



MINISTRY OF HOME AFFAIRS, IMMIGRATION, SAFETY AND SECURITY

## Official Newsletter

### Hon. Kapofi urges MHAISS staff to offer diligent service



National documents for fire victims

# CONTENT

- 3 FROM EXECUTIVE DIRECTOR'S DESK
- 4 HON. KAPOFI URGES STAFF TO OFFER DILIGENT SERVICE
- 6 INTERVIEW WITH HON. DANIEL KASHIKOLA, DEPUTY MINISTER
- 8 NAMIBIA JOINS THE WORLD IN CELEBRATING WORLD REFUGEE DAY
- 10 WOMAN IN LEADERSHIP POSITION
- 12 SOUTH WEST AFRICA/ NAMIBIA (SWA ID) STILL VALID
- 16 FOOD DISTRIBUTION TO REFUGEES
- 18 GOING DIGITAL
- 19 SERVICE EVALUATION PROGRAM
- 21 COVID-19 UPDATE
- 22 PARTICIPATION AT COVID-19 COMMUNICATION CENTRE
- 24 AT THE FRONTLINE
- 25 NATIONAL DOCUMENTS FOR FIRE VICTIMS
- 26 GRADUATION HIGHLIGHTS
- 28 POLICE FORENSIC INSTITUTE INAUGURATION
- 32 MINISTERIAL FAMILIARISATION TOUR: DIVUNDU & E. NEPEMBA CORRECTIONAL FACILITIES
- 34 SERVICES OFFERED BY THE NAMIBIAN CORRECTIONAL SERVICE (NCS) INDUSTRIAL WORKSHOPS





## FROM EXECUTIVE DIRECTOR'S DESK

I am delighting to share the first e-version of this newsletter, serving as the first-born for the integrated Ministry of Home Affairs, Immigration, Safety and Security (MHAISS). The E-newsletter highlights the Ministry's efforts in implementing programmes, projects and activities in fulfilling our mandate during the financial year 2020/2021.

The year has been a challenging one for the Ministry and this was contributed by the outbreak of Covid-19.

It is indeed commendable to highlight that despite the setback the Ministry recorded milestone to ensure continuous of our services and a safe Namibia.

One of the most note worthy and gratifying achievements is to report that the Ministry has successfully assisted the fire victims at Otweya informal settlement in Walvis Bay, Erongo Region in renewing and obtaining their national documents. The Ministry has also been prominently featured at the Government Communication Centre in providing the public with information.

The Ministry has inaugurated a new state-of-the-art facility the Namibian

Police Forensic Science Institute (NPFSI) in Eros, Windhoek. The state of the art facility aims to boost current efforts undertaken by the Namibian Police crime investigation and in responding public demand.



NCS and Nampol has made progress in ensuring that quality correctional and integration service is offered to offenders and maintaining of safety and security in the country is prioritized, this is demonstrated by a jointly number of officials trained under 2019/2020 financial year.

As part of our continued service improvement effort, the Ministry has rededicated its effort to be citizen centric. We value and encourage feedback which would inspire us towards serving with passion.



**Mr. Etienne Maritz**  
Executive Director



## HON. KAPOFI URGES STAFF to offer diligent service



**N**amibia has had its fair share of mishaps that have caused a strain on its economy in recent years.

Most recently, the country was hit by a devastating drought. And just as it was about to recover from the distress caused by that catastrophe, the Coronavirus pandemic came and worsened the situation.

Economies of most countries, especially the Global South are on their knees due to the global shutdown that came as an effort to contain the deadly Coronavirus that has caused thousands of deaths world-wide.

As a measure to avert a disaster, Namibia channeled most of its financial resources to the fight against this pandemic. This has affected salary increments, promotions and adequate staffing needs in both the private and

public sector, causing disgruntlement among the labour force.

Against this backdrop, the Home Affairs, Immigration, Safety and Security Minister has called on the Ministry's staff members to diligently deliver services to the nation, despite the many challenges they face.

"I am aware of the challenges you are faced with, let's not allow these to defocus and discourage us. Let's be patient as government works on modalities to ensure the economy recovers as quickly as possible. We are still obliged to ensure that we offer excellent service to all those within our borders. We are duty bound to treat everyone fairly and without prejudice."

The Minister delivered this message during his familiarization tour of the Zambezi, Kavango East and Kavango West Regions.

This was the Minister's first work visit to the regions since his appointment by President Hage Geingob as the Minister of Home Affairs, Immigration, Safety and Security.

Honorable Kapofi headed the Ministry of Home Affairs and Immigration, before it was amalgamated with that of Safety and Security in March this year (2020).

The Ministry of Home Affairs, Immigration, Safety and Security (MHAISS) house the Namibian Police and Namibian Correctional Service.

The Minister undertook the working visit to particularly familiarize himself with the



activities pertaining to the component of safety and security in the regions, and to introduce himself too, and share his expectations with the MHAISS staff members in general.

He informed uniformed officers that despite working under stressful circumstances sometimes, they were still expected to treat suspects as well as offenders with utmost respect. "Let's use the law to enforce the law", the Minister noted.

Honourable Kapofi cautioned staff members against being lured into engaging in illicit activities. He urged Immigration and Civil Registration officials to resist temptations of selling national documents to foreign nationals and aiding those without valid documents to enter Namibia illegally. The Police were encouraged to uphold the law and ensure they did not solicit or accept bribes.

The Minister also called on the members of the Correctional Service to ensure that they did not connive with offenders in correctional facilities to smuggle contraband. At the Divundu Correctional facility in

the Kavango East Region, the Minister visited the farm belonging to the Namibian Correctional Service. The farm produces maize grains, wheat and vegetables.

The Minister was impressed with production at the farm he helped set up when he became the inaugural Permanent Secretary in 1995, of the then newly formed Ministry of Prisons and Correctional Services. He called on the staff at the farm to double their efforts and ensure that apart from providing food to the inmates in the country, there was enough produce for commercial purposes.

Honourable Kapofi urged the Ministry's three departments (Home Affairs and Immigration, Namibian Police and Namibian Correctional Service) to start working together by sharing information and resources.

The Minister was accompanied on the tour by Commissioner Andreas Nelumbu of the Namibian Police, Commissioner Sam Shaalulange of the Namibian Correctional Service and Mr Albertus Ganeb, the Deputy Director of General Services at Home Affairs and Immigration.







## INTERVIEW WITH HON. DANIEL KASHIKOLA, DEPUTY MINISTER



**S**akeus Kadhikwa, Public Relations Officer (PRO) met with the Deputy Minister (DM) to set the scene.

**PRO:** Honorable DM, kindly take us through your career background, especially serving in the DM position.

**DM:** To talk about my background is a lot to do. It really depends on what part of the background you are interested in. In short, I'm one of those sons and daughters of the Namibian soil who took part in the liberation struggle as combatants in the People's Liberation Army of Namibia (PLAN).

In other words, was militarily trained and deployed at the battle front, where I participated in several battles inside Namibia and served in many capacities including in the membership of the

Editorial Board of The Combatant which was monthly publication of the PLAN Political Commissariat.

I hold a Diploma in Political Science, Masters Degree in Business (MBA) and currently busy with a research toward a PhD. I have served as senior civil Servant for 24 years before becoming a member of Parliament and the appointment as a Deputy Minister of Safety and Security by HE Dr. Hage Geingob, in 2015. As Deputy Minister, you have to assist the Minister in providing leadership and policy direction to the ministry. To do that requires the change of paradigm and see things through different lens. The role of a civil Servant is policy implementation while that of a minister is policy formulation and direction. The two are complementary but require different mind-set and skills. Therefore, one must be willing to learn, at the Ministry of Safety and Security, the first challenge was to manage the interface between myself, Minister, Service Chiefs and the civilian component of the ministry. Being a soldier, I have an advantage because I know how men and women in uniform think and behave which makes it easy for me to relate with them.

**PRO:** Given that there is always a learning curve in a workplace change, what is your take on this?

**DM:** I partly, answered that question. Life is a continuous learning curve. One knows everything. As the saying goes, we can learn something from everyone though not everyone can teach us everything. Organizational culture affects and shape people's behaviors, which in turn impacts on the performance of that organization.

Learning the culture of MHAISS where I am recently assigned is therefore a requisite to determine how such culture enhances or inhibits carrying out the ministerial mandate.



This is very important in determining how one's role help positively influence the culture of the organization which further enhances excellent performance. I believe continuous learning and adaptation to new work environment is a precondition the high performance. Continuous learning is obviously my take here. I believe, if you cannot make it perfect make it better every time you do it.

**PRO:** Since the country/ world is in a crucial time of COVID-19, will you say that this was also a difficult time for you?

**DM:** Indeed, it is a difficult time, but we have to respond to the challenge of the hour. Life must go on with or without Covid\_19. We have to serve the people of this country even in the times of difficulties. Difficulties are no excuse. We have to deliver our promise to electorates. The fight against COVID 19 may be difficult but not insurmountable and such we must find ways to fulfill our mandate under the circumstance.

**PRO:** What is your take on the merging of Home Affairs with Safety and Security?

**DM:** There is efficiency gain in merging the two ministries. Security functions are better coordinated under one political head than earlier when Home Affairs and Immigration and Safety and Security were different. Immigration issues involve a lot of security issues and it is befitting for these to be under one leadership. In fact, this is the practice in many countries in world. Merging is just an excellent decision by the Head of State. On a personal level I am pleased to be assigned to work with Hon. Kapofi. The two of have worked together for many years during the difficult times of the liberation struggle.

**PRO:** How are you coping in your new space?

**DM:** I am coping very well. I am not a newcomer in government, I have been in government for 30 years of which the last 5 years I have served as the Deputy Minister of Safety and Security under General Charles Namoloh with whom I also worked during the bitter years of the liberation struggle. For this reason, I consider myself lucky to have on two occasions been assigned to work with people that I know very well which is an advantage, and comfortable to relate with each other in executing the mandate of the ministry.

**PRO:** What are your strategies in excelling your responsibilities?

**DM:** Continuous learning is key to excellence. I believe in constant communication, consultation, coordination and prompt action. These constitute important pillars on which successful leadership is built. Obviously, those have always been part of my success strategy and will remain part of new strategies at MHAISS. One must always be adaptable to changes and adopt new strategies according to the dictates of the environment.

**PRO:** What are your career goals/ any other contribution?

**DM:** I am a student for life. I believe in continuous search of knowledge. I mentioned to you earlier on that I am currently busy with a PhD after which I plan to do a post-Doctoral study in philosophy. I enjoy teaching philosophy. It is what I teach at SWAPO Party School and I will continue to do that as long my energy allows.







# NAMIBIA JOINS THE WORLD IN CELEBRATING WORLD REFUGEE DAY



**A**s a time to honor refugees around the world for their strength, courage, resilience in rebuilding their lives, the Ministry join the world to celebrate this day. Namibia is home to 9,931 refugees and asylum seekers residing in Osire Refugee Settlement and in other regions of the country, providing them with assistance in several sectors, in particular health, education, shelter and access to labour markets.

Namibia continues to play an active role at the international platform for the improvement of refugee rights. Refugees in Namibia are registered and issued with Refugee Identity Cards for identification and statistical purposes. Moreover, refugees who intend to travel outside the country for the purposes of education, health, seminars and meetings or holidays are issued with refugee travel documents. In this respect, Namibia continues to support the Global

Compact on Refugees adopted by the UN General Assembly on 17 December 2018.

The Government of Namibia registered five pledges towards the implementation of the Global Compact on Refugees in the areas of livelihoods, education, health, sports, documentation and solutions, at the first Global Refugee Forum, which took place on 17, and 18 December 2019 in Geneva, Switzerland. This forum brought together the international community to demonstrate solidarity with the world's refugees and the countries and communities that host them.

Addressing forced displacement requires a global and inclusive partnership where the entire international community shares solidarity and responsibility. The Ministry of Home Affairs, Immigration, Safety and Security and United Nations High





Commissioner for Refugees is still addressing the issue of forced displacement as long as people continue to flee in search of safety.

Refugees in Namibia have contributed to the socio-economic growth by providing goods and services as teachers, doctors, entrepreneurs, farmers, artists and creating job opportunities. Refugees with a variety of qualifications are employed both by the Government and Private sectors while those with special skills are permitted to make and sell their products in the Namibian markets.

In these COVID-19 times, Refugees are volunteering as community health workers, counsellors, producing masks and contributing their time to support the vulnerable. We continue to witness how refugees can contribute within the communities that graciously host them and that everyone can make a difference and every action counts.

The pandemic has tested our strength and highlighted systematic inequalities. It has also connected us in new ways and renewed our motivation to act for equality.

As we celebrate this World Refugee Day, we acknowledge refugees who are living in vulnerable conditions fighting this pandemic, they're host communities and the humanitarian workers supporting them.

The refugee administration in the ministry is to provide international protection and support to asylum seekers and refugees. It also coordinates and facilitates the repatriation and resettlement of refugees.

Everyone has a role to play in promoting inclusion, respect, and dignity for all, including refugees, the internally displaced and stateless people.

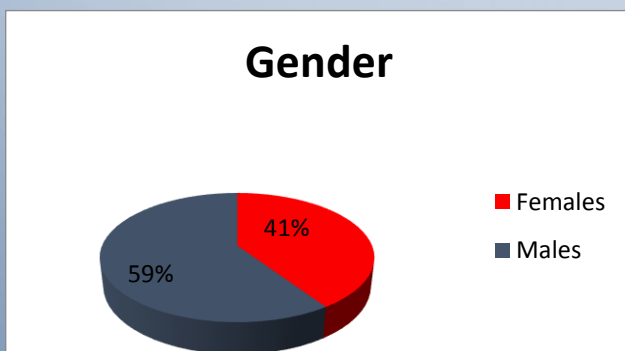


## WOMEN IN LEADERSHIP POSITIONS

**W**omen have gone a long way towards achieving equality with men. But has power been distributed dispersedly among the sexes? Power and powerful positions have been more often than not been associated with men as opposed to women, who have always been considered as being physical and emotional weaker.

This holds true in most instances across time and place; those women who hold powerful positions are the exception rather than the rule. However, in more recent times, women have been able to hold more and more powerful positions as awareness on gender equality increases, due to policy and or social reforms.

With the Department of Home Affairs and Immigration, statistics show that 13 out of 32 Females are in the management positions. Which translate into 41 percent of females at the Department of Home Affairs and Immigration in management Cadre (Directors and Deputy Directors).



The gender disparity in a workplace has for the past years been one of acknowledgement and reassurance: the government has implemented programmes to fix structural biases against women and support their full

participation in leadership. Women are finally poised to make it to the top.



**Josephina Nghimtina**  
**Deputy Director: Passports and Citizenship**

"Being a woman in the Ministerial leadership is an opportunity and privilege for me". I proved that women are capable to deliver quality service despite the gender stigma associated with in the past.

Women are compassionate and organized hence always attend to my clients with a smile.

It is therefore important for me, being women in the society and in nation building to make a positive impact in transformation of the department of Home Affairs and Immigration and Namibia as a whole.

The Department of Home Affairs and Immigration had valued the affirmative



action hence 13 positions in leadership are occupied by women.

In conclusion, it is worth mentioning that, gender equality is not only a fundamental right, but also a necessary foundation for peaceful, prosperous and sustainable Namibia".



**Eite Shiponeni**  
**Deputy Director, Visas and permits**

"The ministry is well aware of the Affirmative Action Act that favors disabled persons, disadvantaged black persons and women. Thus, the ratio of men to women in my view at the department seems to be favoring women. I do however think more can be done in terms of women empowerment, as there are only a few female Directors, many of them working in lower supervisory positions such as Chief Immigration Officer and Senior Immigration Officer instead.

***"Being a Deputy Director and a female one at that, I feel my influence extends***

***both in and outside of my workplace. My presence could stand as an example and icon for equality in the workplace, showing it as a place of equal opportunity for both genders. I hope to inspire ladies all over our country that they are capable of anything and through hard work, can achieve anything, as they are inherently capable and gifted."***



**Petra Simasiku**  
**Deputy Director: Civil Registration**

"Being a woman in a position to lead is a great privilege for me especially now during the pandemic. I have realized that with the in-built compassion and strength of women, organizations are better equipped to sail through the storms while keeping focus on reaching the overall objectives."

**Tulimeke Munyika, Director: National Population Register, Identification and Production**

"Being male or female should not be the determining factor, our abilities and competencies as individuals must surpass gender considerations. There are women who are capable and must be given the platform to serve in positions of responsibility, just like any capable man should be afforded an opportunity.

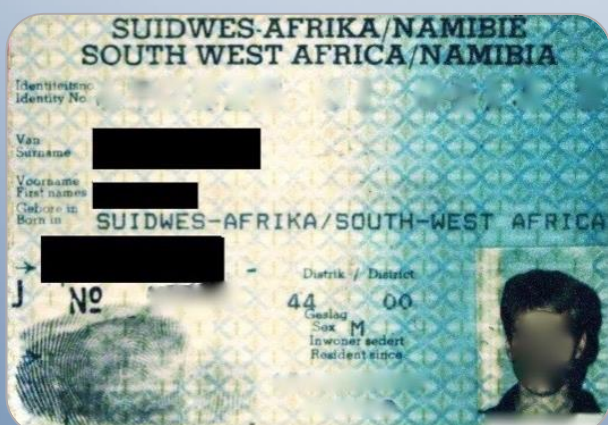
The difference must not be in being a male or female but in being able. I am not the best, many others could be too, given the opportunity. I am just the one privileged to be in the position, at this time. For us to try and be the best, we must "anticipate our names to be called"



because that will make us prepare for the positions to come".



## **SOUTH WEST AFRICA/NAMIBIA ID (SWA ID) STILL VALID**



It has come to the Ministry of Home Affairs, Immigration, Safety and Security's attention that some

institutions refuse to accept SWA IDs as a valid national document.

In 2016, the Ministry embarked on phasing-out of SWA IDs as recommended by the World on Namibia's readiness to move on to e-IDs/Digital Identity. Permission was granted by Cabinet to phase-out and directed the Ministry to make the process easier for the general public.

Since the de-gazetting process has not been completed, the Ministry further stated that the SWA ID documents remain





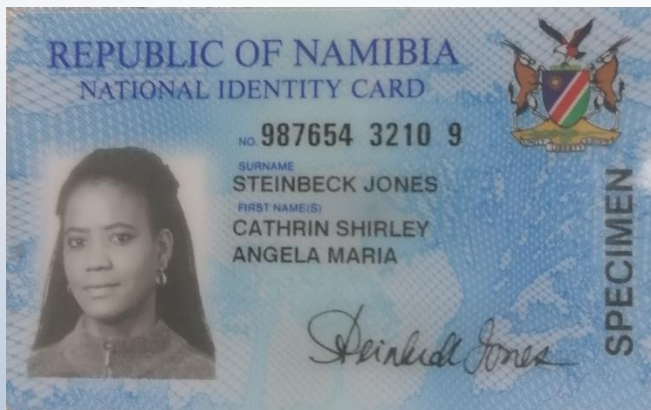
valid until they have been de-gazetted by the Minister. This is in accordance with section 19 of the Identification Act, 1996 (Act No. 21 of 1996).

For the financial year 2019/2020, only one thousand four hundred and nine (1409) SWA IDs have been converted to National identity cards. Those still in possession of SWA identity cards and are Namibian citizens (as per the Namibian Constitution, Chapter 2; Article 4) or Permanent Residence Permits Holders

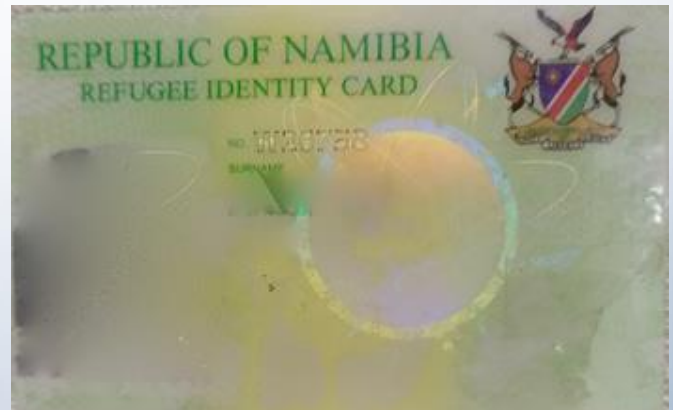
are urged to convert them at any of the Ministry's Civil Registration offices.

"All Namibians with mismatched information (date of birth, surname, or first name/s on the birth certificate not corresponding to the information on the SWA ID) are encouraged to visit any Civil registration offices for assistance", invites Mr. Oscar Muhapi, the Deputy Director from the National Population, Identification and Production in the Ministry.

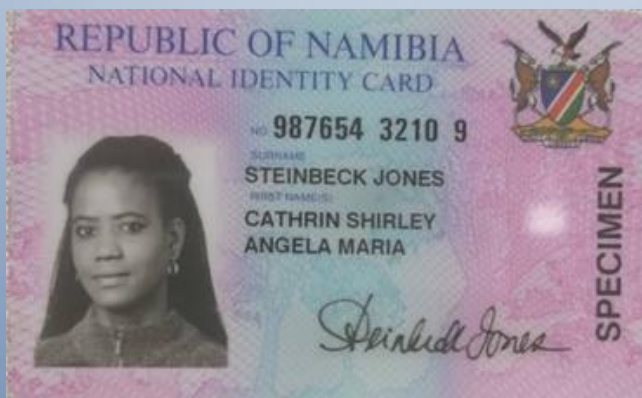
**Additionally, the following National IDs are official National documents in circulation:**



**Namibian ID**



**Refugee ID**



**Non-Namibian ID**



## FOOD DISTRIBUTION TO REFUGEES



At the beginning of the year (2020), the World Health Organization declared the outbreak of the coronavirus also known as COVID-19 a Public Health Emergency of International Concern. Due to its rapid spread, many countries including Namibia instituted measures to restraint its proliferation. President Hage Geingob declared that “with effect from 17 March 2020, a state of Emergency would exist in the whole of Namibia on account of the outbreak of the Coronavirus”. Subsequently, the country was put on lockdown, which meant “the prohibition or restriction on the movement of persons or goods or services

or on the conducting of certain social, economic or other activities during the period of lockdown”. The constrictive measures had an impact on everyone in Namibia including refugees based at the Osire Refugee Settlement and other places. Against this backdrop, the Ministry of Home Affairs, Immigration, Safety and Security (MHAISS) through the Directorate of Refugees Management together with the United Nations High Commission for Refugees (UNHCR) through its implementing partner the Society for Family Health (SFH), met and deliberated on the impact such restrictions would have on the refugees.



### **The Impact of lockdown on refugees**

The refugees who were hard-hit by the restrictions on movement due to COVID-19 were those who had left the Osire settlement and could not return on the eve of the lockdown, as well as those residing in Windhoek and other towns.

According to the Namibia Refugee (Recognition and Control) Act No. 2 of 1999, refugees may be issued a permit to leave the settlement. As such, there is an arrangement to permit them to visit nearby towns of Otjiwarongo, Okakarara, Okahandja and Windhoek for among other things, shopping and to seek medical attention.

Some have been permitted to reside in Windhoek for purposes of studies and work. At the beginning of the embargo on movements, those who were outside the settlement could not receive their food and non-food items. This was because they could not travel to the settlement where the monthly distribution of these items by the UNHCR normally takes place. Therefore, when the Government announced food relief measures for vulnerable Namibians during lockdown, the refugees outside the settlement felt that they were also supposed to benefit from this programme because they were not allowed to travel for their items. However, this was not possible as the relief food was only meant for Namibian citizens.

This prompted a consultation between the Directorate of Refugees Management and the SFH (UNHCR implementing partner) to come up with a solution to the conundrum. It was then agreed the refugees outside the settlement would receive their items where they were.

The distribution that benefited 1086 refugees in Windhoek, took place over two and a half days. The items comprised maize flour, corn soya blend, beans, cooking oil, salt, sugar, and non-food items such as soap and sanitary pads.





# GOING DIGITAL

Over the years the Namibian Government has made significant strides to embrace digital technology in order to achieve national development objectives. One of NDP4's desired outcomes is the improved delivery of public services through the use of information and communication technology.

The Ministry has introduced a number of electronic services such as Birth Notification, e-Border Management Services, biometric / e-passports and e-death notification.

According to the e-Government Strategic Action Plan for Namibia, the overall e-Government readiness score for Namibia is at 2.2 out of 4 possible points. This score rates the country as being of "Average" readiness. This was assessed in terms of policy, access, content, capability and willingness.

This new digital environment offers opportunities for more collaborative and

participatory relationships to enable relevant stakeholders e.g. citizens, businesses and non-governmental organisations, to actively shape developmental priorities, collaborate in the design of public services and participate in their delivery to provide more coherent and integrated solutions to complex challenges.

Digitally enabled participation and production of services is changing people's expectations about their relationships with governments. As a result, new public governance approaches are needed to support a shift from governments anticipating citizens' and businesses' needs (citizen-centric approaches) to citizens and businesses determining their own needs and addressing them in partnership with governments (citizen-driven approaches).







## SERVICE EVALUATION PROGRAM

**T**he Harambee Prosperity Plan (HPP), under the pillar of Effective Governance, sets out the need for improved public services performance, and service delivery and this requires citizens' engagement. One way of engaging the public is to have suggestion boxes at service points of Offices, Ministries and Agencies. In the quest to improve service delivery, the Ministry has installed suggestion boxes at all its offices country-wide.

The purpose of the suggestion boxes is to provide opportunities for the users of public services to provide comments, feedback and suggestions on ways the Ministry can improve efficiency and effectiveness in the delivery of services. Similarly, suggestion boxes at the offices offer the best way to measure customer satisfaction and deliver tangible data that can be used to make informed decisions and tailor-made strategies for service delivery at different offices respectively.

Measuring customer satisfaction helps the Ministry determine whether products and service meets or surpasses customer expectations. Past data is also used to gauge whether satisfaction has improved or declined since the last survey and act on such findings.

The boxes are permanently placed and each is equipped with printed feedback forms.

Suggestion boxes grant public sector clients the anonymity and confidentiality they require. We value feedback and want to improve services for clients. It is with this in mind that the Ministry urges the public to make their views known to the Ministry.

The information supplied through the suggestion boxes are carefully studied, crafted into a report and submitted to managers for consideration in the planning and implementation of services. There is a constant flow of filled out forms and the boxes are cleared at quarterly intervals. The Ministry acts on advice that comes from clients. So far feedback received is overwhelming and we thank the public for this.

We therefore urge all those who use our services to make use of the suggestion boxes. In the same breath, staff members at all our Offices, are requested to encourage clients to fill out feedback forms upon providing service to them.







## COVID-19 UPDATE

In keeping with the requirements, Ministry of Home Affairs, Immigration, Safety and Security set measures in place to abide with the Health and Hygiene Guidelines as prescribed under Section 2 of the Regulations of COVID-19.

The Ministry has adopted hygiene and safety measures to ensure that the health of everyone and safeguard of adhering to preventative guidelines which includes social distancing, forceful facemask wearing and public disinfection in the workplace is Imposed.

Cleaning and disinfecting offices, maintaining of limited number of customers into the service counters, enforcing of wearing facemasks by both the public and staff members, demarcation of social distance when queuing for services, regular temperature screening and sanitizing before entering the building are some of the measures MHAISS has enforced to safeguard the safety of both employees and clients at the headquarters.

The public is asked to comply with the regulations when visiting the offices.



Ensure all employees and clients sanitise their hands before entering the building



Ensure that all employees and clients wear masks



Have demarcations to illustrate social distancing



Allow a limited number of clients in the building

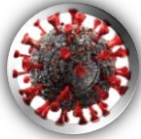


Measure temperature



# PARTICIPATION AT

## Covid-19 Communication Centre



**COVID-19**  
Communication Centre

14 May 2020 | 10h00 SESSION

Discussion will focus on:  
Resuming of operational services: Civil Registration

  
Mr. Collen Muleke  
Director-National Civil Registration  
(Regional Co-ordinator) MHA/SS

Live streaming on media TV channels, radio stations and social media platforms  
@MICTNamibia @MICTNamibia @mict\_namibia

For more info or queries, Email: Covid.Nam@mict.gov.na

Toll-free Number: 0800 100 100

Ministry of Health and Social Services | NAMIBIA | PEPFAR | UNAM | UNITED NATIONS NAMIBIA

**COVID-19**  
Communication Centre

24 May 2020 | 10h00 SESSION

Discussion will focus on:  
Assessment of Covid-19 Communication Centre: Stakeholders perspective

  
Mr. Jona Musheko  
PRO, Ministry of Agriculture,  
Water and Land Reform

  
Mr. Sakeus Kadhikwa  
PRO, Ministry of Home Affairs,  
Immigration, Safety & Security

Live streaming on media TV channels, radio stations and social media platforms  
@MICTNamibia @MICTNamibia @mict\_namibia

For more info or queries, Email: Covid.Nam@mict.gov.na

Toll-free Number: 0800 100 100

Ministry of Health and Social Services | NAMIBIA | PEPFAR | UNAM | UNITED NATIONS NAMIBIA

**COVID-19**  
Communication Centre

29 July 2020 | 15h00 SESSION

Discussion will focus on:  
ID production during COVID -19

  
Ms. Tulimeke Munyika  
Director: National Population Register,  
Identification and Production  
MHA/SS

  
Mr. Oscar Muhapi  
Deputy Director,  
Identification and Production  
MHA/SS

Live streaming on media TV channels, radio stations and social media platforms  
@MICTNamibia @MICTNamibia @mict\_namibia

For more info or queries, Email: Covid.Nam@mict.gov.na

Toll-free Number: 0800 100 100

Ministry of Health and Social Services | NAMIBIA | PEPFAR | UNAM | UNITED NATIONS NAMIBIA

**COVID-19**  
Communication Centre

30 July 2020 | 15h00 SESSION

Discussion will focus on:  
Issuing of passports during covid-19

  
Ms. Josephine Nghimtina  
Deputy Director,  
Passports and Citizenship  
MHA/SS

  
Mr. Sakeus Kadhikwa  
Public Relations Officer  
MHA/SS

Live streaming on media TV channels, radio stations and social media platforms  
@MICTNamibia @MICTNamibia @mict\_namibia

For more info or queries, Email: Covid.Nam@mict.gov.na

Toll-free Number: 0800 100 100

Ministry of Health and Social Services | NAMIBIA | PEPFAR | UNAM | UNITED NATIONS NAMIBIA





 **COVID-19**  
Communication Centre

04 August 2020 | 15h00 SESSION

Discussion will focus on:  
Civil Registration vs COVID - 19




**Batlomeus Uugwanga Shikongo**  
Deputy Director: National Population Register  
MHAISS

**Tulimeke Munyika**  
Director: National Population Register,  
Identification and Production  
MHAISS

Live streaming on media TV channels, radio stations and social media platforms

[f](#) @MICTNamibia [t](#) @MICTNamibia [i](#) @mict\_namibia

For more info or queries, Email: Covid.Nam@mict.gov.na

Toll-free Number: **0800 100 100**

 **COVID-19**  
Communication Centre

14 August 2020 | 15h00 SESSION

Discussion will focus on:  
Immigration and Border Control in Namibia during COVID -19




**Ms. Eite Shiponeni**  
Visas and Permit  
Deputy director  
MHAISS

**Ms. Gillian Korner**  
Immigration and Border Control-Central Regions  
Deputy director  
MHAISS

Live streaming on media TV channels, radio stations and social media platforms

[f](#) @MICTNamibia [t](#) @MICTNamibia [i](#) @mict\_namibia

For more info or queries, Email: Covid.Nam@mict.gov.na

Toll-free Number: **0800 100 100**

 **GOVERNMENT**  
INFORMATION CENTRE

10 March 2021 | 15H00 SESSION

**NAMIBIAN CORRECTIONAL SERVICE'S UPDATE ON DEALING WITH THE COVID-19 PANDEMIC**




**Commissioner Meunajo Tjiroze**  
Head of Directorate: Reintegration in the  
Namibian Correctional Service

**Dr. Tony Lumbidi**  
Deputy Commissioner:  
Head Medical Officer, Healthcare Services at  
Windhoek Correctional Facility

Live Stream on TV Channels, Radio Stations and social media Platforms

[f](#) @MICTNamibia [t](#) @MICTNamibia [i](#) @mict\_namibia

For more or info queries, Email: Nam@mict.gov.na

 Call-in Number: **+264 61 400 397** | COVID-19 Toll Free Number: **0800 100 100**



## AT THE FRONTLINE

**A**s the world battles the invisible monster covid-19, Immigration Officials are part of frontline soldiers, providing essential service at our ports of entries. Key ports remain operating to allow trading of essential goods between Namibia and other trading partners.

The Home Affairs and Immigration department has made all necessary efforts, ranging from providing protective masks & face shields, hand wash and sanitizers, as well as guidelines in relation to offices occupancy.



**Uandara Charmin**, Immigration officer at Trans-Kalahari border

It is quite scary being here, especially dealing with travellers from South Africa, which is deemed to be the hotspot of this pandemic. We remain loyal to our responsibilities to ensure that immigrants

comply with the International Civil Aviation Organization and covid-19 regulations, respectively. It is in our power to protect ourselves, by upholding preventative measures as far as covid-19 is concerned.



**Hendrick Simon Shaanika**, Chief Immigration Officer at Trans-Kalahari border

Coordination and cooperation between stakeholders at the ports are of paramount importance, and during these difficult times offices at different ports are working in unison more than ever before. At Trans-Kalahari, Mr Shaanika from MHAISS pointed out how they share cleaning materials, and other equipment whenever necessary. Also, communication and cooperation from our neighbouring countries' counterparts have been excellent thus far; it is really a reflection of Africanism and the spirit of Ubuntu.





## NATIONAL DOCUMENTS FOR FIRE VICTIMS



Settlement who lost their national documents during the devastating fire in July 2020.

Since the Ministry is prepared to have the affected communities assisted in a speedy and smooth manner, Home Affairs and Immigration Department received another consolidated name list of about 60 people (from Walvis Bay) and from Windhoek to be dispatched as the second consignment. This will be done as soon as possible, considering the Covid-19 restrictions.

**T**he department of Home Affairs and Immigration issued national documents to residents of Windhoek and Walvis Bay at no cost after obtaining treasury authorization, for lost national documents to people without shelters and fire victims.

In Windhoek, a total of 192 national documents (137 birth certificates and 55 Identity cards) dispatched to Moses Garoeb Constituency fire victims and vulnerable people, as well as to homeless people currently accommodated at Khomasdal stadium and Katutura Youth Complex.

While in Walvis Bay, a total of 129 national documents (82 birth certificates, 45 Identity cards and 2 Marriage certificates) were sent off to residents of Otweya Informal

The Ministry is still going to issue documents at no cost to fire victims of Swakopmund, Erongo Region and Helao Nafidi, in the Ohangwena Region. This is done in consultation with the regional leadership of the affected communities.





## GRADUATION HIGHLIGHTS



On Friday 30<sup>th</sup> October 2020 Honorable Frans Kapofi, the Minister of Home Affairs, Immigration, Safety and Security officially closed Course 1 (2019/2020) of the Basic Police Training which commenced on 01 September 2019.

The training course commenced with seven hundred and twelve (712) Cadet Constables however, the initial number dropped to six hundred and ninety-four (694) due to various reasons. The Cadet Constables who graduated comprises of four hundred and seventy-seven (477) males and two hundred and seventeen (217) female officers. The six hundred and ninety-four graduates are perceived to be a drop in the ocean as the Force continues to comprehend the backlog of

human capital as a result of mass retirement, resignation and death.

Speaking at the graduation ceremony, the Inspector General of the Namibian Police Force, Lt-General Sebastian Ndeitunga reminded the graduates that being a police officer is an act of heroism; hence, discipline and commitment are the first requirements of a police officer's code of conduct. "Therefore, you must be firm and transparent in your judgment when applying your knowledge and skills in the execution of your duties. As police officers, you should guard jealously against wrong doing that will tarnish the good image of the force".

The initial police training has a duration of six (6) months, this training course marked the first in the history of policing in Namibia, lasting for the duration of 12 months. A new police training curriculum





was then developed striving towards the accreditation of police training institutions with the Namibian Qualification Authority and in compliance with the international standard of police training practices.

The graduation ceremony was very colorful with a procession, accompanied by the National Color-Party and the Police Marching Band impressed with drill marches while the police Dance Band kept the crowd entertained. The graduates demonstrated their self-defense and aerobics skills and the best performers were awarded with trophies. A superb demonstration on how to deal with unruly crowds was also displayed.

Also speaking at the graduation ceremony, Honorable Frans Kapofi, the Minister of Home Affairs, Immigration, Safety and Security, assured the graduates that since their training has concluded, they will be deployed to different regions and should always bear in mind that the nation expects them, as police officers to perform their core

functions, whether on or off duty. “I believe that the training has prepared you, not only physically, but also mentally and psychologically. I should extend my sincere appreciation to the Inspector-General of the Namibian Police Force, for his dynamic and strong leadership as well as the entire Management of the Namibian Police Force for having thought and planned for the recruitment of these sons and daughters of the soil, despite the budgetary constraints stated the minister.

In conclusion, the Honourable Minister congratulated the graduates and wished them sound health and commitment for their willingness to serve communities with pride and dignity. He then, formally declared the Basic Police Training Course 1/2019/2020 officially closed.

The graduation ceremony was attended by traditional, religious, local and regional government authority leaders. Senior and junior police officers from different Directorates and Regions also graced the event.



## POLICE FORENSIC INSTITUTE INAUGURATION



**F**rom being housed in a basement to relocating to the old Headquarters of the Roads Contractor Company (RCC) in Ausspammplatz; the demand for forensic science services grew, hence the need for more space arose. Currently, the Namibian Police Forensic Science Institute (NPFSI) has a new state-of-the-art facility.

On Wednesday, 28 October 2020 the Namibian Police Forensic Science Institute (NPFSI) was inaugurated in Eros, Windhoek. The construction of the institute was one of the major and crucial Capital Project of the Namibian Police Force. The construction thereof started in May 2016 and gradually completed on 16 October 2020 at a cost of over three hundred million.

The state-of-the-art facility is a major boost to the Namibian Police crime investigation

functions and it is expected to assist the judicial system in solving cases requiring forensic evidence. With this state-of-the-art facility in place, as well as future gradual recruitment and training of more scientists, the Namibian Police Force will confidently provide effective and qualitative service delivery in terms of DNA analysis, Chemistry, Physics and Questioned Documents at a required international standard; and optimal support to the Criminal Justice System.

The NPFSI is a three-storey building housing its four main laboratories and with the capacity to do, among others, facial reconstruction, toxicology, food toxicology, environmental toxicology, illicit substances pharmaceutical analysis and trace material analysis. Other high technologies such as the Information Technology court, Pathology (Mortuary),





Vehicle examination laboratory, and the Physics laboratory are also available.

Officially inaugurating the state-of-the-art facility was His Excellency Dr. Hage Geingob, President of the Republic of Namibia. In his opening remarks the President highlighted that it is crucial that the Police Force is not only provided with access to the latest technology, crime fighting methods but is also represented by highly professional officers. "Forensic science is essential to enable law enforcement to either prevent or solve crimes. We are committed to investing the

required resources for the success of investigating, combatting, and deterring dangerous criminals that threaten the societal values of our country".

Honourable Frans Kapofi, Minister of Home Affairs, Immigration, Safety and Security and the Inspector General of the Namibian Police Force as well as the entire management were indeed delighted for the accomplishment of this very significant state-of-the-art facility; the Namibian Police Forensic Science Institute.





## NCS EYES LAND FOR A CORRECTIONAL FACILITY IN THE OHANGWENA REGION



A delegation led by the Deputy Minister of the Ministry of Home Affairs, Immigration, Safety and Security, Hon. Daniel Kashikola, comprising of among others, the Commissioner-General, Raphael T Hamunyela, visited the Oukwanyama and Ondonga Traditional Authorities to seek consent for the Namibian Correctional Service (NCS) to be allocated a portion of land to build a correctional facility envisaged for food production in Oshikunde Constituency, Ohangwena Region. The land measuring about 1 191 hectares with the possibility of extension was identified in Oshikunde Constituency, about 50 kilometres east of Enhana and falls under the jurisdictions of

Oukwanyama Traditional Authority on one side and Ondonga on the other. During the meeting with the Oukwanyama Traditional Authority on 29 September 2020, the Deputy Minister pleaded with the Traditional Authority to favourably consider the land request by the NCS.

"I have come with the Commissioner-General of the Namibian Correctional Service to seek a consent from you for the land that we have identified in your jurisdiction to build a correctional facility," said Hon. Kashikola.

On his part, the Commissioner-General emphasized on the importance of having





a correctional facility in the area close to the people, since there was only one correctional facility in the whole northern Namibia. He noted that the NCS had transformed from the traditional prison to a rehabilitative approach as defined in its mission and mandate. He added that the new approach requires the NCS to assist offenders to rehabilitate and effectively reintegrate into the community, however, this could only be achieved with the involvement of the community, particularly family members of the offenders.

The Commissioner-General further expressed pride that the NCS has been self-reliant for the past twenty years in terms of some food items as it produces enough food at Divundu Correctional Facility for its own consumption and for police stations around the country. He however highlighted that the NCS seeks to produce more to be able to sell the surplus to the community and increase food security in the country. This, he noted, can only be possible if the NCS had enough land.

"If we have enough land, we can produce more food with surplus and be able to sell to the community. This can increase the buying power and the price of food will decrease because the supply is more," the Commissioner-General remarked.

The Governor of the Ohangwena Region, Hon. Walde Ndevashiya, upon a courtesy

call to his office by the Deputy Minister and his delegation on the same matter, welcomed the project in his region.

"This is a good project and I welcome it with open hands because it will boost the profile of the region. I would like you to know that I will provide the necessary support where needed, however, I must advise that you should not rule out the possibility of compensating people who reside on the land, if any," Ndevashiya stated.

Representatives from both Oukwanyama and Ondonga Traditional Authorities in the company of the Regional Councillor for Oshikunde Constituency visited the site together with the Deputy Minister's delegation where they assured the NCS of their approval.

The NCS has, over the past years, had a fair share of land allocated to it across the country which are yet to be developed. Land allocated to the NCS includes two plots in Zambezi, two in Kunene, two in Hardap and two in Oshana. Grootfontein, Outapi and Swakopmund local authorities have also allocated one plot of land each to the NCS.

The NCS has similarly acquired land at Okatyali in the Oshana Region earmarked to build a correctional facility for pig production as the piggery at Oluno Correctional Facility is envisaged for relocation.





## MINISTERIAL FAMILIARISATION TOUR: DIVUNDU AND E. NEPEMBA CORRECTIONAL FACILITIES



According to management guru, Tom Peters, “Good managers do management by walking around, spending some part of their time listening to problems and ideas of their staff, while wandering around an office or plant.”

Hon. Frans Kapofi did exactly this when he visited the north-eastern regions of Namibia from 05<sup>th</sup> – 12<sup>th</sup> August 2020, following the expansion of the Ministry of Safety and Security to Ministry of Home Affairs, Immigration, Safety and Security in March 2020. The Hon. Minister sought the need to visit offices of the Ministry located in the regions in order to introduce himself to staff and to get first-hand experience of some of the practices at the remote offices while learning about operational plans and challenges. He also took the opportunity to communicate some of the challenges faced by the country, to advise staff on noted developments as well as to motivate and encourage staff.

The Minister was accompanied by a delegation consisting of Commissioner

Sam T Shaalulange from the Namibian Correctional Service (NCS), Commissioner Andreas Nelumbu from the Namibian Police Force (NAMPOL), Mr. Albert! Ganeb, from Immigration and Mr. Agenda Matongo, the Personal Assistant to the Minister.

The tour was guided by a programme which started off with a courtesy call to offices of the respective Regional Governors. Following the courtesy calls to Governors, the Minister then visited the Ministry offices in the regions, i.e. correctional facilities, police stations, immigration offices and border control points where he toured the respective facilities and held meetings with the Ministry staff.

On 07 August 2020, the Minister visited the Divundu Correctional Facility where he was received by the Officer in Charge (OIC), Deputy Commissioner Simeon Kaypiti and his management. D/COMM Kaypiti, presented a briefing of the facility and its operations, particularly the successful production of food such as maize, wheat and vegetables produced at the facility.

The Minister, who also played a pivotal role in the establishment of the Divundu Correctional Facility when he was the Permanent Secretary of the then Ministry of Prisons and Correctional Services, commended the correctional facility for advancing considerably since its inception. He noted the challenges that





the facility is facing and advised that the facility should utilize the means at its disposal, such as selling the produce, as not much funds are available from Government.

The Minister then visited the plantation where he had an opportunity to personally experience the operation of the Combined Harvester as he was taken for a drive in it by the Divundu Correctional Facility Farm Manager, Deputy Commissioner Riaan Fokkens. Following the tour on the plantation, the Minister met all the staff of the Divundu Correctional Facility where he addressed them.

Addressing the staff, the Minister stressed that the country is facing an economic downturn due to the drought that was experienced and just as it was recovering, the Covid-19 pandemic came. As a result, Government is unable to increase salaries and attend to all the needs of all OMAs. He also urged officers to refrain from participating openly in politics, particularly uniformed forces as they are supposed to serve the public, regardless of political affiliation.

He cautioned those officers that perpetrate brutality and human rights abuses of suspects or offenders and said "I am very disappointed on officers who advance unwanted practices and even video-record and disseminate their wrongful acts. I urge you to always maintain professionalism and to enforce the law by the book".

He noted that the Ministry is now bigger as it now has many more components. Hence, it can be stronger when all the components work together and support

each other in terms of sharing resources and attending to each other's challenges. The Minister emphasized on discipline and urged staff to always deliver excellent customer service and courteous service with politeness and a favourable attitude instead of mistreating citizens and unnecessarily delaying/prolonging services.

The Minister also stressed the importance of looking after and maintaining government property, particularly vehicles, accommodation facilities, water and electricity. He urged staff to use and take care of the little that is available and to use the skills and resources that are at their disposal to fix breakages instead of always waiting or depending on the Ministry of Works and Transport.

He further urged all staff to take the Covid-19 pandemic serious and to take necessary precautions to protect themselves and others. He said staff should follow the set regulations and set an example to members of the public during the lockdown operations.

Following the visit to Divundu Correctional Facility, the Hon. Frans Kapofi visited the Elizabeth Nepemba Correctional Facility in Rundu on 10 August 2020. He was similarly met by the Officer in Charge, Assistant Commissioner Esther Joseph who also briefed him on the activities of the correctional facility as well as challenges faced. He thereafter took a tour of the correctional facility, where he gave several instructions such as for the whole of the correctional facility to be fenced off and for minor renovations to be done at the kitchen. He congratulated the correctional facility staff for maintaining cleanliness and for the overall gender-balance at the facility.



# SERVICES OFFERED BY THE NCS INDUSTRIAL WORKSHOPS



- Metal Works (Welding)
- Upholstery
- Textile Manufacturing
- Motor Mechanics
- Laundry Services
- Furniture Production (Woodwork)
- Panel Beating and Spray Painting
- Building Construction (plumbing, electrical, Carpentry, bricklaying and plastering)

## Procedure to access services

- Step 1- Service Request (visit, call or write a letter to the workshop Manager)
- Step 2- Get a quotation
- Step 3- Get a purchase order for products/services
- Step 4- Invoice
- Step 5- Payment

NCS industrial workshops are open to the general public, Offices, Ministries, Agencies and Regional Councils.

Contact the following numbers to find out what services are offered by the correctional facility close to you:

Windhoek Correctional Facility	Hardap Correctional Facility	Oluno Correctional Facility
061- 2846500	063- 3411000	065- 283600
061- 2846512	063- 3411001	065- 246153
Divundu Correctional Facility	Evaristus Shikongo Correctional Facility	
066- 259500	067- 2232300	
066- 259508	067- 220601	

Utilize NCS industrial workshops for quality products and services





**DESIGN & LAYOUT**

SCO Benjamin Tomas

**Namibian Correctional Service**

Public and Media Relations

Tel: +264 61 284 6218

**PUBLISHED BY:**

Ministry of Home Affairs, Immigration, Safety and Security

Public Relations

Tel: +264 61 292 2169