

NATIONAL ASSEMBLY

FOR WRITTEN REPLY

QUESTION 833

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(INTERNAL QUESTION PAPER NO 8-2023)

833. Ms Z Majozi (IFP) to ask the Minister of Police:

How often does he conduct oversight visits at police stations in the various provinces, as there are reports that some police stations close their gates by 20:00 regardless of local communities needing their assistance?

NW934E

REPLY:

The South African Police Service (SAPS) conducts regular visits to police stations across the country, including the Top 30 High Contact Crime Stations, which are visited by Generals from the National Head Office. The national divisions also conducted announced and unannounced visits to police stations to assess compliance with the SAPS' key policies, instructions and procedures, during which identified irregularities are immediately addressed and consequence management applied, as determined by the circumstances.

Furthermore, in terms of National Instruction 13 of 2016 (Duties of the Station Commanders), the Station Commander must at least perform four after-hours visits, per month, at the station, in accordance with the following:

- At least one visit on a Friday, Saturday or Sunday; and
- At least three visits on week days, between 19:00 and 05:00.

National Instruction 2 of 2015 (Duties of the Duty Officers), further stipulates that the Duty Officers must conduct six after hours visit as follows:

- One visit before midnight during the week;
- One visit after midnight during the week;
- One visit on a Saturday;
- One visit on a Sunday and

- One visit on a public holiday if the public holiday falls within the period of the tour of duty.

Complaints regarding inadequate service delivery by police stations may be raised with the Station Commander and or CFP Chairperson, whose contact details must be displayed in the Community Service Centre (CSC). Members of the public may also make use of the SAPS complaints line (0800 333 177) or mySAPS APP to report service delivery concerns. Please note that police stations may implement measures, such as restricted access control, as a result of police safety concerns.

With regard to police stations being closed after 20:00, it must be mentioned that National Crime Combating Forum (NCCF) Instruction 16 of 2021, dated 30 January 2022, specifically guides the operating hours of police stations with depleted capacity. Paragraph 5.7.1 of the aforementioned NCCF Instructions directs that:

"In terms of Section 205 of the Constitution of the Republic of South Africa, 1996, the SAPS has an obligation to prevent, combat and investigate crime, to maintain public order, to protect and secure the inhabitants of the Republic and their property and to uphold and enforce the law. Station Commanders are required to use their discretion and implement measures to address matters related to capacity at police stations. In this regard, if it is not possible for a contact point, satellite police station or police stations to deploy adequate personnel numbers to ensure safety at the Community Service Centre (CSC) whilst also providing a response to complaints and crime in the areas, alternative arrangements may be considered. The alternative arrangements must be consulted with the Community Police Forum (CPF) and stakeholders in the community including other Departments. It must also be communicated to the community. It must be implemented with support from the District Commander and neighbouring police stations. As a last resort limiting the hours of the CSC may be considered provided that arrangements are in place for calls to be answered and for response vehicles to be deployed in the area. If the CSC is closed at certain hours, all firearms must be removed from the building".


Police stations, are, therefore, only closed as a last resort, when facing critical capacity shortages and alternative arrangements are put in place, to mitigate the impact on service delivery.

Reply to question 833 recommended/~~not recommended~~


**GENERAL
NATIONAL COMMISSIONER: SOUTH AFRICAN POLICE SERVICE
SF MASEMOJA (SOEG)**

Date: 2023-03-22

Reply to question 833 approved/~~not approved~~


**MINISTER OF POLICE
GENERAL BH CELE, MP**

Date: 28/03/2023