

## STANDING ORDER (GENERAL) 6

### INSPECTORATE

#### 1. Purpose

The purpose of this Instruction is to set out the functions and responsibilities of the Inspectorate.

#### 2. Definition

In this Instruction, unless the context otherwise indicates "*inspection*" means a process by which compliance with legislation, departmental directives, instructions, policies and procedures is monitored by employees attached to the Inspectorate, but excludes inspections conducted by line functionaries in the execution of their day to day management responsibilities.

#### 3. Establishment

- (1) The Division: Inspectorate is hereby established as a division of the Service.
- (2) The Division: Inspectorate falls under the command and control of the Divisional Commissioner: Inspectorate who is responsible for the effective and efficient management of the Division, subject to the command and control of the National Commissioner.
- (3) A Provincial Head: Inspectorate falls under the command and control of the relevant Provincial Commissioner.

#### 4. Functions and duties of the Division

The Division: Inspectorate must —

- (a) set norms and standards for the Inspectorate (at national or provincial level) and provide divisional directives to the Inspectorate (at national or provincial level) to ensure the effective execution of functions;
- (b) determine whether departmental directives, instructions, policies and procedures are complied with;
- (c) evaluate the extent to which the strategies and priorities in terms of the Strategic Plan of the Service are implemented;
- (d) report to the National Commissioner on the effectiveness, efficiency and quality of service delivery by the Service;

- (e) advise the National Commissioner on how the effectiveness, efficiency and quality of service delivery by the Service can be improved;
- (f) on a regular basis assess the effectiveness of any remedial measures implemented to rectify any deficiencies in the effectiveness, efficiency and quality of service delivery by the Service;
- (g) disseminate information at national and provincial level concerning identified best practices;
- (h) coordinate and manage the investigation of complaints relating to service delivery against the Service and make recommendations with regard thereto;
- (i) maintain an appropriate database to provide relevant management information; and
- (j) perform ad-hoc tasks assigned to the Division by the National Commissioner;

## 5. Responsibilities relating to inspections

- (1) When an evaluation or inspection is conducted or is to be conducted —
  - (a) a Divisional or Provincial Commissioner must, at request, provide copies of all programmes, projects or documents with instructions and directives impacting on the relevant functions to the officer conducting the evaluation or inspection;
  - (b) all Component Heads, Station commanders and Unit Commanders must —
    - (i) make available all registers and documents required; and
    - (ii) ensure that employees at the component, station or unit provide the necessary assistance to the evaluation or inspection officer.
- (2) On receipt of a report from the Divisional Commissioner: Inspectorate or the Provincial Head: Inspectorate (as the case may be), the relevant Divisional Commissioner and Provincial Commissioner must —
  - (a) ensure the implementation of suitable remedial measures to address negative trends identified during evaluations, inspections and the investigation of complaints of poor service delivery within the time frames set out in the applicable report; and

- (b) ensure the implementation of identified best practices within his or her division or province, as the case may be, to enhance the rendering of an effective and efficient service delivery.

## 6. Evaluations and inspections

- (1) Divisional-, Provincial-Commissioners and Station commanders as well as Unit Commanders must be informed of the date on which scheduled *inspections* and evaluations will be conducted, provided that, where the Divisional Commissioner: Inspectorate or the relevant Provincial Head: Inspectorate deems it necessary, unannounced evaluations and *inspections* may be conducted without prior notification.
- (2) On arrival at the office or station to be evaluated or inspected, the leader of the *inspection* team must introduce himself or herself as well as the other members of the team to the most senior member on duty at the time of the evaluation or *inspection*.
- (3) While conducting an evaluation or *inspection* at a component, station or unit, an employee of the Inspectorate or a Provincial Inspectorate may —
  - (a) access any facility or information under the control of the relevant commander;
  - (b) call upon any employee of the Service to give a full and accurate account of his or her actions in the performance of his or her official responsibilities within the Service; and
  - (c) may request to be assisted by the component, station or unit, which request may not, without good reason, be refused.
- (4) Evaluations and *inspections* or the investigation of complaints, must be conducted in such a manner that it causes as little inconvenience and disruption of police duties as reasonably possible.
- (5) No information gathered by employees of the Inspectorate may be disclosed to any person, unless prior authorization is obtained from the Divisional Commissioner: Inspectorate or the relevant Provincial Commissioner.
- (6) An employee of the Inspectorate who is conducting an evaluation and *inspection* or investigating a complaint must address senior employees in the appropriate manner and conduct him or herself in a manner which demonstrates respect for the rank structure of the Service.

- (7) An employee of the Inspectorate must, where possible, provide *on-the-job guidance* during evaluations or inspections for the immediate rectification of shortcomings and discrepancies.

## 7. Reporting

- (1) All reports compiled by the Division: Inspectorate must be approved by the Divisional Commissioner: Inspectorate, or a commissioned officer designated by him or her, before being submitted to the National Commissioner or the relevant Divisional or Provincial Commissioner.
- (2) All reports compiled by a provincial inspectorate must be approved by the relevant Provincial Head: Inspectorate, or a commissioned officer designated by him or her, before being submitted to the Provincial Commissioner. A copy of the report must be submitted to the Divisional Commissioner: Inspectorate.
- (3) The relevant Divisional or Provincial Commissioner must respond to a report and recommendations submitted to him or her by the Divisional Commissioner: Inspectorate or the Provincial Head: Inspectorate, within the time frame set out in the applicable report.