



## NATIONAL POLICE SERVICE

# SERVICE STANDARDS

These Service Standards timelines may be adjusted to suit circumstances on the ground. In an emergency, call Police Hotlines: **999/112/911** for assistance.

Services we provide	Charges if any	Timelines
Provision of assistance to the public when in need	Free	Immediate/as appropriate
Maintenance of law and order	Free	24/7
Preservation of peace	Free	24/7
Protection of life and property	Free	24/7
Commencement of investigations of crime	Free	Immediate/as appropriate
Prevention and detection of crime	Free	24/7
Apprehension of offenders	Free	24/7
Enforcement of all laws and regulations with which the Service is charged with	Free	24/7
Visiting a scene of crime	Free	Immediate/within 2hours
Provision of escort/outrider services when requested and justified	Prescribed Fee by the Government	Immediate/as appropriate
Response to distress calls or emergency	Free	Immediate
Filling of P3 Form and Police Abstract	Free	Immediate
Production before Court of suspect held in police custody	Free	Within 24hours or before the end of the next court day
Attending and resolving traffic accidents/incidents	Free	Immediate
Investigation of cyber related crimes	Free	Immediate/as appropriate
Issuance of Police Clearance Certificate	Prescribed Fee by the Government	7 to 14 Working Days
Investigation of matters relating to land	Free	Immediate/as appropriate
Investigation of environment crimes	Free	Immediate/as appropriate
Investigation of general public complaints	Free	Immediate/as appropriate
Customer service feedback and complaints	Free	Immediate/as appropriate
Receive and investigate complaints against police officer	Free	Immediate/as appropriate
Provision of stock theft prevention services	Free	Immediate/as appropriate

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999/112/911