

BOTSWANA POLICE SERVICE



ANNUAL REPORT

2014

STRATEGIC ELEMENTS OF THE BOTSWANA POLICE SERVICE

The Mandate

The Botswana Police Act, Cap 21:01 at section 6 (1) outlines the duties and functions of the Botswana Police Service as follows:

The Service shall be employed in and throughout Botswana to protect life and property, prevent and detect crime, repress internal disturbances, maintain security and public tranquility, apprehend offenders, bring offenders to justice, duly enforce all written laws with which it is directly charged and generally maintain the peace.

The Mission

To provide a professional policing service, in partnership with the community.

“Providing a professional policing service” This is a pronouncement that appreciates that the organisation is in the business of policing in all its aspects. It also acknowledges the manner in which the organisation will evolve as it provides policing. A professional policing service pledges a service characterised by a high level of skill, competence, speed and attention to any emerging policing challenges.

“In partnership with the community” emphasises the fact that community participation is essential to the prevention and detection of crime. We want to forge meaningful partnerships with the community.

The Vision

To be a law enforcement agency of repute.

“Law enforcement agency of repute” emphasises an envisioned Botswana Police Service of good standing. First and foremost it will be an organisation that associates itself with good performance. In the end it is envisioned a Police service that is of a standard free from any unethical behaviour. This characterises a dignified police service worthy of honour and treating its customers with due respect. The pride of the organisation will be in its relations with all members of the community.

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Commissioner's Foreword



I am grateful to present the Annual Report of the Botswana Police Service for the year 2014. This report covers a number of areas ranging from the BPS performance on the core mandate of policing and road safety, human resource management to community service initiatives.

As you go through this report, you will appreciate that despite a plethora of challenges in policing in general, the BPS continues to perform satisfactorily over the years in ensuring public safety and security. The same trend was realised during the year under review as depicted by the crime statistics.

Let me reiterate what has now become our cliché that we cannot attribute these successes to the police alone. Success in policing comes about

as a result of concerted efforts by various stakeholders and the general public joining hands and working with the police in crime prevention. We are forever grateful for the unwavering support that we get from all quarters.

It is these deliberate and intentional efforts that resulted in the 8.1% reduction in the number of violent and intrusive offences such as house break-ins, burglaries, store break-ins and robberies. We also posted good results in road safety as we clocked less road accidents and associated fatalities.

Regrettably, there was a slight upsurge in other offences such as murder and theft of motor vehicles. It is worrying that some people do not value the sanctity of life and family institution as most of the murders are as a result of violence involving spouses and lovers.

The other disturbing trend is the use of violence and aggression in the commission of offences. An assortment of weapons, including firearms, knives, domestic garden tools etc, are used in robberies, murders and home invasions.

We, the Botswana Police Service family commit ourselves to go an extra mile in ensuring public safety and security. Of course we will do this, as vowed in our vision and tagline, *In partnership with you*.

It is pleasing to note that the Government of this great Republic continues to give tremendous support to the BPS in order to deliver quality law enforcement. We shall continue to do our level best in carrying out this mandate.

A handwritten signature in black ink, appearing to read "Keabetswe Makgopha". It is written in a cursive style with a horizontal line underneath it.

Keabetswe Makgopha
Commissioner of Police
(DSO, BPM, JSM, LSGCM)

List of Abbreviations

AFIS	- Automated Fingerprints Identification System
ACP	- Assistant Commissioner of Police
ASB	- Air Support Branch
BBP	- Bechuanaland Border Police
BDF	- Botswana Defence Force
BMP	- Bechuanaland Mounted Police
BPF	- Botswana Police Force
BPP	- Bechuanaland Protectorate Police
BSACP	- British South Africa Company Police
BSAP	- British South Africa Police
BPS	- Botswana Police Service
CAP	- Chapter
CID	- Criminal Investigations Department
CISD	- Critical Incident Stress Debriefing
CDS	- Corporate Development Strategy
CMR	- Cape Mounted Rifle Men
CRB	- Criminal Records Bureau
CRIB	- Crime Intelligence Branch
CTO	- Central Transport Organisation
DFP	- Developments Finance and Procurement
DIS	- Directorate of Intelligence and Security
DCEC	- Directorate on Corruption and Economic Crime
DMS	- Departmental Management Services
FSS	- Forensic Science Services
HOF	- Head of Finance
HOSP	- Head of Stores and Procurement
ILEA	- International Law Enforcement Academy
INTERPOL	- International Criminal Police Organisation
IT	- Information Technology
MTC	- Ministerial Tender Committee
PPADB	- Public Procurement and Assets Disposal Board
QMS	- Quarter Masters Stores
SSG	- Special Support Group
SWIMS	- Supplies Warehousing Inventory Management Systems
TTB	- Transport and Telecommunications Branch

Background



Botswana Police History

Historically, the Botswana Police Service (BPS) dates back to the early days of Bechuanaland when law enforcement was under the control of local traditional rulers (Chiefs and Headmen). The Bechuanaland Mounted Police (BMP) as it was initially called, was formed under the British Protectorate Administration on 1st July 1884 when a force of 100 European men was assembled to police Bechuanaland. Influenced by the then Resident Commissioner John Mackenzie, the British sent a 4,000 military expedition, led by Sir Charles Warren to South Africa to assert British sovereignty over Bechuanaland. After signing treaties with several African Chiefs, Sir Warren announced declaration of Bechuanaland Territories as British Protectorate on 21st May, 1884.

A small army was later enlisted to patrol the new Protectorate borders and the High Commissioner based at the Cape authorised the formation of the Bechuanaland Border Police (BBP) on 4th August, 1885 to patrol Bechuanaland borders to prevent its occupation by filibusters. The new force of 500 men inclusive of the existing local police of 100 European men formed in 1884 and led by Lt. Col. Frederick Carrington of the South Wales Borderers was modelled after the Cape Mounted Riflemen (CMR) from South Africa with weaponry that included Martini-Henry rifles equipped with bayonets and Maxim automatic machine guns. In 1891, the British Government gave the administration of the Bechuanaland Protectorate to the High Commissioner for South Africa, who then appointed officials in Bechuanaland ending the ‘independence’ of Bechuanaland. Most of the Bechuanaland Border Police officers were then transferred to the British South Africa Company Police (BSACP), which controlled the Eastern part of the Protectorate.

The remaining Bechuanaland Border Police (BBP) was in April 1896 renamed Bechuanaland Mounted Police (BMP) and later changed to Bechuanaland Border Police, becoming Division 1 of the British South Africa Police (BSAP) which was formed the same year (1896). Matabeleland M o u n t e d

Division

Police became Division II and Mashonaland Mounted Police III. The BSA Police No.1 (Bechuanaland) Division, which had its

headquarters in Mafeking, was abolished in 1903, becoming Bechuanaland Protectorate Police (BPP).

Bechuanaland Protectorate Police Force traditionally recruited few Bechuanaland natives but more constables from Basutoland (Lesotho), Southern Rhodesia (Zimbabwe) and Northern Rhodesia (Zambia.)

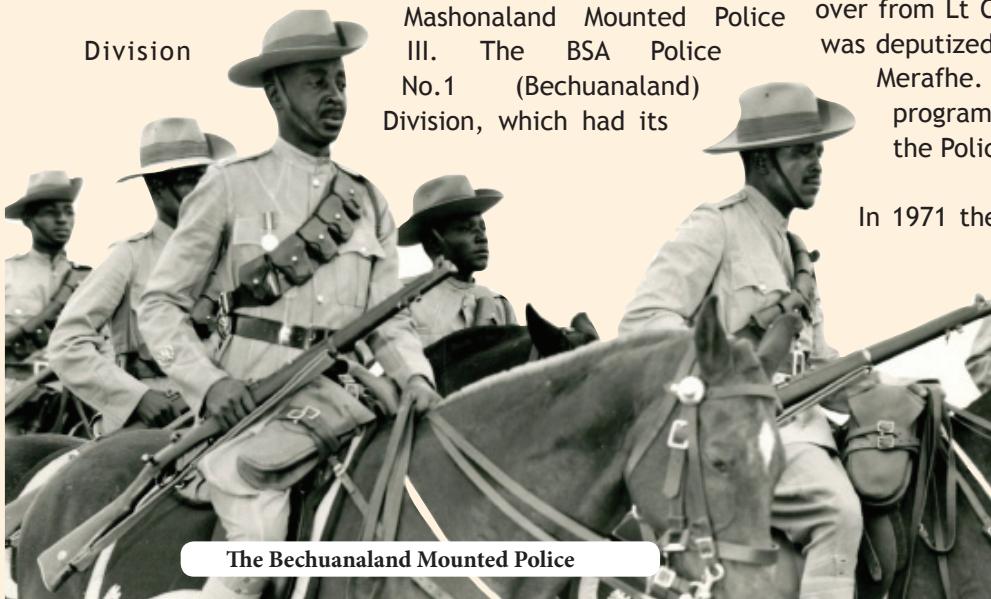


Sir Charles Warren

They were recruited for service in the Bechuanaland in accordance with British security policies to perform imperial military duties including town and village patrols, guard and escort duties and operations against the troublesome tribes. Tswana officers served mainly as messengers and could not be promoted beyond the rank of trooper. This deliberate action by British policy makers to place Africans in primarily non technical auxiliary positions made natives of the Protectorate perceive the police institution as foreign. Basing qualifications for joining the police on candidates’ physique and height, instead of academic qualifications, worsened the perception which portrayed the police as more confrontational, scary and out to pounce on unsuspecting members of the public. The state of affairs further caused a rift between the police and the public, creating opportunity for increased crime.

In 1966, the Bechuanaland Protectorate Police changed its name to Botswana Police Force (BPF), when Botswana attained independence from the British. Mr Simon Hirschfeld, the first Motswana Commissioner of Police, took over from Lt Colonel James Bailey in 1971. Mr Hirschfeld was deputized by the late Lt. General Mompati Sebogodi Merafhe. The fast tracking of the localization programme saw increased number of locals joining the Police Force.

In 1971 the first eight female police constables were recruited. Mr Hirschfeld (1971-1995) was succeeded by Mr Norman Molebogo (1995-2004), followed by Mr Edwin Batshu (2004-2007), Mr Thebeyame Tsimako (2007-2012), who paved way for the current Commissioner Mr Keabetswe Makgophe in 2012. In 1997, during major transformation that embraced its new vision, mission and values, Botswana Police Force (BPF), changed its name to Botswana Police Service (BPS).



The Bechuanaland Mounted Police

Mandate

The Botswana Police Act, CAP 21:01, Section 6, states that the Service shall be employed in and throughout Botswana to:

- *Protect life and property*
- *Prevent and detect crime*
- *Repress internal disturbances*
- *Maintain security and public tranquility*
- *Apprehend offenders*
- *Bring offenders to justice*
- *Duly enforce all written laws with which it is directly charged and*
- *Generally maintain the peace*



Keabetswe Makgophe
Commissioner of Police
(DSO, BPM, JSM, LSGCM)



Victor Bruno Paledi
Deputy Commissioner
(Operations)
(BPM, LSGCM)



Tapudzani Pester Gabolekwe
Deputy Commissioner
(Support Services)
(DSO, BPM, JSM, LSGCM)

The Command Structure

The BPS is a large organization that was initially located in the Ministry of State President, but now is in the Ministry of Defence, Justice and Security. By the power vested upon him by the Constitution of Botswana in terms of Section 112 (2) (e), the President of the Republic of Botswana who is also the Commander-in-Chief of the Armed Forces appoints the Commissioner of Police.

The Commissioner of Police is deputised by two Deputy Commissioners. These two together with the Commissioner of Police constitutes the Police Executive.

Operational Structure

The BPS comprises two broad functions: Operations and Support Services each headed by a Deputy Commissioner. The Operations category consists of Operations Headquarters, Traffic, Criminal Investigations Department, Forensic Science Services and Crime Intelligence Branch, each headed by a Director. There are four Divisions namely the Northern, North Central, Southern and South Central divisions, each headed by a Divisional Commander.

Under the four Divisions, there are 16 Districts led by Officers' Commanding and under them (districts) are 78 police stations led by Station Commanders and a total of 376 police posts led by Inspectors, Sub-Inspectors or Sergeants reporting to Station Commanders.

The Support Services category consists of the Special Support Group, Transport and Telecommunications Branch, Departmental Management Services, Performance Management Systems, Development Finance and Procurement, International Law Enforcement Academy, Training and Air Support.

Significant Events

Significant Events



February (18/02/14)

The Minister of Defence, Justice and Security Honourable Dikgakgamatsou Seretse (fifth from right) posing for a photo with members of the Botswana Police Senior Management after officially opening the 42nd Senior Officers Annual Conference.



March (13/03/14)

The Commissioner of Police Mr Keabetswe Makgophe addressed members of different Political parties and pleaded for their cooperation with the Police during the General Elections.



April (30/04/14)

Botswana Police aircraft BPS 02 was reported missing in the Okavango Delta with three crew members on board and was later found crashed with all its crew members killed. A memorial service for the three officers was held in Gaborone.



July (15/07/14)

His Excellency the President Lieutenant General Seretse Khama Ian Khama addressing Police Officers from various establishments at the Special Support Group Gaborone.



August (02/08/14)

Botswana Police Day Celebrations were held on 02/08/2014. His Excellency the President Lieutenant General Seretse Khama Ian Khama graced the occasion.



September (19/09/14)

The Royal Swaziland Police Commissioner Mr Isaac Magagula visited the BPS. Among the police establishments that he toured were, Police Headquarters, Special Support Group and New Palapye Police Station.

Crime Management

Crime Trends

The BPS has adopted an integrated policing strategy in order to influence a positive change in the state of public safety. The strategy constitutes an integration of visible policing, intelligence gathering, empowerment of community forums, and creation of effective partnerships as well as improvement of police response to crime. To this end, there has been a significant reduction in the risk of exposure to crime. For instance, violent and intrusive crime went down from 94 incidents per 1000 population in 2011 to 72 incidents in 2014. A similar trend is observed in respect of other serious crimes where the number of crimes per 1000 population dropped from 67 in 2011 to 47 in 2014.

TABLE 1: CRIME RISK EXPOSURE TREND: VIOLENT, INTRUSIVE AND SERIOUS CRIME

YEAR	POPULATION	VIOLENT 7 INTRUSIVE 1 CRIME	SERIOUS 2 CRIME(S)	VIOLENT, INTRU- SIVE & SERIOUS (VI&S) CRIME	V&I PER 1000 POPULATION	S PER 1000 POPULATION	VI&S CRIME PER 1000 POPULATION
2011	2,024,904	13,656	5,349	19,004	67	26	94
2012	2,066,406	13,893	5,562	19,455	67	27	94
2013	2,107,484	10,920	5,535	16,455	52	26	78
2014	2,147,906	10,036	5,340	15,376	47	25	72

Crime statistics for year ending 31st December 2014 reveals a decrease in the number of violent and intrusive crimes by 8.1% as compared to year 2013 crime figures (Table 2). There has also been a decrease in serious crimes by 3.5% (Table 3) during the period under review. Cumulatively, the two categories of crimes - violent & intrusive, and serious crimes, have gone down by 6.6% from 16455 cases in 2013 to 15376 cases in 2014. This development is consistent with crime patterns observed in the past years where a 15.4% reduction was registered between the years 2012 and 2013. Worthy of note is that, taking 2008 as the base year, these two categories of crime recorded a 41% reduction in 2014 (Table 4).

TABLE 2: NUMBER OF VIOLENT AND INTRUSIVE CRIMES

TYPE OF CRIME	YR 2013	YR 2014	ANNUAL GROWTH (%)
BUGLARY AND THEFT	3362	2,900	-13.7%
HOUSE BREAKING AND THEFT	3109	2,851	-8.3%
STORE BREAKING AND THEFT	2624	2,587	-1.4%
ROBBERIES	1825	1,698	-7.0%
SUB - TOTAL	10,920	10,036	-8.1%

TABLE 3: NUMBER OF OTHER SERIOUS CRIMES

TYPE OF CRIME	YR 2013	YR 2014	ANNUAL GROWTH (%)
MURDER	261	274	-5.0%
THEFT OF MOTOR VEHICLE	284	317	-11.6%
RAPE & ATTEMPTS	2060	2,034	-1.3%
STOCK THEFT	2195	2,096	-4.5%
THREATS TO KILL	735	619	-15.8%
SUB - TOTAL	5,535	5,340	-3.5%

TABLE 4: TREND OF REPORTED VIOLENT AND SERIOUS OFFENCES - 2008 TO 2014

DESCRIPTION	YR 2008	YR 2009	YR 2010	YR 2011	YR 2012	YR 2013	YR 2014
# OF CASES	26150	24386	20681	19069	19455	16455	15376
GROWTH INDEX	100%	93%	79%	73%	74%	63%	59%

Crime Concentration

There is a high concentration of crime in urban areas. This is to be expected because criminal incidents tend to be more prevalent where there are more opportunities - the daily movements of people, and the existence of commercial and residential structures. The high concentration of crime in urban than rural areas also illustrates the social distribution of crime. In contrast to urban areas, patterns of association in rural areas have informal social controls, whereby people are able to exercise far higher levels of personal social control over people that they know. According to the distribution of Penal Code offences shown at table 5, the most affected urban areas are No. 3 District - Gaborone and No. 13 District - Mogoditshane.

TABLE 5: THE DISTRIBUTION OF PENAL CODE OFFENCES BY POLICE DISTRICT – 2014

DISTRICT	NUMBER OF RECORDED CRIMES	RELATIVE SIZE
NO 1 DISTRICT - KUTLWANO (FRANCISTOWN SOUTH)	9,103	8,5%
NO 2 DISTRICT - SEROWE	6,540	6.1%
NO 3 DISTRICT - GABORONE	18,242	17.0%
NO 4 DISTRICT - LOBATSE	4,271	4.0%
NO 5 DISTRICT - MAUN	5,835	5.4%
NO 6 DISTRICT - GHANZI	1,432	1.3%
NO 7 DISTRICT - KASANE	1,351	1.3%
NO 8 DISTRICT - LETLHAKANE	2,581	2.4%
NO 9 DISTRICT - TSHABONG	1,640	1.5%
NO 10 DISTRICT - SELIBE - PHIKWE	5,252	4.9%
NO 11 DISTRICT - MOLEPOLOLE	7,753	7.2%
NO 12 DISTRICT - MOCHUDI	3,417	3.2%
NO 13 DISTRICT - MOGODITSHANE	22,254	20.7%
NO 14 DISTRICT - KANYE	5,482	5.1%
NO 15 DISTRICT - FRANCISTOWN (FRANCISTOWN NORTH)	7,042	6.6%
NO 16 DISTRICT - MAHALAPYE	5,305	4.9%
TOTAL	107,500	100.0%

Crime Analysis

The BPS analyses the incidence of criminal activities in order to determine crime prevention and control interventions. The analysis reveals patterns of criminal incidents as well as the likely causes of such criminal actions. Accordingly, salient crime precursors are the ease of doing crime, peer pressure, the probability of being caught, availability of markets for stolen property, alcohol abuse, and lack of conflict resolution skills.

- **House breaking, Burglary & Robbery** - Criminals target houses that are left unattended and steal electronic appliances like televisions, laptops, cell phones and jewellery. Acquisition of such properties by the youth who are the dominant suspects, is attributed to peer group pressure - the desire to keep up with latest fashion trends.
- **Theft of motor vehicle** - In most theft of motor vehicles cases, criminals target vehicles that have not been installed with security devices, parked at night at residential places. Where stolen vehicles find their way out of the country, cross border syndicates are suspect.
- **Rape & Attempts** - Rape incidents are more prevalent among people retiring from entertainment centres and suspects are former acquaintances like ex-boyfriends. Alcohol tends to be the greatest influence. In other incidents perpetrators target people walking alone in isolated streets. Some cases involved victims who are attacked whilst sleeping in their houses.
- **Murder & Threat to Kill** - Most incidents of murder & threat to kill are not attributed to domestic violence, but are committed by males against their female partners after the female ended the relationship or announced her intention to do so. Other cases are triggered by misunderstandings occurring at or after visits to drinking outlets. The latter is more prevalent among the low income and rural communities.

- **Stock Theft** - Criminals target unattended stock at grazing areas whilst at night time they target unsecured kraals for small stock. The most vulnerable victims are those who farm closer to major villages and towns or closer to the major roads. The incidence is aggravated by butchery owners who provide markets for such proceeds of crime.
- **Emerging crime trends** - The BPS investigated a number of cases reported by customers after moneys were withdrawn from their accounts without their knowledge and consent. International criminals specializing in credit card fraud allegedly stole cash in some banks by fraudulent means. The BPS was inundated with reports of internet scams where unsuspecting internet users doing online purchases realized that certain websites were bogus after paying for the goods. Victims wanted to purchase commodities like motor vehicles, cell phones and photo copying machines among others. Motor vehicles purchase scams grew during 2014 as a result of more demand for import second hand vehicles by locals. A number of people acting as agents for prospective buyers were investigated.

Crime Fighting Initiatives

The integrated policing strategy of the BPS seeks to reduce crime, especially the violent and intrusive as well as other serious crimes whose incidence have the propensity to cause fear in the community. The strategy recognises that the level of law enforcement is in essence an indicator of commitment to public safety and protection. The other critical programme is the empowerment of community forums to play a part in their protection.

- **Law enforcement**

The integrated policing strategy is still valid for purposes of dealing with the current criminal issues. It suffices to indicate that emergent strategies will always be determined to deal with the ever changing criminality landscape. Of immediate concern are issues of low uptake of crime prevention tips, availability of markets for stolen property, drug & alcohol abuse, and the lack of nonviolent conflict resolutions skills giving rise to murder and related assault incidents.

To this end, law enforcement interventions that characterise policing in Botswana are: enhanced intelligence-led hot spot management; rapid response to calls for service to increase the likelihood of catching offenders;



and follow-up investigations by detectives to increase the solvability of the crimes. In addition, strategic road blocks and random motorised & foot patrols continues to form a significant feature of daily policing tactics.

- **Crime prevention**

The BPS believes that an effective crime control strategy must go beyond law enforcement to tackle the risk factors that cause crime. In this regard, community policing is used to mobilise support for partnerships and problem-solving techniques to proactively address the immediate conditions that give rise to public safety issues such as crime and fear of crime.

Policing clusters continue to form part of this greater crime prevention agenda. Innovative crime prevention strategies have come from the clusters including organised patrols, connected communication lines between communities, alert signals if attacked. There was a total of 705 clusters as at December 2014. The 4th Annual Cluster Awards Ceremony was held on the 14th March 2014 to recognize the efforts of Clusters in the fight against crime.



Maun Policing District was awarded the Minister Award as the best performing District during Cluster Awards ceremony held in Gaborone.

- **Crime investigation**

As a way of addressing these crime trends, the BPS has increased surveillance patrols in financial institutions. The Cybercrime Unit is in place and investigates cyber related incidents like the abuse of social media, distribution and abuse of pornography. The unit also undertakes forensic analysis of electronic devices for evidence including for traditional cases like murder.

Specialized units of drugs investigation, motor vehicle theft, mineral protection, and INTERPOL played a significant role in the reduction of violent and intrusive crimes like burglary, motor vehicle theft and threats to national security.

A Ballistics officer assessing a rifle that was used in committing an offence



Botswana Police Service in collaboration with the Ministry of Agriculture has successfully configured the Brands Database System to enable the BPS to access the system during investigations. Out of a total of seventy-eight (78) Police Stations, sixty-two (62) where network infrastructure is available, have been configured with ninety-three (93) officers trained as operatives to the programme. This technological development will no doubt improve our response times and also enhance our turnaround time under the investigation processes.

- **Legislation reform**

A number of laws were enacted including the Counter-Terrorism Act No. 21 of 2014, Proceeds and Instruments of Crime Act No.28 of 2014, Forensic Procedures Act No. 31 of 2014 and Anti-Human Trafficking Act No. 32 of 2014. The enactment of these laws is a critical milestone in our endeavour to keep order in the society and lessen the harm individuals may cause to one another, hence enhance the safety and security of people in Botswana. The Forensic Procedures Act of 2014 was not only a positive development for the practice of forensic science in Botswana but also ensured that credible results were realised in resolving complicated crimes.

Road Safety

Road policing is a vital component of the National Road Safety Strategy as it plays a key role in saving lives and minimising injury on the road. In this regard, it is given its rightful priority by Botswana Police Service. During the year, the BPS stepped up efforts to catch road traffic law offenders by undertaking numerous enforcement initiatives. These include; traffic calming enforcement and educational campaigns, tackling entrenched behaviour by some driver like drink-driving, persistent speeding and people who drive whilst unqualified or disqualified. In the same vein, efforts have been put in place to complement case mechanisms to ensure that offenders are punished in order to accord them the full deterrence effect of road traffic fines.

Trends (Table 6) show that there has been significant decreases in risks associated with the use of motor vehicles in Botswana. For instance, accident risk declined from 11.2 fatalities per 10,000 vehicles in the year 2011 to 6.8 in the year 2014. The associated health risk also went down from 23.9 fatalities per 100,000 population to 17.6 during the same period.

TABLE 6: ROAD ACCIDENT RISK EXPOSURE

YEAR	ROAD ACCIDENTS RECORDED	FATALITIES	REGISTERED VEHICLES	ESTIMATED POPULATION	ACCIDENT RISK		HEALTH RISK	
					CRASHES/1000 VEHICLES	CRASHES PER 10 000 POPULATION	FATALITIES/10 000 VEHICLES	FATALITIES/100 000 POPULATION
2011	18,001	483	430,592	2,024,904	41.8	88.9	11.2	23.9
2012	17,527	404	473,530	2,066,406	37.0	84.8	8.5	19.6
2013	17,062	411	515,270	2,107,484	33.1	81.0	8.0	19.5
2014	16,641	377	556,737	2,147,906	29.9	77.5	6.8	17.6

Facts on road accidents

- Statistics for the year under review depicts an even distribution of road accidents, but with a greater concentration of both road crashes and fatalities on weekends.
- Accident victims (drivers, passengers and pedestrians) are aged between 16 and 45 years and males are the most affected compared to their female counterparts.
- The number of passenger casualties continues to be relatively high compared to other road user classes and most of them resulted from cars. This is because most people prefer cars over other vehicle types for their comfort and convenience.
- The most prevalent vehicle manoeuvre at the time of crash is when ‘going straight at no junction’ during the day light conditions with single - vehicle accidents ranking second after two - vehicle crashes.
- Most passengers who were not wearing seatbelt died during road crashes.
- Most pedestrians who died during road crashes were crossing the road.
- Speeding is the most dominant pre-crash factor in road accidents.



Salient feature of road policing

On the basis of the analysis, police effort directed towards all risk factors can bring about effective road safety improvements. Initiatives that will constitute the road policing programme include: law enforcement, sobriety promotion, vehicle road worthiness testing, crash investigation, highway policing, red light compliance enforcement, education of vulnerable road users, and seat belt usage enforcement.





CUSTOMER SERVICE STANDARDS

PROCESS	STANDARD
Response to call outs in urban areas	16 minutes
Response to call outs in other areas	60 minutes
Completion of major case investigation	6 months
Completion of minor case investigation	21 days
Updating victims of crime on the preliminary status of cases	7 days
Issuance of Police reports	3 days

Human Resource Management

1. Training and Development

In accordance with the training plan as informed by the adopted competency management framework, the Botswana Police Service offered training on Focused Leadership Executive Programme, International Leadership Programme, Strategic Leadership Programme, Management & Leadership, and Management and Supervisory skills. The organisation also partners with other stakeholders and also receives assistance from the International Community and other Governments in leadership training.

For instance, France, United States of America (USA) and Russia provided assistance by training officers on leadership and specialized skills such as Peace Keeping, Fighting Illicit Trafficking, Data Protection, Tactics and Methods of Crime detection & Investigation, Combating the Trafficking of Fraudulent Medicines in Sub-Saharan Africa and Ballistics and Fingerprints.

During the year under review, the BPS conducted a number of courses at the Police College as well as benefiting from training offered by the International Law Enforcement Academy (ILEA). A total of 300 Police Officers consisting of 200 males and 100 females were trained. The BPS also conducted 119 in-service courses and workshops with 2611 participants.

Strategic Leadership Course was conducted from 14/7/14 to 19/9/14 for 13 participants from Botswana Police Service, Liberia National Police, Namibia Police Force and Swaziland Royal Police with some of the participants from other law enforcement agencies locally being DCEC, Immigration and Prisons and Rehabilitation.

ILEA Gaborone, sharing the same compound with Police College in Otse, continues to train police officers and other law enforcement agencies on various law enforcement skills such as counter-terrorism, forensics, basic case management, fighting organised crime, supervisory police training, police strategy, narcotics identification and evidence handling, customs interdiction, illegal immigration, and public corruption, among others.



Some in-service trainees attending a media relations lesson at Police College

2. Health and Safety

Fitness is an essential quality in the BPS. A number of measures have been put in place to ensure officers are always fit. In addition, the Botswana Police Service continues to ensure employee overall wellness by providing counseling to employees who require some counseling in relation to both work and personal problems including Critical Incident Stress Debriefing (CISD).

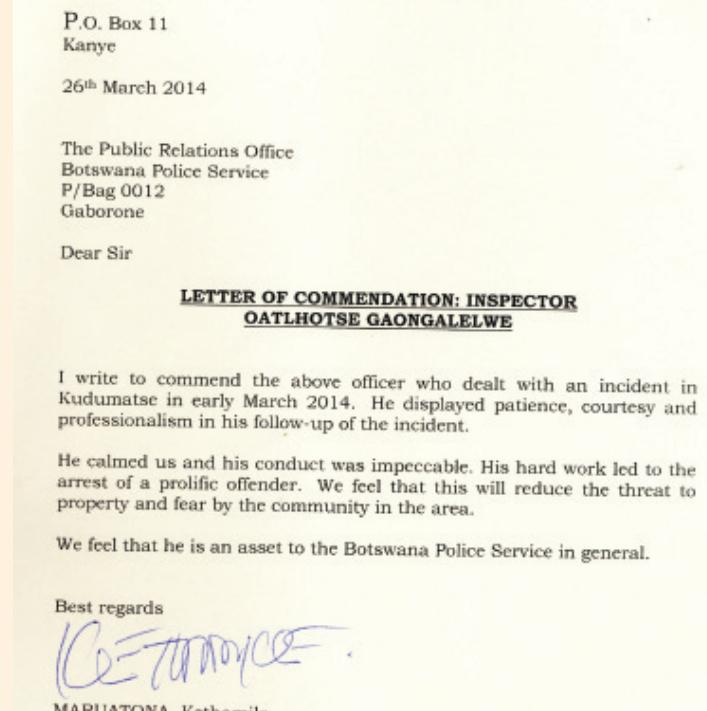


3. Welfare schemes

Financial support for personal initiatives often proves to be a challenge. The BPS has put in place welfare schemes designed to address financial needs of its members. Membership to these programmes is voluntary. These welfare schemes include; Botswana Police Savings and Loans Guarantee Scheme, Police Relief Fund, Mortgage loans and Group Funeral Scheme. Whilst membership to such programmes is voluntary, it is pleasing to note that their uptake by officers is increasing year after year.

4. Commendations

The BPS is a customer focused organisation. It is our resolve to always delight members of the community who come to our stations in need of help. In recognition of the good work done, members of the BPS received commendations from the public. A total of 15 commendation letters were received from members of the public.



5. Promotions

In recognition of the performance and potential displayed by some officers, they are given more responsibility, challenges and further opportunities. In 2014, four hundred and fifty one (451) members were promoted in accordance with Section 8 (1) (b) (1) of the Police Act (Cap 21:01).

Table 8: Number of officers promoted in the year 2014

Rank elevated to	Number of officers
Senior Assistant Commissioner of Police	1
Assistant Commissioner of Police	10
Senior Superintendent	20
Superintendent	26
Assistant Superintendent	49
Inspector	66
Sub Inspector	105
Sergeant	174
Total	451

6. Medals Awards

Rewarding of officers as a means to enhance officers performance of tasks is a highly regarded management practice in the BPS. Each year deserving police officers across all ranks are awarded medals by His Excellency the President for among others exhibiting conspicuous bravery in the course of their duties, devotion to duty and serving for a long time. During the year under review, three hundred and ninety (390) officers of different ranks were awarded different police medals as indicated in table 7.

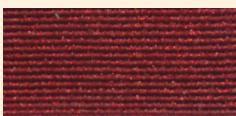
Table 7 Classification of Medals awarded in 2014

Medal category	Number of Recipients
Meritorious Service	2
Distinguished Service Order	58
Jubilee Service	210
Long Service and Good Conduct	120
Total	390



Meritorious Service(B.P.M)

Awarded to members of the Botswana Police Service for service of meritorious nature. A candidate for award of this medal must have served 12 years in the Service.



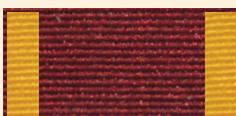
Distinguished Service Order(DSO)

Awarded to members who has distinguished himself by their devotion to duty. It is attained after serving for a period of 30 years.



Jubilee Service (J.S.M.)

The recipient is one who has served at least 25 years in the Botswana Police Service and has shown by his/her conduct and character that he/she is worthy of the honour.



Long Service and Good Conduct (L.S.G.C.M)

Awarded to an officer of good character who has served for a continous period of 18 years.



Conspicuous Bravery (C.B.M.)

Awarded to officers who have, in the course of duty, exhibited conspicuous bravery.



His Excellency the President Lieutenant General Seretse Khama Ian Khama bestowing a medal for Distinguished Service Order (DSO) on Assistant Commissioner Catherine Rauwe



The Commissioner of Police, Mr Keabetswe Makgophe handing over a present to Assistant Commissioner Chajani Baleseng at a reception held to honour his retirement.

7. Retirements

Every retirement presents a movement for the organisation to celebrate. Key in the celebration is the opportunity to learn from the wisdom of those who started the race before us. During the period under review, 65 police officers and 6 auxiliary staff members retired from active service.

8. The Final Roll Call

Members of the BPS pledge to serve the public meticulously. When they die, whether from circumstances in the line of duty or otherwise, their funerals reflect honour and respect for their service and dedication. During the year under review, a total of 39 Police officers died.



Police officers at the funeral of one of their departed colleague.

Police Facilities

1. Office and Staff Housing

During the period under review, a total of 190 projects were planned. Out of this figure, 101 were awarded. However, a total of 79 of the planned projects were not executed due to budgetary constraints. The Government has continued to assist with funds to improve the status of existing structures. In this context, the following projects were carried out and completed during the year under review

- Refurbishment of Selibe - Phikwe houses
- Refurbishment of Bobonong houses
- Refurbishment of Baines Drift houses
- Upgrading of sewer at Gantsi Police Station
- Upgrading of sewer at Dukwi Police
- Installation of air conditioners at Kutlwano Police Station
- Installation of air conditioners at Kazungula Police Station
- Erection of boundary wall at House No 52
- Construction of additional car park at Police Headquarters
- Refurbishment of International Law Enforcement Academy (ILEA) administration block
- Refurbishment of Police College administration block
- Refurbishment of in-service classroom at Police College Otse
- Completion and handing over of Palapye Police Station.

Further to these developments, the following projects were started in 2014 and are on-going;

- Refurbishment of Dukwi Police Station
- Refurbishment of burnt CID office at Tutume
- Refurbishment of 4 high cost houses, 8 medium cost houses, 138 low cost houses and 12 servants quarters at SSG
- Refurbishment of old Dibete Police station



Typical staff houses in the Botswana Police Service.

2. Transport and Communication

During the year under review 166 vehicles were purchased to replace boarded ones and these have been distributed to stations. The purchase of these vehicles will ease the transport situation which has been affecting police response to reports.

Animal transport is very handy to the operations of the BPS because most impassable areas are now easily traversed. Equally in towns horses are used for patrol within the neighbourhoods thus increasing visibility as well as improving response time. Engine boats are also used for patrols in areas such as the Chobe and the Okavango Delta.

Radio communication is the lifeblood of the BPS. The Dimetra radio trunking system project between Jwaneng/Kang and Nata/Francistown has already commenced and it is expected to be completed during the first quarter of 2015. In addition, 39 police posts were installed with tetra radio communication system.



Community Service

The organisation embarked on various projects by making some donations in the form of money, goods, construction of houses and toilets to needy members of the community. In particular, the BPS has as at 2014 constructed and donated a total of 32 houses to the needy members of the community. With the completion of each initiative, the desire to deliver next one is always rejuvenated.



HOUSE NO 26
donated at Mogobane on 10/01/2014



HOUSE NO 29
donated at Tsolamosese on 30/03/2014



HOUSE NO 27
donated at Malolwane on 03/04/2014



HOUSE NO 30
donated at Molepolole on 05/05/2014



HOUSE NO 28
donated at Dikgonnye on 23/03/2014



HOUSE NO 31
donated at Gakuto on 24/05/2014



HOUSE NO 32
donated at Kalkfontein 29/08/2014

Botswana Police Service Telephone Numbers

Police Headquarters
Tel:3951161 Fax: 3973723
Toll Free: 0800600144

Public Relations Unit
Tel: 36054442/44-51
Fax: 3972404

CID Headquarters
Enquiries: 3642329/30
Fax: 3191180
Toll Free: 0800600125

Forensic Science Service
Enquiries: 3918601
Fax: 3918145

Traffic Headquarters
Enquiries: 3957464/3624039
Fax: 3910044

Police College
Enquiries: 5336200
Fax: 5337528

Special Support Group
Enquiries: 3957272
Fax: 3903305

Transport and Telecommunications
Tel: 3957262
Fax: 3900296

Air Support Branch
Enquiries: 3915208
Fax: 3915189

Gerald Police Station
Enquiries: 2442256
Fax: 2442254

Kutlwano Police Station
Enquiries: 2415656
Fax: 2401333

Tatitown Police Station
Enquiries: 2412231
Fax: 2412742

Tonota Police Station
Enquiries: 2484222
Fax: 2485827

Matsiloje Police Station
Enquiries: 2483215
Fax: 2483246

Dukwi Police Station
Enquiries: 2977222
Fax: 2977091

Serowe Police Station
Enquiries: 4630222
Fax: 4637318
Toll Free: 0800600073

Palapye Police Station
Enquiries: 4920222
Fax: 4924003
Toll Free: 0800600074

Serule Police Station
Enquiries: 2422226
Fax: 2422246

Maunatlala Police Station
Enquiries: 4958222
Fax: 4917671 4917629

Broadhurst Police Station
Enquiries: 3624050
Fax: 3957453
Toll Free: 0800600084

Central Police Station
Enquiries: 3952224
Fax: 3953645

Borakanelo Police Station
Enquiries: 3901355
Fax: 3910506

Urban Police Station
Enquiries: 3951974
Fax: 3914967

Tlokweng Police Station
Enquiries: 3928299
Fax: 3910045

Lobatse Police Station
Enquiries: 5330222
Fax: 5334463
Toll Free: 0800600108

Woodhall Police Station
Enquiries: 5333012
Fax: 5333074

Ramatlabama Police Station
Enquiries: 5486233
Fax: 5486247

Goodhope Police Station
Enquiries: 5404222
Fax: 5404024

Maun Police Station
Enquiries: 6860223
Fax: 6860034
Toll Free: 0800600040

Maun Airport Police Station
Enquiries: 6861553
Fax: 6860034

Sehithwa Police Station
Enquiries: 6872022
Fax: 6872118

Gumare Police Station
Enquiries: 6874010
Fax: 6874690

Gweta Police Station
Enquiries: 6212222
Fax: 6212408

Shakawe Police Station
Enquiries: 6875014
Fax: 6875180

Seronga Police Station
Enquiries: 6876950
Fax: 6876944

Gantsi Police Station
Enquiries: 6596222
Fax: 6596223
Toll Free: 0800600115

Kalkfontein Police Station
Enquiries: 6594037
Fax: 6594035

Charleshill Police Station
Enquiries: 6592222
Fax: 6592067

Ncojane Police Station
Enquiries: 6530000
Fax: 6530002

Kasane Police Station
Enquiries: 6252444
Fax: 6250476/424
Toll Free: 0800600048

Kasane Airport Police Station
Enquiries: 6250181
Fax: 6252510

Kazungula Police Station
Enquiries: 6250326
Fax: 6250611

Pandamatenga Police Station
Enquiries: 6232022
Fax: 6232023

Kachikau Police Station
Enquiries: 6200017/18
Fax: 6200057

Letlhakane Police Station
Enquiries: 2978222
Fax: 2978253
Toll Free: 0800600065

Orapa Police Station
Enquiries: 2970222
Fax: 2971868

Rakops Police Station
Enquiries: 2975115
Fax: 2975018

Tsabong Police Station
Enquiries: 6540222
Fax: 6540426
Toll Free: 0800600122

Middlepits Police Station
Enquiries: 6530005/6
Fax: 6530010

Werda Police Station
Enquiries: 6543003
Fax: 6543039

Bokspits Police Station
Enquiries: 73002892
Fax:

Tshane Police Station
Enquiries: 71250106
Fax: 6530041

Kang Police Station
Enquiries: 6517034
Fax: 6517043

Selibe-Phikwe Police Station
Enquiries: 2610301
Fax: 2610904
Toll Free: 0800600063

Botshabelo Police Station
Enquiries: 2610159
Fax: 2601157

Bobonong Police Station
Enquiries: 2619222
Fax: 2629433

Bainsdrift Police Station
Enquiries: 2646111
Fax: 2646088

Semolele Police Station
Enquiries: 2645444
Fax: 2645292

Molepolole Police Station
Enquiries: 5920222
Fax: 5920481
Toll Free: 0800600131

Thamaga Police Station
Enquiries: 5999222
Fax: 5999244

Letlhakeng Police Station
Enquiries: 5943222
Fax: 5943062

Takatokwane Police Station
Enquiries: 5932331/2
Fax: 5932329

Sojwe Police Station
Enquiries: 5930928
Fax: 5930945

Mochudi Police Station
Enquiries: 5777222
Fax: 5748932
Toll Free: 0800600094

Sikwane Police Station
Enquiries: 5778205/19
Fax: 5778220

Olifants Drift Police Station
Enquiries: 71386427

Mogoditshane Police Station
Enquiries: 3674700
Fax: 3915268
Toll Free: 0800600107

Gaborone West Police Station
Enquiries: 3922889
Fax: 3922742

Toll Free: 0800600107
Naledi Police Station
Enquiries: 3974661
Fax: 3912043

Ramotswa Police Station
Enquiries: 5390217
Fax: 5380337
Toll Free: 0800600102

Sir Seretse Khama Airport Police Station
Enquiries: 3909935
Fax: 3914737

Kanye Police Station
Enquiries: 5440222
Fax: 5442544

Moshupa Police Station
Enquiries: 5449222
Fax: 5449002

Jwaneng Police Station
Enquiries: 5880335
Fax: 5880496
Toll Free: 0800600122

Phitshane Molopo Police Station
Enquiries: 5487201
Fax: 5410024

Sejelo Police Station
Enquiries: 5403116
Fax: 5441529
Toll Free: 0800600138

Mabutsane Police Station
Enquiries: 5889333
Fax: 5889137

Central Police Station
Enquiries: 2412230
Fax: 2414433
Toll Free: 0800600027

Jwaneng Police Station
Enquiries: 5880335
Fax: 5880496
Toll Free: 0800600122

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Enquiries: 5403116
Fax: 5441529
Toll Free: 0800600138

Mabutsane Police Station
Enquiries: 5889333
Fax: 5889137

Francistown Police Station
Enquiries: 2412230
Fax: 2414433
Toll Free: 0800600027

Tutume Police Station
Enquiries: 2987243
Fax: 2987597

Tshesebe Police Station
Enquiries: 2488030
Fax: 2488028

Masunga Police Station
Enquiries: 2489222
Fax: 2489571
Toll Free: 0800600030

Nata Police Station
Enquiries: 6211222
Fax: 6211378
Toll Free: 0800600057

Sowa Police Station
Enquiries: 6213222
Fax: 6213519

Mahalapye Police Station
Enquiries: 4710222
Fax: 4712778
Toll Free: 0800600075

Machaneng Police Station
Enquiries: 4940200
Fax: 4940257

Shoshong Police Station
Enquiries: 4769243
Fax: 4769639/4769104

Martinsdrift Police Station
Enquiries: 4940263
Fax: 4915920

Dibete Police Station
Enquiries: 4730222/3/4/5
Fax: 4730114

Emergency: 999



Not
Satisfied with our
services?

Inform the following:

COMPLAINTS PROCEDURE

We are here to serve you. For any complaints report to the following:

Level 1 – Station: Section Leader - Station Officer - Station Commander

TEL:

Level 2 – District: Officer Commanding Policing area

TEL:

Level 3 – Division: Divisional Commander Policing area

TEL:

Level 4 – Police Headquarters: Commissioner of Police

TEL:



For any enquiries contact: Public Relations Officer, Private Bag 0012, Gaborone, Botswana

Tel: 3605439\47 Fax: 3972404 e-mail: police@gov.bw

Toll Free Number: 0800 600 144

NOTES.....

NOTES.....

Core Values of Botswana Police Service

- **Botho** - Police Officers will deliver a service which is characterised by humility, dignity, courtesy and respect for customers regardless of their status in life. It will be a service that resonates with a compassionate approach where officers are empathetic, kind and considerate.
- **Excellence** - Police Officers will always be diligent and persistent in applying their work and display knowledge of the product that they offer. In this way they will produce an acceptable level of accuracy on all service provided to the customer.
- **Integrity** - In the process of providing services, police officers, must desist from a normative inclination to abuse the rights and privileges of their occupation. It is expected that they will display ethical behaviour that appreciates the need for confidentiality, respect for human rights and not succumb to corrupt practices.
- **Team work** - Police officers will recognise the need to act as a team characterised by consultation, collective responsibility and support for each other. In this regard they would be encouraged to be willing team players.

Contact Details

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www.police.gov.bw