mandate** is derived from the following:

- Namibian Constitution(Article 115 and 121)
- National Development Plans
- Police Act 1990, (Act 19 of 1990)
- Correctional Service Act, 2012 (Act 9 Of 2012)
- Public Service Act 1995(Act 13 of 1995)

**Our Vision:** To position Namibia as one of the top thirty safest countries in the world (Global Peace Index).

**Our Mission:** To render quality national security through advanced policing and correctional service.

## **THIS CHARTER OUTLINES**

- What we do
- Our customers
- Our commitment to you
- Our service promise
- When you contact us
- Your views count
- What we ask from you
- Dealing with your complaints.

### **What we do**

Provision of public safety and security through policing, rehabilitation and reintegration.

**The business of the Ministry of safety and Security is centered on three key aspects namely:**

#### **(a) Namibian Police Force.**

The Department of Namibian Police Force performs the following functions:

- The preservation of the internal security of Namibia.
- The maintenance of law and order.

- The investigation of any offence or alleged offence.
- The prevention of crime.

### **(b) Namibian Correctional Service**

The Department of Namibian Correctional Service Performs the following functions:

- To ensure that every inmate is secured in safe and humane custody, within a correctional facility until lawfully discharged.
- To render health care to inmates.
- To apply rehabilitation programs and other meaningful and constructive activities to sentenced offenders that contribute to their rehabilitation and successful reintegration into community as law abiding citizens.
- To supervise offenders who are on conditional release.
- To perform all work necessary for, arising from, or incidental to, the effective management, administration and control of correctional facilities and community correctional centers.
- To perform such other functions as the President may from time to time assign to the Correctional Service.

### **(c) Finance and Administration.**

The Department of Finance and Administration performs the following functions:

- Provide independent and objective assurances, and consulting services.
- Oversight of financial, human resources and administration management.

### **Our customers**

- General Public
- Offices/Ministries/Agencies
- Media
- Civil Society

### **Our commitment to you.**

Provide efficient and effective service to the general public, as well as responding promptly to requests for our services.

### **Core values:**

The core values of the Ministry are derived from the Public Service Principles listed below:

PRINCIPLE	MEANING
<b>STANDARDS</b>	Setting, monitoring and publishing clear standards of service that individual members of the public can reasonably expect.
<b>COURTESY AND HELPFULNESS</b>	Providing a courteous and helpful service which is run to suit the convenience of those entitled to the service: services being provided by public servants who can be identified readily, through wearing name badges, by their customers.
<b>INFORMATION</b>	Providing information about public services in a straightforward and open manner which is readily understandable.
<b>CONSULTATION AND PARTICIPATION</b>	Ensuring that there is regular consultation and communication with those who use services and, having taken their views and priorities into account, providing a choice wherever possible.
<b>ACCOUNTABILITY</b>	Providing details of performance against targets and identifying who is responsible.
<b>TRANSPARENCY</b>	Disclosing how public services are managed, and the cost and performance of specific services
<b>NON-DISCRIMINATION</b>	Ensuring that services are available and applied equally to all.
<b>QUALITY OF SERVICE</b>	Publicizing straightforward complaints procedures with independent reviews where possible. Providing, where errors have been made, an apology, full

PRINCIPLE	MEANING
	explanation and early correction of the error.
<b>VALUE FOR MONEY</b>	Providing efficient and economic public services within affordable resources.
<b>ACCESSIBILITY</b>	Ensure accessibility to public service by accommodating the service needs of our service users.

**Our services promise/standards**

**At Namibian Police, we will:**

- Finalise the Investigation of serious offences within four (4) months.
- Encourage community participation and cooperation to ensure that crime in their neighborhoods, villages, locations and towns is reported and prevented.
- Maintain visible and active presence within communities through patrols and conducting random stop and search in firm but fair manner.
- Finalise the investigations of minor offences within fourteen (14) days.
- Finalise the investigation of moderate offences with twenty-eight (28) days.
- Provide progress feedback once a month to complainants.

**At Namibian Correctional Service, we will:**

- Make recommendations, complete assessments, conduct hearings and authorise the conditional release of offenders one (1) month before the earliest eligibility date.
- Safeguard offenders, correctional officers and visitors at all times.
- Attend and respond to inmate affairs within two working days.
- Provide primary healthcare services to inmates.
- Conduct awareness programs bi-annually or when needed.
- Provide rehabilitation and reintegration programs to offenders.

**At Finance and Administration, we will:**

- Perform internal audit services in accordance with required standards.
- Respond promptly to memoranda and other correspondences within ten (10) working days.
- Interpret human resource policies and other relevant legislations to the general public.

- Oversee financial, human resource and administrative functions.

**When you communicate with us please provide the following information.**

- Your full name, postal address, telephone number, fax number and email address.
- Provide a clear description of your particular concern or requirements.
- Indicate what kind of response you would expect.
- Keeping a record of the complaint and the person who deals with the complaint as well as the date and time of communication can help to improve our services

**If you visit us:**

- We will attend to you within 10 minutes.
- We will respond to your questions immediately.

**PLEASE NOTE:**

- Where we are unable to meet these standards, we will provide feedback regarding the delay in one week.

**Dealing with your complaints**

If you have any comments, suggestions or request about the services offered by the Ministry, you should contact:

The Permanent Secretary

Ministry of Safety and Security

Private Bag 13281

Windhoek

Tel: + 264 61 2846111

Fax: + 264 61 233879

E-mail: [pro@mss.gov.na](mailto:pro@mss.gov.na)