

# **ANNUAL REPORT**

## **2017/2018**

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## **CORE IDEOLOGY**

<b>Mission</b>	To manage the National Population Register and facilitate lawful migration.
<b>Vision</b>	Population Register and migration management that is rated amongst the best in the world.

## **CORE VALUES**

<b>Commitment</b>	We demonstrate commitment towards Service Delivery through our actions and the decisions that we take.
<b>Synergy</b>	We work as a team, we value effective communication and all our efforts are coordinated towards achieving our vision.
<b>Ethics</b>	In all our dealings we are guided and principled through our punctuality, customer focus, professionalism and transparency.
<b>Efficiency</b>	We strive to achieve more with limited resources whilst maximising output.

## FOREWORD BY THE HONORABLE MINISTER



The Ministry of Home Affairs and Immigration is delighted to introduce the Honorable Minister Frans Kapofi, MP who was appointed by His Excellency President Hage Geingob, on 08 February 2018

His assignment brief is to maintain the already firm foundation laid through the Turnaround Strategy and other interventions that have put the Ministry's operations at first world-footing.

It is my honor to present to you the Annual Report of 2017/2018, with greater emphasis on the strides made towards the Harambee Prosperity Plan (HPP).

It is worth mentioning that the economic headwinds experienced in recent years seem not to be abating. Nonetheless, the Ministry has managed to make the most with the little resources allocated, by continuously re-inventing robust strategies to overcome impediments encountered.

To this end, in fostering the noble principles of the HPP the Ministry has made the following contributions in respect of the various Pillars of the HPP

**PILLAR 1: Effective Governance and Service Delivery:** On E-Government tremendous strides have been made in designing a Business Reengineering Process (BPR) towards the implementation the **Online-Visa Application System**. In collaboration with Office of the Prime Minister (OPM), Ministry of Safety and Security (MoSS) and Ministry of Health and Social Services (MoHSS) the **e-Birth and e-Death Notification Systems** were successfully piloted and eventually implemented. An **e-Border Management System (e-BMS)** has been developed and implemented.

In terms of Government Online Presence the Ministry maintains an active, operational and regularly updated ministerial **Website** to reflect the latest information on the dealings of the Ministry. With regards to Responsible Social Media Deployment the Ministry opened and actively maintains various social media platform accounts such as **Facebook, Twitter and YouTube**.

Regarding Annual Customer Satisfaction Survey the Ministry has fully implemented **Suggestion Boxes** in all its major Offices across the country to gauge customers' opinion.

**PILLAR 2: Economic Advancement:** In terms of Civil Service Reform the **Declaration of Continuous Shifts** was implemented effective 01 April 2017 to contribute towards curbing the growing wage bill.

**Pillar 3: social progression:** The Ministry contributed by issuing National Documents such as birth certificates, identity documents and death certificates to eliminate poverty, and grant access to housing, education and social grants.

The Ministry also implemented the United Nation's durable solutions by collaborating with the Botswana Government and relevant Partners in the voluntary repatriation, settlement and local integration of sixteen (16) Namibian refugees from the Dukwi Refugee Camp in Botswana.

The success of our operations and intervention would not have come to fruition without the collaboration of our internal and external stakeholders and partners; towards whom we express our profound gratitude.

**FRANS KAPOFI, MP  
MINISTER**

## EXECUTIVE SUMMARY BY THE EXECUTIVE DIRECTOR

It is my privilege to present the executive summary of this Annual Report, which highlights the performance and achievements of the Ministry during the year under review.

Under the **Department Civil Registration** a total number of 100,075 Identity Document (ID) cards were produced and 4,613 South West Africa (SWA) IDs were converted to Namibian National IDs while 6,160 marriage records were registered. The e-birth notification system was deployed to 8 sites across the country. The Kahenge Sub Regional Office was upgraded to Category 1 Office and it was relocated to Nkurenkuru town, the capital for Kavango West Region. Outreach Programmes were conducted to unserved areas in remote locations. The Ministry was awarded the Open Learning Campus Certificate, for having the second-most learners in the Africa region who have completed the "Basic-Level Self-Paced Civil Registration and Vital Statistics Systems Course", by the World Bank Group on 06 December 2017.

In embracing technology for convenient and secured services, the **Directorate Visas, Permits, Passports and Citizenship** launched biometric passports (also called e-passports) on 08 January 2018, and concluded Business Process Re-engineering in preparation to introduce an online application system. The Directorate further procured visa stickers for phased implementation commencing in 2019/2020.

Under the **Directorate Immigration and Border Control** the movement of persons in-and-out of Namibia was facilitated with a total of **4,140, 090** (composed of **2, 143, 302** arrivals and **1, 996, 788** departures). Arrest and 48 hour notices added up to **1,528** with **579** and **549** 48-hour notices.)

**The Directorate of Refugee Administration** organized and commemorated the World Refugee Day at Osire Refugee Settlement on 20 June 2017. **1,742** former Angolan refugees were profiled and **666** former Angolan refugees from that number have been locally integrated in Namibia.

**The Directorate Administration** contributed towards curbing the growing wage bill by implementing the Declaration of Continuous Shifts for immigration officers with effect 01 April 2017. This resulted in a huge reduction in overtime payments for Immigration Officials with approximate monthly savings of N\$ 300,000 at the Hosea Kutako International Airport.

Revenue collection increased with roughly 10 million, from N\$67 million during 2016/17 to N\$ 76 million in 2017/18.

The Ministry was again awarded an Affirmative Action Compliance Certificate by the Employment Equity Commission.

# DEPARTMENT OF CIVIL REGISTRATION

## Introduction

The Department of Civil Registration is responsible for management of the National Population Register which contain records of vital events: births, adoptions, marriages and deaths, and for issuing the relevant certificates and national identity documents. Birth, Death and ID registration and the issuance of birth certificates and death certificates are de-concentrated to 58 regional offices, sub-regional offices and hospital-based offices across the country, while the production of ID cards and amendment of birth, marriage and death records is a centralized function at the Head Office in three Divisions.

The Department of Civil Registration consists of two Directorates, which are further divided into six (6) Divisions, namely:

Directorate of National Population Register, Identification and Production

- Division: National Population Identification and Production
- Division: National Population Register

Directorate of National Civil Registration

- Division: Northern Regions
- Division: North and Eastern Regions
- Division: Central and Southern Regions
- Division: North and Western Region

## Directorate National Population Register, Identification and Production

### Division: Identification and Production

The purpose of this Division is to create and manage the identities of all citizens and permanent residence permit (PRP)—holders through the capturing of demographic information and fingerprints (biometrics) and production of national identification cards under the Identification Act, 1996 (Act No. 21 of 1996).

#### The mandate of the Division is to:

- Receive ID applications from all Regional and Sub-Regional offices for processing.
- Register and classify fingerprints on the ID application forms.
- Capture the demographic data provided on the application forms.
- Scanning of imported images, thumb prints and signatures at scanning stations.
- Verification and approval of applications.
- Production, quality control and dispatch of identity documents to various Regional and Sub-Regional Offices.

## Number of ID card produced and issued

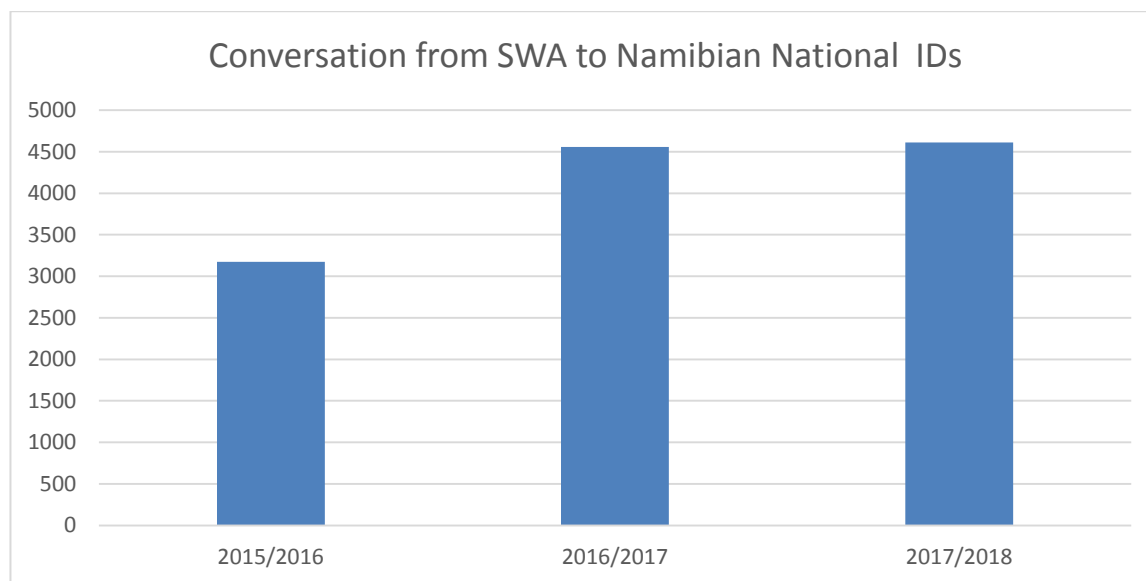
Namibian citizens and Permanent Residence Permit holders are eligible for an ID card when they turn 16 years of age. During the financial year under review a total number of 100 075 ID cards were produced. The target turnaround time for an ID is 21-working days according to the Annual Plan of the Directorate. Unfortunately, the Directorate has not been able to maintain this target, partly due to staff shortage and recurrent technical errors.

## Phasing out of the South West Africa ID card

The Ministry initially planned to phase-out the old South West Africa (SWA) ID cards on 31 March 2018, however attributed to the significant number of SWA ID applicants that have inconsistencies between their births record and SWA record, amendments were and remain necessary before the issuance of a Namibian National ID card. Special processes have been set up to fast track these applications to ensure that all persons who applied have their cases resolved. In the period under review, 4613 SWA IDs were converted to Namibian National IDs.

The Department has experienced an increase in number of requests for authentication of identifies, a consequence of the high number of records amended. Financial institutions, in particular, have difficulties with complying with their legal requirements for positively identification of clients. 2752 confirmation letters were issued relating to identity authentication of persons who have amended their ID records. This is a trend which is expected to continue considering the continuously high number of requests for changing of records. The statistics show that 4,173 ID records underwent amendments. The number excludes the persons who converted their SWA IDs to Namibian IDs.

### 1.1 Number of people converting their SWA ID to the National ID cards over 3 years



## Production statistics

*Number of ID processed and issued*

Type of application	2015/2016	2016/2017	2017/2018
First application for an ID	72 133	62 319	68 485
First application for PRP ID	254	100	121
Change of particulars	3 779	6 264	4 173
Change of Citizenship	91	106	55
Duplicate ID	17 821	29 339	22 628
Application of ID of SWA ID holders	3 172	4 558	4 613
<b>Total</b>	<b>97 325</b>	<b>102 686</b>	<b>100 075</b>

## Age of Age Cases (Change of Date of Birth on ID record)

Approved cases	661
Rejected cases	352
Deferred cases	80
<b>Total</b>	<b>1 093</b>

## Confirmation letters, fingerprint verifications and SWA record copies issued

Confirmation letters signed by the Permanent Secretary	2 752
SWA record copies	3 500
Fingerprint verifications	3 300
<b>Total</b>	<b>9 552</b>

## Sub-division: Birth

### Objectives

The objectives of the Sub-division Birth are:

- To facilitate alterations of birth records and capturing of approved amendments on the National Population Registration System
- Issuance of repatriation forms



A total number of 9 830 applications for alterations of surnames, first names, date of birth, parents' particulars and sex were received. A substantial number of these cases relate to inconsistencies between the birth record and the SWA records.

The Department is continuously strengthening its processes to avoid incorrect details on the birth records which could jeopardize the integrity of the data and statistics produced, just as the turnaround times of records are monitored closely.

#### ***Number of Applications Received and Processed***

Type of application	2017/2018
Re-registration (from father to mother's surname)	717
Correction of date of birth	869
Corrections of surnames	512
Alteration or insertion of parents' particulars	2 971
Change of surnames	102
Alteration of surname (wrong spelling)	530
Alteration of place of birth	258
Alteration of gender	177
Adoptions	84
Correction/ Alteration/insertion of first names	2 444
Multiple corrections to the record	1 166
<b>Total</b>	<b>9 830</b>

### **Sub-division: Marriages and Deaths**

#### **Objectives**

The Mandates of this sub-division are:

- Appointment, coordination and training of Marriage Officers;
- Issuing of Marriage Licenses;
- Registration and filing of Marriage records;
- Receiving of new application of Marriages Officers, issuing study materials and conducting examinations;
- Issuing amendment of Marriage Registers and duplicate Marriage certificates;
- Confirmation of Marital Status;
- Correction of Death certificates, facilitation of late registration of Death and enquiries from the regions.

Marriages are solemnized by marriage officers, i.e. pastors who are duly designated as such by the Minister and magistrates (*ex officio*) across the country. All marriage registers received are captured timely on the National Population Registration System. In the period under review 6160 marriage records were registered. The administrative data indicates that 440 Namibian citizens married foreigners, predominantly from our neighbouring countries: Angola, South Africa and Zimbabwe. Three (3) marriage officers were granted designated as marriage officers, while 4 applications for designation were rejected.

*Number of Marriage Records received per month: Financial Year 2016/2017 and 2017/2018*

Month	2016/2017	2017/2018
April	575	378
May	153	477
June	374	305
July	484	318
August	771	789
September	407	570
October	678	487
November	473	503
December	1 271	1 170
January	206	282
February	357	363
March	763	518
<b>Total</b>	<b>6 512</b>	<b>6 160</b>

*Marriage Statistics 2016/2017 and 2017/2018*

Type of Application	2016/2017	2017/2018
Amendment of Marriage Registers issued	675	580
Marriage Officers- New application received	10	7
Marriage Officers- approved	4	3
Duplicates issued	1355	493
Confirmation letters issued	105	156

Marital status issued	135	199
Death corrections (Spellings) & Marital Status	68	51

## Digitalisation Project

The Department continues striving towards digitalizing of all records and processes. During the financial year under review, the Department started the implementation of the e-birth notification system, and finalized the consultations of e-death notification in close cooperation with the Office of the Prime Minister, the Ministry of Health and Social Services, NAMPOL and the Namibia Statistics Agency.

### ***e-birth notification system***

The aim of the e-birth is to notify the National Population Registration System electronically when a birth has occurred at a hospital. This is to secure the birth details of the child and to ensure verification of the mother's identity against the National Population Registration System.

The system was successfully implemented at the following sites:

1. Windhoek Central Hospital
2. Katutura State Hospital
3. Eenhana State Hospital
4. Engela State Hospital
5. Outapi State Hospital
6. Oshikuku State Hospital
7. Onandjokwe State Hospital
8. Gobabis State Hospital

### ***e-death notification system***

In line with the electronic notification of births, all deaths should also be notified electronically in future. A final consultative workshop was held with key stakeholders to view the first prototype of the system, and agree on the data elements and processes.

### ***Scanning and archiving of records***

Since 2010 the Department has scanned, electronically recorded, and achieved 4,3 million records (15 000 000 sheets of paper) as part of its digitalisation process. All birth records, except some from the old registers, have been scanned and uploaded to M-files, while all marriage and death records dating back to 1980 have been uploaded to NPRS. In March 2018, the last records were quality controlled and the project was closed down.

The Department has set up a new scanning unit with the purpose of scanning all application forms captured in the National Population Registration System (NPRS). Considering that all forms are barcoded, these can now be automatically uploaded via an interface.

## Civil Registration Legislation

The Department has over a longer period been reviewing its legal framework. The Uniform Matrimonial Property Bill and the Marriage Bill are advancing very well through the legal scrutiny processes while consultation on the Civil Registration and Identification Bill is still on-going.

### Directorate: National Civil Registration

The mandate of this Directorate is the registration and issuance of birth and death certificates, registration and distribution of ID cards, ensuring service delivery to the General Public.

#### 1. Main tasks and responsibilities:

- Registration of births, issuance of birth certificates and duplicate birth certificates
- Registration of deaths, issuance of death certificates and duplicate death certificates
- Issuance of ID documents and duplicates
- Consideration of applications for alterations of particulars
- Expansion of services
- Opening of new offices

#### 2. Achievements

- The Directorate upgraded Kahenge Sub Regional Office to Category 1 office (which is an office offering the full range of services i.e. birth, death and ID services) and relocated it to Nkurenkuru town, the Regional capital for Kavango West Region.
- A first of its kind hospital based facility at Rhino Park Private hospital was opened in Windhoek of the Khomas Region.
- The Outreach Programme to Sub Regional Offices which was previously temporarily halted has proven to be a huge success, recording significant civil registrations compared to few registrations which were recorded in the past years.
- Significant increase in timely birth registrations as compared to the previous year especially in hospital based offices as well as the increase in the overall birth registration has been recorded.
- The notable adherence to clearance of backlogs in most regions is commendable as records were captured in NPRS.

### 3. Challenges

- The lack of connectivity to NPRS by a significant number of Sub Regional Offices is continuing to be an impediment for timely capturing of records into NPRS as well as the verification of records for issuance of duplicate documents.
- A significant number of late registrations are still being experienced by many offices especially the Eastern and Northern border regions.
- A persistent trend of fake documents especially birth certificates being found in possession of the public when applying for ID cards.
- A rising trend of home deliveries of babies makes it difficult to determine the real biological parents and the correct places of birth.
- The ever-increasing demand for duplicate documents which depicts the lack of information regarding the value of national documents.
- Registration of children born to non-Namibian nationals, especially mothers, without identification documents.
- Inconsistent data capturing by staff members.

#### 4. Statistical Overview of Birth Registration per region (2017/18)

Region	A: 1-30 Days	B:<1 Year	C:1-2 Years	D:3-5 Years	E:6-10 Years	F:11-15 years	G:16-20 years	H:>20 Years	Total
//Karas Region	1 018	668	615	96	119	147	164	753	3 580
Erongo Region	2 865	1 447	1 124	414	321	307	314	1174	7 966
Hardap Region	853	727	521	123	131	37	35	229	2 656
Kavango East	1 000	1 577	2 474	1 683	1 899	1 233	965	1 722	12 553
Kavango West	105	447	592	435	339	183	187	342	2 630
Khomas Region	8 045	3 630	2 397	917	568	209	182	1135	17 083
Kunene Region	451	1 004	1 357	488	263	97	69	190	3 919
Ohangwena Region	896	2 316	2 898	1 473	1 394	797	533	998	11 305
Omaheke Region	449	537	747	318	247	63	53	192	2 606
Omusati Region	1 077	1 938	1 707	786	681	448	308	628	7 573
Oshana Region	3 856	3 151	2 492	689	546	180	100	207	11 221
Oshikoto Region	383	752	906	392	386	181	105	114	3 219
Otjozondjupa Region	1 217	1 333	1 804	693	475	120	110	331	6 083
Zambezi Region	469	920	1 081	492	385	215	198	242	4 002
<b>Total</b>	<b>22,684</b>	<b>20,447</b>	<b>20,715</b>	<b>8,999</b>	<b>7754</b>	<b>4,217</b>	<b>3,323</b>	<b>8,257</b>	<b>96,396</b>
<b>Timely Birth Registration</b>		<b>43,131</b>	<b>Late Birth Registration</b>						<b>53,265</b>

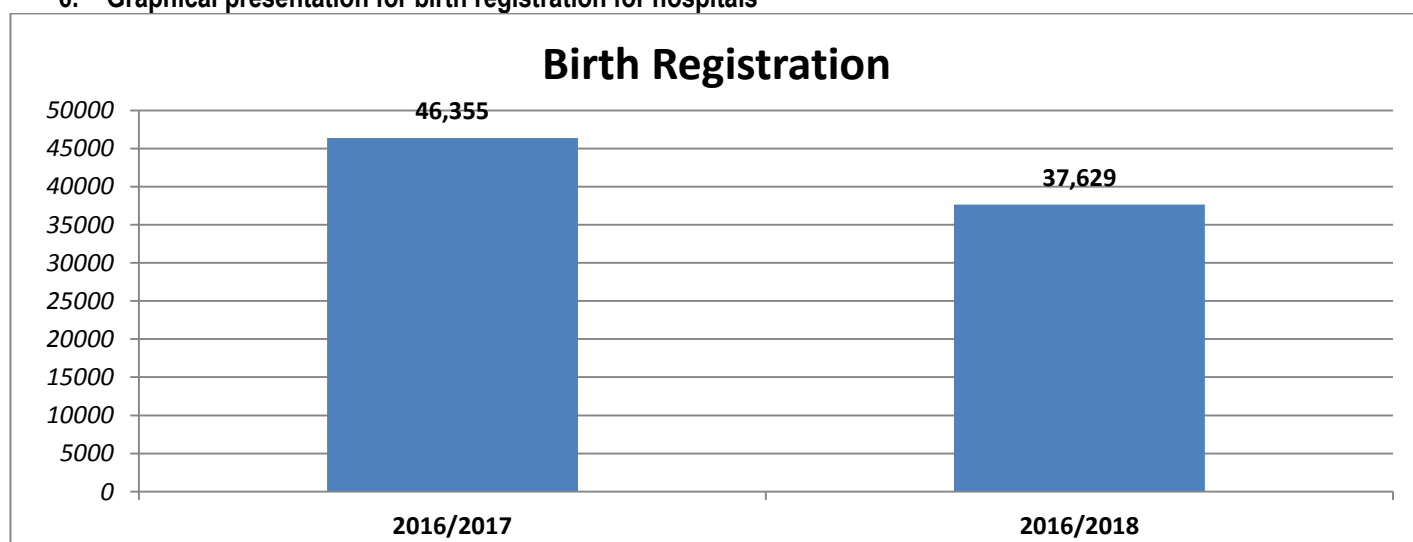
#### Note:

- There is a decrease in timely birth registration in comparison from the previous year (2016/17- 47 663) which dropped to 43 131 in 2017/18.
- The late birth registration dropped as well from 56 104 in 2016/17 to 53 265 in 2017/18

#### 5. Birth registration comparative analysis at hospitals (2016/17 against 2017/18)

Hospital	Total number of Children registered in hospital facility 0>5 (2016/17)	Total number of Children registered in hospital facility 0>5 (2017/18)
Andara	86	219
Eenhana	1 837	1 605
Engela	2 703	2 603
Gobabis	1 062	972
Grootfontein	0	150
Katima Mulilo	1 641	1 813
Katutura Hospital	6 203	4 985
Keetmanshoop	826	516
Nankudu	357	153
Nyangana	289	100
Onandjokwe	4 885	3 546
Opuwo	892	676
Oshakati	5 009	4 930
Oshikuku	1 195	1 332
Otjiwarongo	886	988
Outapi	1 779	18
Rundu	5 096	3 409
Swakopmund	1 132	1 410
Tsandi	483	257
Walvis Bay	2 543	842
Usakos	490	394
Windhoek Central	6 961	6 711
<b>TOTAL</b>	<b>46,355</b>	<b>37,629</b>

#### 6. Graphical presentation for birth registration for hospitals

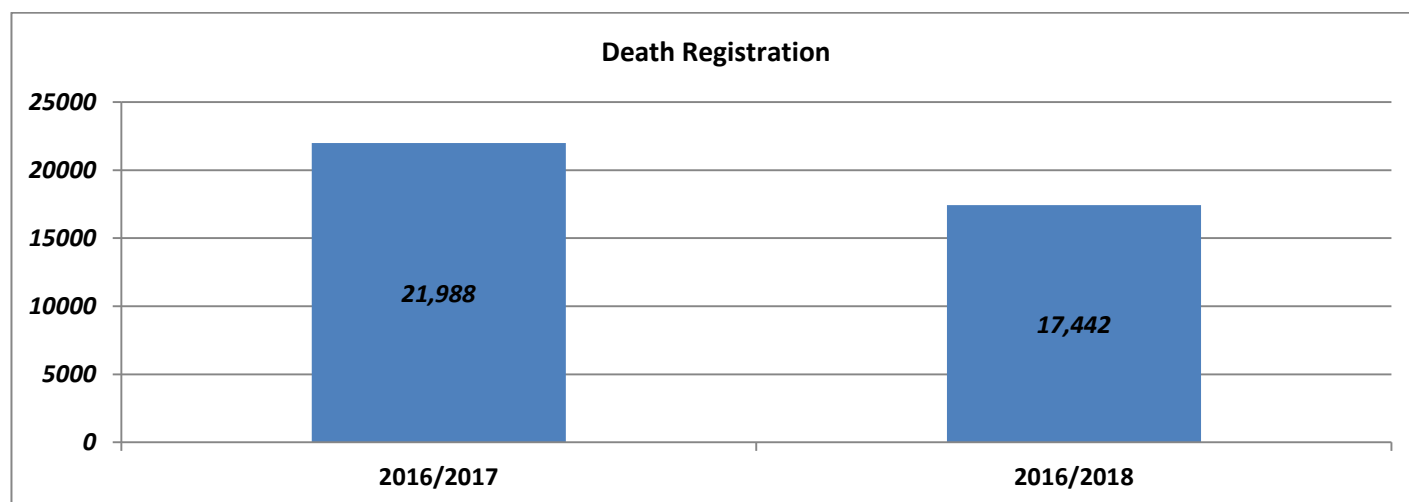


*\*Note: Some hospitals only registered children under the age of one year*

## 7. Comparative Number of Deaths Registrations per Region for 2015/2016 and 2016/2017

Region:	Death registration	
	2016/2017	2017/2018
Zambezi	815	669
Kavango East	2 126	1 685
Kavango West	65	456
Oshikoto	1 537	1 602
Otjozondjupa	1 720	964
Kunene	583	162
Oshana	3 130	2 354
Ohangwena	1 364	1 343
Omusati	1 652	1 594
Khomas	4 151	3 510
Erongo	1 080	964
Omaheke	761	688
Hardap	2 034	815
//Karas	570	636
<b>TOTAL</b>	<b>21,988</b>	<b>17,442</b>

## 8. Graphical presentation for death registration per year (2016/17 against 2017/18)





# DEPARTMENT OF IMMIGRATION CONTROL AND CITIZENSHIP

## Introduction

The core mandate of the Department of Immigration Control and Citizenship is to facilitate lawful migration. This is done through the issuance of Visas, Permits, Entry/Departure stamps and through passports and Namibian citizenship.

- The Department consists of two Directorates, which is sub-divided into six Divisions:
  - Directorate of Immigration and Border Control
    - Division Central Regions (Erongo, Khomas and Omaheke Regions)
    - Division Northern Regions (Oshikoto, Oshana, Ohangwena, Omusati and Kunene Regions)
    - Division North-Eastern Regions (Kavango East, Kavango West, Otjozondjupa and Zambezi Regions)
    - Division Southern Regions (Hardap and /Karas Regions)
  - Directorate of Visas, Permits, Passports and Citizenship which is sub-divided into two Divisions:
    - Division Visas and Permits
    - Division Passports and Citizenship

\*The Directorate of Visas, Permits, Passports and Citizenship is Headquarters based.

The report gives an overview of the activities, achievements, challenges, constraints and future plans of the Department during the 2017/2018 financial year which is mainly presented in statistical format

## Directorate: Visas, Permits, Passports and Citizenship

### Introduction

The directorate of Visas, Permits, Passports and Citizenship is responsible for receiving and processing of applications for visas, permits, passports and citizenship and for rendering other services related to the above stated.

### Permits and Visas

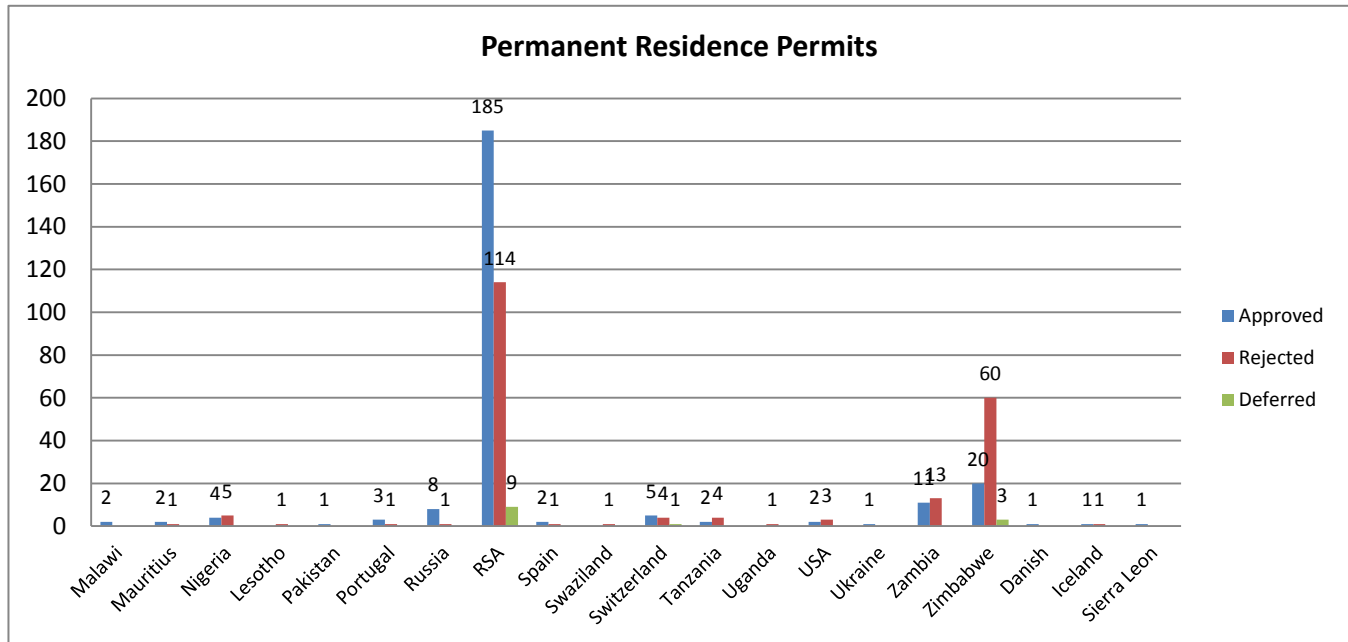
**Table: 1**

Statistical information of various activities carried out during the past financial year are summarised below:

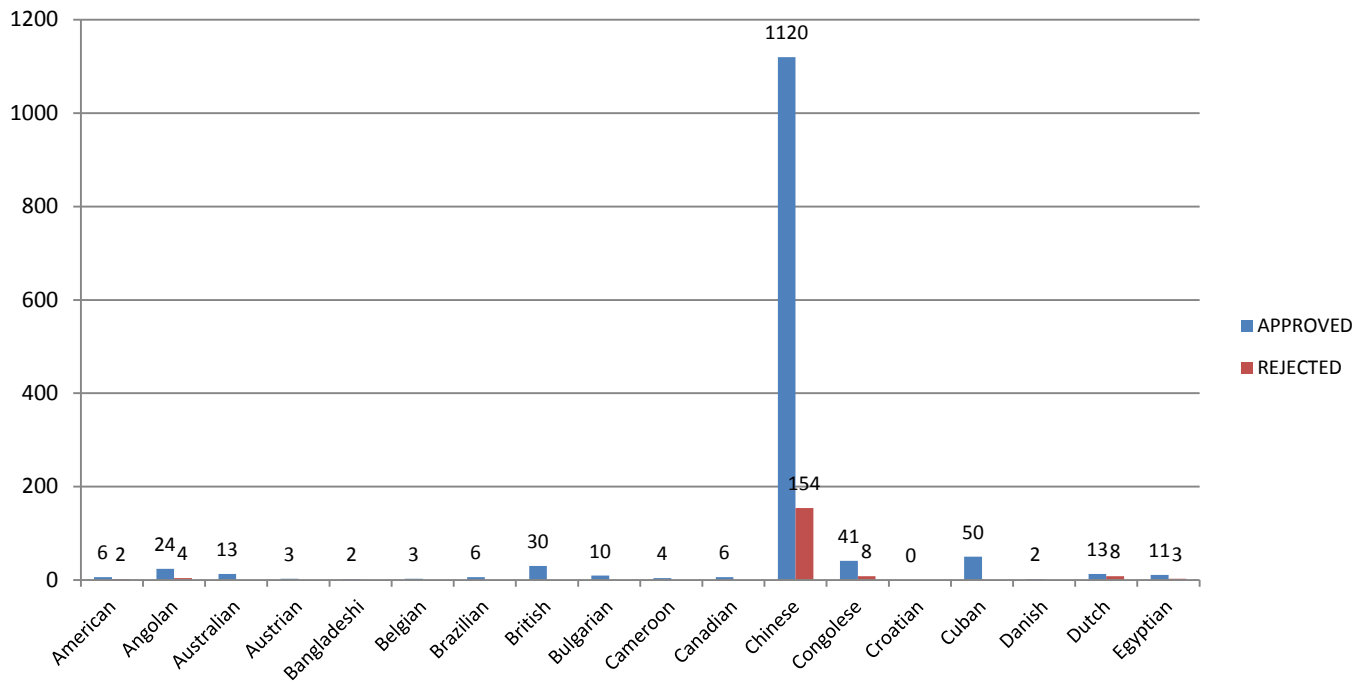
No.	Type of Permit	Total number approved	Total number rejected	Total number of applications received and processed
1.	Permanent Residence Permit (PRP)	420	349	769
2.	Employment Permit (EP)	4 789	801	5 590
3.	Students' Permit (SP)	6 973	7	6 980
4.	Work Visa (WV)	33 784	770	34 554
6	Holiday/Tourist Visas	1 901	0	1 901
<b>Total</b>		<b>47 867</b>	<b>1 927</b>	<b>49 794</b>

The above table shows the number of PRP, EP, SP, WV Holiday/Tourist visas received and processed during the period under review.

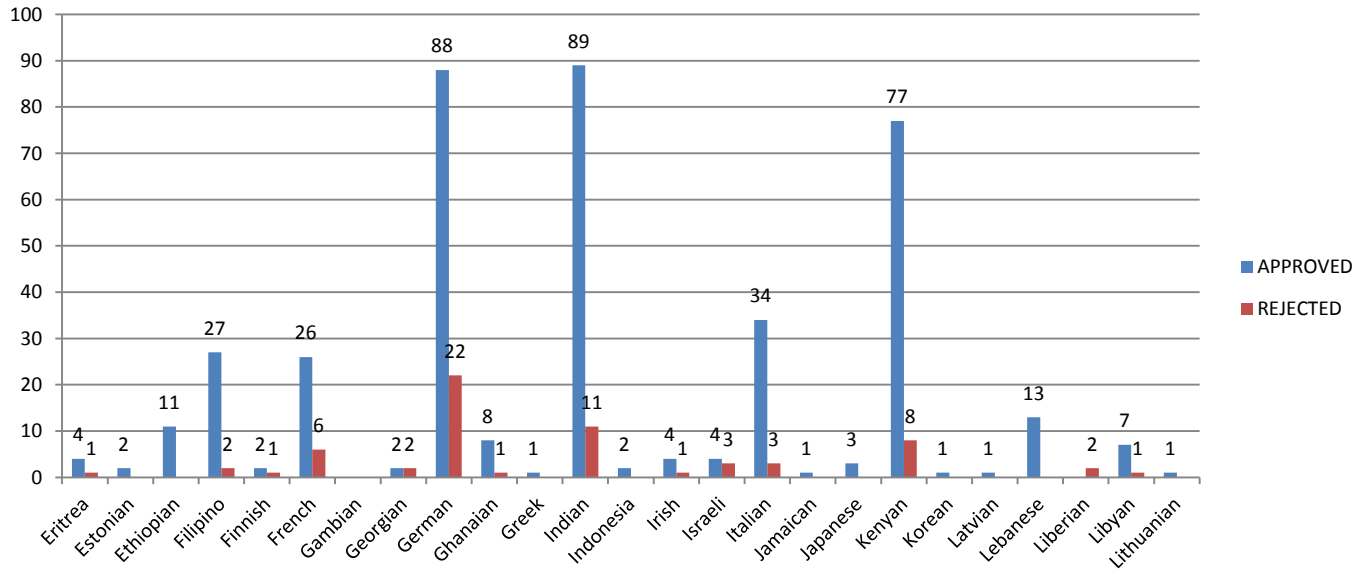
A total number of 49 794 applications were processed of which 47 867 were approved, while 1 927 applications were rejected. Additional information is illustrated below:



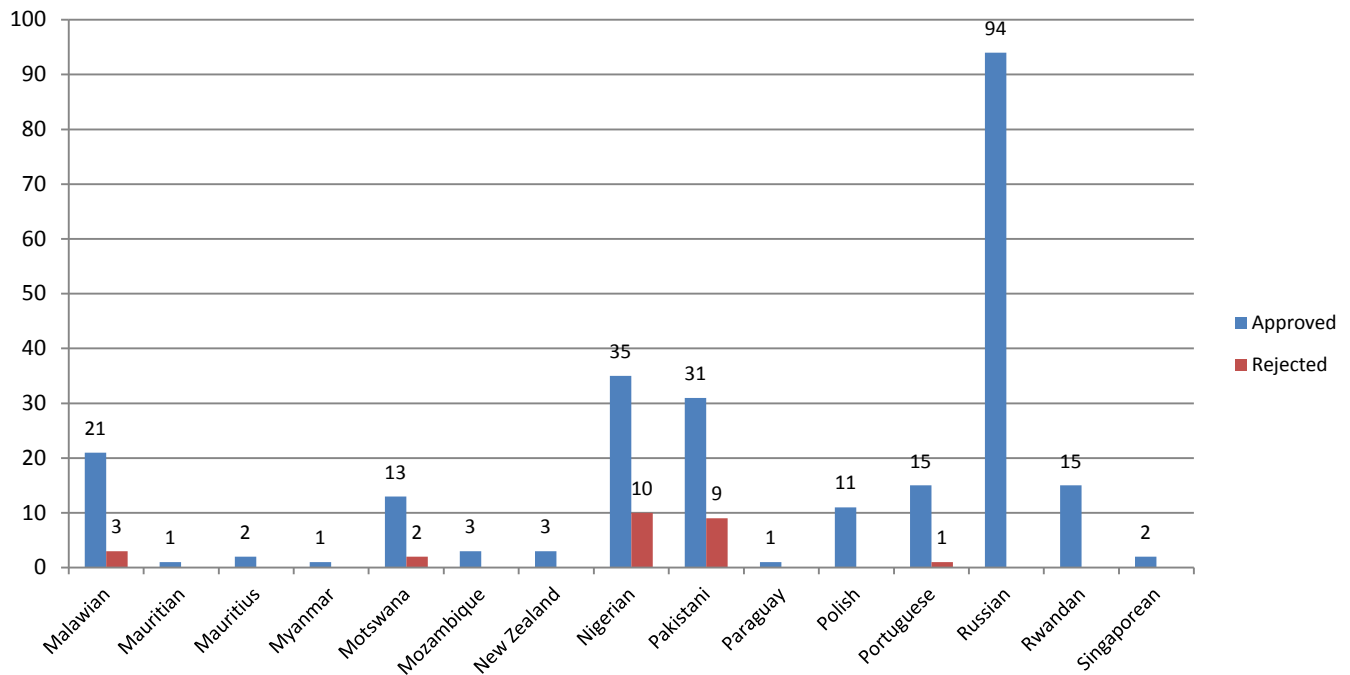
## EMPLOYMENT PERMITS



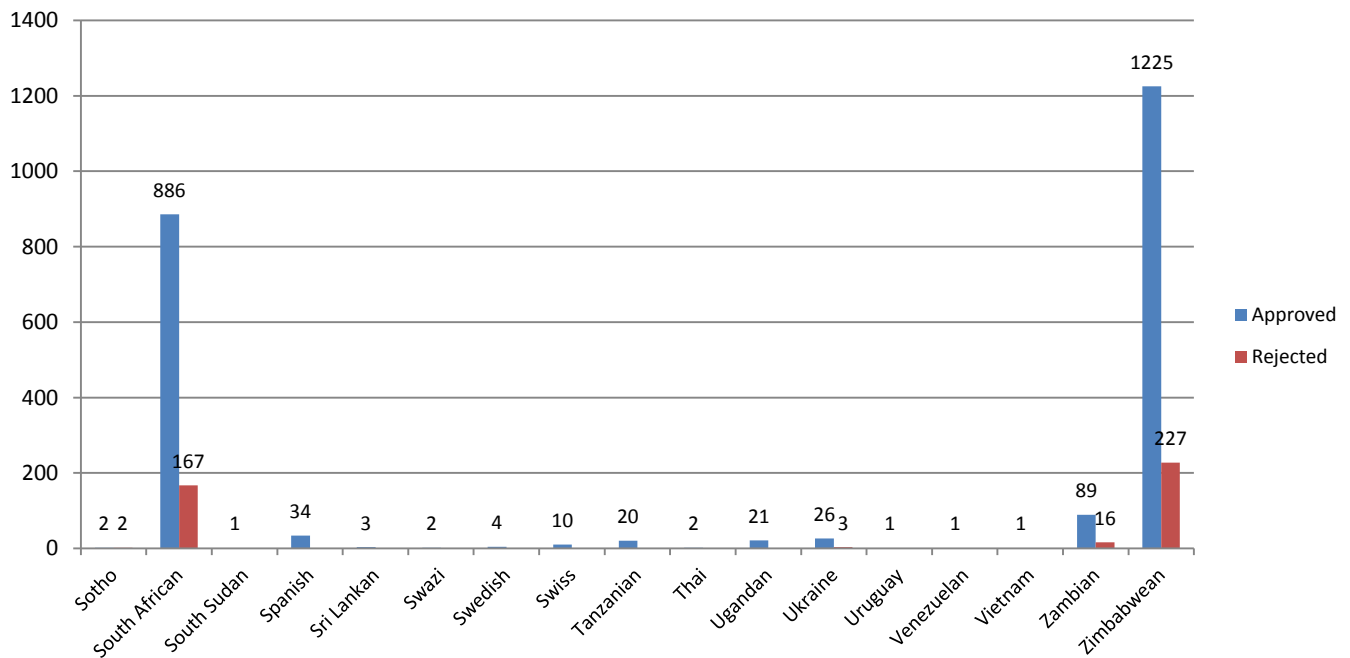
## EMPLOYMENT PERMITS



## EMPLOYMENT PERMITS



## EMPLOYMENT PERMITS



## **Statistical information for citizenship applications processed during the period under review**

**Table: 2**

No.	Types/Category of Citizenship	Certificates issued (New Applications)	Duplicates certificates issued	Applications rejected	Total number of applications received and processed
1.	Descent	4 579	186	6	4 771
2.	Marriage	15	24	0	39
3.	Naturalization	1 771	11	8	1 790
4.	Registration	42	33	0	75
	<b>Total</b>	<b>6 407</b>	<b>254</b>	<b>14</b>	<b>6 675</b>

The Ministry recorded a total number of 6 675 applications for citizenship, of which 6 407 new applications were approved, 254 duplicate applications were approved and 14 were rejected. The duplicate applications are from applicants who may either lost or have their certificates destroyed or damaged and wanted replacement.

## **Renunciation of Namibian Citizenship**

Renunciation is a voluntary act of relinquishing one's citizenship or nationality. During the financial year under review, a total number of nine (9) Namibians renounced their Namibian citizenship in favour of other countries due to various reasons.

## **Statistical information for travel documents processed during the period under review**

**Table: 3**

No.	Types of Passports or Travel Documents /Etc.	Number of Applications Approved	Number of Applications Rejected	Total Number of Applications Received And Processed
1.	Ordinary Passport	7 3761	1 137	74 898
2.	Diplomatic Passport	522	44	566
3.	Official Passport	421	28	449
4.	Travel Document (Brown Passport)	948	98	1 046
5.	Emergency Travel Certificate (ETC)	1 126	-	1 126
<b>TOTAL</b>		<b>76 778</b>	<b>1 307</b>	<b>78 085</b>

The demand for passports and other travel documents continue to increase. During the period under review, 78 085 applications were processed, of which 76 778 were approved while 1 307 applications were rejected as reflected on the table above.

## **Projects**

- ✓ The e-passport project aimed at preparing and acquisition of electronic passports (e- passports) has progress well. As a result e-passports were launched on 08 January 2018. This success has placed Namibia amongst the countries in the world that have introduced these categories of highly secure travel documents.
- ✓ Business Process Re-engineering which entails creating an on- line application and payment system for visas and permits is still on-going. Significant progress will be realized during the 2019/2020 financial period when on-line applications will be launched.
- ✓ Visa stickers which are part of the project aimed at introducing visa labels or stickers to replace rubber stamps is progressing well and the first phase will be implemented during the 2019/2020 financial year.

## **Achievements**

- The launching of e-passports on 08 January 2018 was one of the major successes for the Directorate.
- The waiting period for applications for passports and Visas continue to be maintained at 2-3 working days.
- The crucial role of the Immigration Selection Board (ISB) and the dedication of its members and supporting staff in handling and consideration of employment permits for scarce foreign skills is another important success which made it possible to process thousands of applications as reflected in Table: 1 above. This line function will be strengthened in order to respond to the demand of various industries in the country.

## **Challenges**

- Limited Budgetary allocation continues to be one the stumbling blocks.
- Fraudulent activities targeting visas, permits and machine readable travel documents remain areas of concern.

# Directorate: Immigration and Border Control

## INTRODUCTION

This report summarizes the activities, achievements, challenges, constraints and future plans of the Directorate of Immigration and Border Control during the 2017/18 financial year.

## MAIN ACTIVITIES OF THE DIRECTORATE

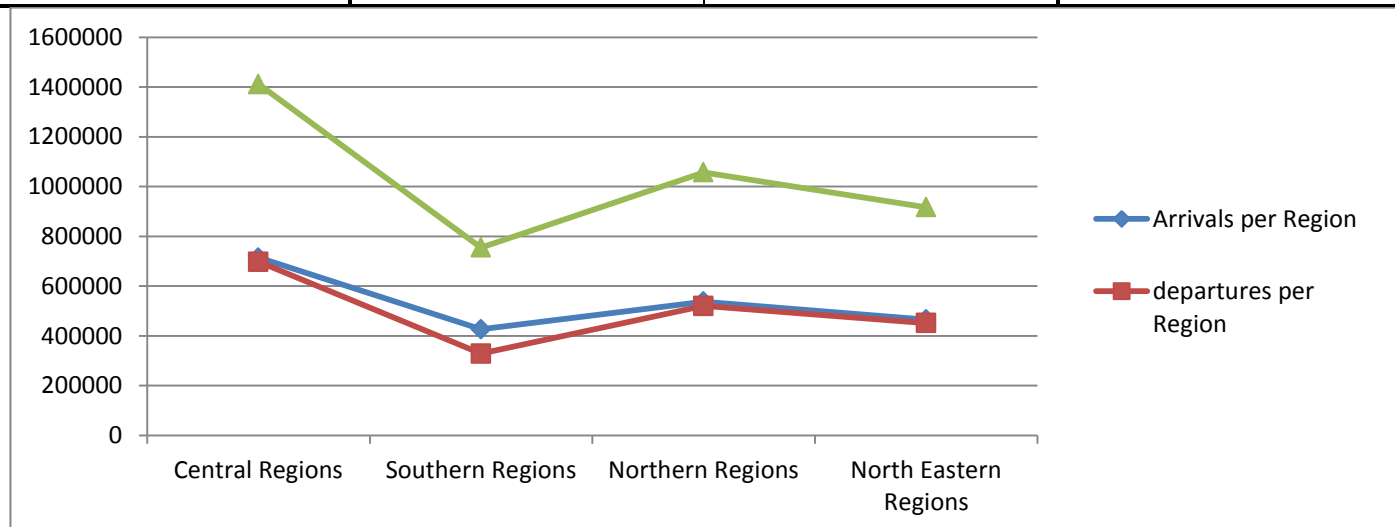
The Directorate is mandated to facilitate and control the movements of persons leaving and entering the Country by land, air and sea, make discretionary decisions to allow or refuse entry, manning roadblocks and joint operations both inland and along the common border lines of Namibia and her neighbouring countries. Control movements of persons and their residence in Namibia, liaising with foreign missions within Namibia and Serve as Immigration Attachés at Namibian foreign Missions.

The directorate is also tasked with visiting and inspection of any premises (institution, company, schools etc.), surveillance, investigations, arrest, detain and deport irregular migrants from Namibia. The enforcement of Immigration legislations and prosecution of offenders under the Immigration Control Act No 7 of 1993 and Departure from Namibia regulation Amendment Act of 1993.

Provide evidence before the Court of Law on behalf of the State and further present and request the Immigration Tribunals to authorise the removal of prohibited immigrants from Namibia back to their country of origin. Issuing Emergency Travel Documents and endorsing of approved permits/visas to non-Namibian Nationals at the Regional level.

Below are charts and analysis of arrival and departure, arrest and 48hrs notices issued during the year under review.

REGION	ARRIVALS	DEPARTURES	TOTAL MOVEMENTS PER REGION
Central Regions	714 294	697 253	1 411 547
Southern Regions	426 084	328 661	754 745
Northern Regions	537 414	519 848	1 057 262
North Eastern Regions	465 510	451 026	916 536
Grand Total	2 143 302	1 996 788	4 140 090



### Arrivals per category at each Airport/ Border Post – Central Regions

Category	Eros Airport	HKIA	Trans-Kalahari B/P	Walvis Bay Airport	Walvis Harbour	Total
Namibians	627	88 488	61 850	8 903	615	160 483
PRP holders	55	19 336	1 249	2 130	175	22 945
TRP, EP & SP holders	134	33 696	6 682	8 092	640	49 244
Tourist/holiday/recreation	450	247 248	34 453	14 322	12 090	308 563
Visit Friends & Relatives	499	45 366	31 032	11 375	837	89 109
Transit	40	14 132	1 043	2 365	4 084	21 664
Business/conf/professors	219	0	20 827	0	0	21 046
Diplomats	26	3 996	546	91	41	4 700
Others	48	36 492	0	0	0	36 540
<b>Total</b>	<b>2 098</b>	<b>488 754</b>	<b>157 682</b>	<b>47 278</b>	<b>18 482</b>	<b>714 294</b>

### Departure per Category at each Airport/ Border Post – Central regions

Category	Eros Airport	HKIA	Trans-Kalahari B/P	Walvis Bay Airport	Walvis Harbour	Total
Namibians	715	91 828	62 598	7 694	360	163 195
PRP holders	65	12 045	1 123	1 661	13	14 907
TRP, EP & SP holders	129	34 181	7 095	7 069	539	49 013
Tourist/holiday/recreation	423	265 812	37 314	14 215	14 696	332 460
Visit Friends & Relatives	394	36 169	29 573	11 430	31	77 597
Transit	19	2 751	556	1 954	3 624	8 904
Business/conf/professors	212	0	20 710	0	0	20 922
Diplomats	28	2 961	161	176	1	3 327
Others	43	26 885	0	0	0	26 928
<b>Total</b>	<b>2 028</b>	<b>472 632</b>	<b>159 130</b>	<b>44 199</b>	<b>19 264</b>	<b>697 253</b>



## Arrivals Southern Regions

BORDER POST	CITIZENS	PRP	TRP	HOLIDAY	VISITORS	TRANSIT	BUSINESS	DIPLOMATS	OTHERS	TOTAL
KEETMANSHOOP	19	2	14	213	55	0	11	0	8	322
NOORDOEWER	72 283	4 692	6 760	43 826	21 041	1 350	17 048	114	0	167 114
ARRIAMSVLEI	45 863	3 304	3 555	16 449	18 220	407	18 556	32	0	167 436
ORANGEMUND	14 661	1 171	2 125	144	466	147	2 833	3	110	21 660
KLEIN MANASSE	5 800	388	280	3 937	3 578	35	27	6	0	14 051
MATA-MATA	276	65	73	5 485	248	137	0	6	0	35 711
VEROOLDRIFT	1 946	138	182	2 572	1 318	63	95	0	0	6 314
SENDERLINGDRIFT	204	36	52	2 622	58	332	274	3	0	3 581
LUDERITZ	131	2	490	2 257	6	965	73	0	0	9 895
<b>TOTAL</b>	<b>141 183</b>	<b>9 798</b>	<b>13 531</b>	<b>77 505</b>	<b>44 990</b>	<b>3 436</b>	<b>38 917</b>	<b>164</b>	<b>118</b>	<b>426 084</b>

## Departures Southern Regions

BORDER POST	CITIZENS	PRP	TRP	HOLIDAYS	VISITING	TRANSIT	BUSINESS	DIPLOMATS	OTHERS	TOTAL
KEETMANSHOOP	21	1	9	196	9	2	1	0	11	250
NOORDOEWER	72 045	3 904	5 950	40 690	19 669	955	16 190	126	2	159 531
ARRIAMSVEI	47 875	3 105	3 937	19 364	17 995	234	17 201	49	0	159 781
ORANGEMUND	15 714	1 035	2 099	864	5 223	44	3 623	3	51	28 656
KLEIN MANASSE	5 970	230	201	2 437	5 351	33	504	5	4	14 735
MATA-MATA	255	83	79	4 404	79	6	0	7	0	43 391
VEROOLDRIFT	1 851	111	185	1 661	1 273	61	127	2	0	5 271
SENDERLINGDRIFT	173	18	196	1 693	31	298	964	0	2	3 375
LUDERITZ	174	34	313	1 188	38	284	139	0	0	8 646
<b>TOTAL</b>	<b>144 078</b>	<b>8 521</b>	<b>12 969</b>	<b>72 497</b>	<b>49 668</b>	<b>1 917</b>	<b>38 749</b>	<b>192</b>	<b>70</b>	<b>328 661</b>

**ARRIVAL PER CATEGORY AT EACH BORDER POST – Northern Regions**

Category	Ondangwa Airport	Oshikango B. P	Omahanene B.P	Kashamane B. P	Ruacana B.P	Total
Namibians	22	81 488	12 131	19 042	1 240	113 923
PRP holders	00	378	52	01	01	432
TRP,EP&SP holders	06	951	13	01	01	972
Tourist/holiday/recreation	139	19 674	217	0	124	20 154
Visit friends & relatives	26	57 119	1 016	194	92	58 447
Transit	35	1 571	89	62	12	1 769
Business/conference /professors	294	1 722	03	0	0	2 019
Diplomats	00	482	4	0	0	486
Other	00	245 375	67 434	20 007	6 396	339 212
<b>TOTAL</b>	<b>522</b>	<b>408 760</b>	<b>80 959</b>	<b>39 307</b>	<b>7 866</b>	<b>537 414</b>

**DEPARTURE PER CATEGORY AT EACH BORDER POST - Northern Regions**

Category	Ondangwa Airport	Oshikango B.P	Omahanene B.P	Kashamane B.P	Ruacana B.P	Total
Namibians	29	88 471	12 828	20 740	1 481	123 549
PRP holders	02	344	35	0	1	382
TRP,EP&SP holders	04	1 079	25	0	1	1 109
Tourist/holiday/recreation	161	17 610	160	0	53	17 984
Visit friends & relatives	29	54 809	1 113	198	161	56 310
Transit	26	1 381	177	0	17	1 601
Business/conference/Professor	281	1 972	6	0	0	2 259
Diplomats	00	490	02	0	0	492
Other	00	230 258	61 696	17 940	6 268	316 162
<b>TOTALS</b>	<b>532</b>	<b>396 414</b>	<b>76 042</b>	<b>38 878</b>	<b>7 982</b>	<b>519 848</b>

**ARRIVAL PER CATEGORY AT EACH BORDER POST - North Eastern Regions**

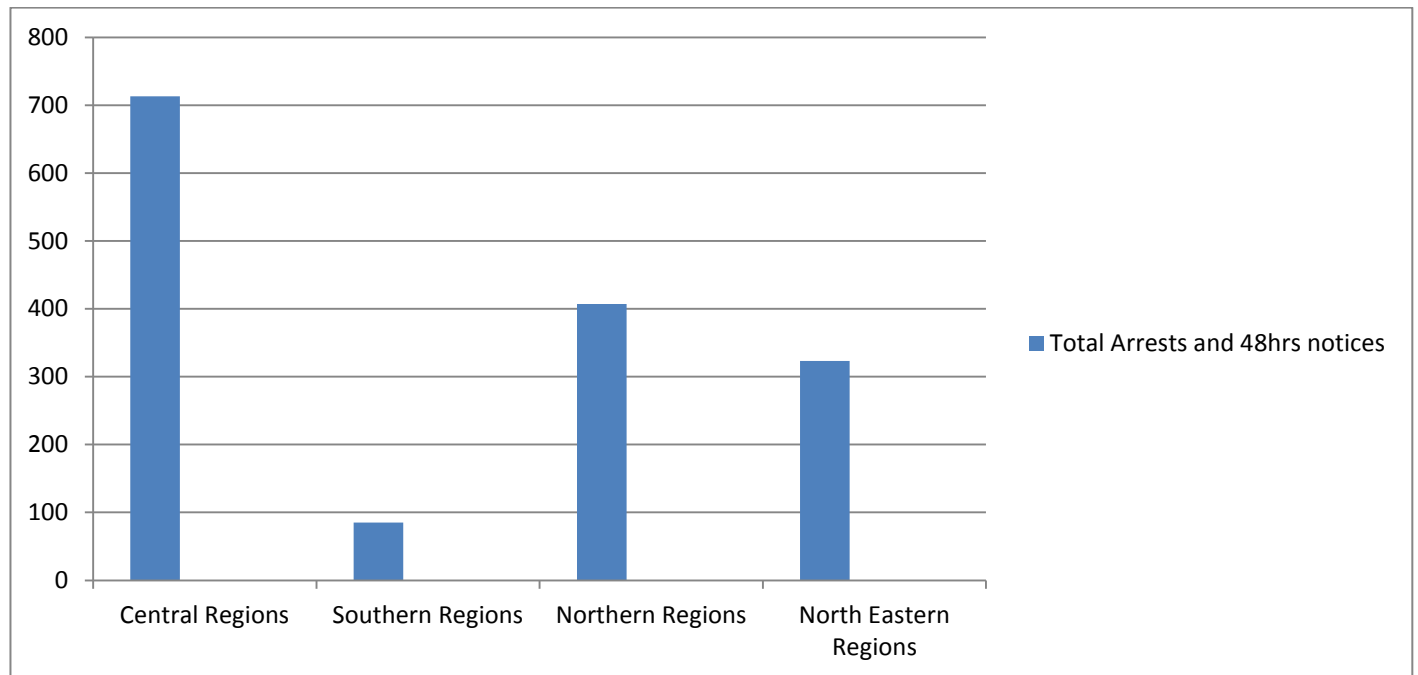
Category	Sarusungu	Mohembo	Rundu Airport	Ngoma	Wenela	Kasika	Impalila	Nkurenkuru	Katwitwi	G/Fontein Airport	Dobe	Total
Namibians	7 025	10 053	0	29 785	20 379	3 692	5 046	4 394	764	2	1 242	82 382
PRP holders	0	61	0	699	1 958	0	59	7	10	0	10	2 804
TRP, EP & SP	0	1 580	0	4 351	5 164	0	111	40	11	0	100	11 357
Tourist/ holiday	0	15 506	45	19 421	9 344	3 502	7 437	150	24	27	769	56 225
Visit Friends & Rel.	33 208	11 408	0	15 304	39 236	941	952	3 766	2 029	0	1 062	107 906
Transit	2 429	2 042	0	3 084	3 358	0	0	1 480	331	0	2	12 726
Business/ conf/ Prof.	0	588	15	345	6 846	0	35	25 204	214	0	1	33 248
Diplomats	0	40	0	476	806	0	1	1	17	0	0	1 341
Others	0	0	0	4 642	121 666	703	4	7 431	22 780	0	295	157 521
<b>Total</b>	<b>42 662</b>	<b>41 278</b>	<b>60</b>	<b>78 107</b>	<b>208 757</b>	<b>8 838</b>	<b>13 645</b>	<b>42 473</b>	<b>26 180</b>	<b>29</b>	<b>3 481</b>	<b>465 510</b>

**DEPARTURE PER CATEGORY AT EACH BORDER POST: North Eastern Regions**

Category	Sarusungu	Mohembo	Rundu Airport	Ngoma	Wenela	Kasika	Impalila	Nkurenkuru	Katwitwi	G/Fontein Airport	Dobe	Total
Namibians	8 405	10 381	2	33 885	18 835	3 765	7 725	4 461	1 158	2	1 031	89 650
PRP holders	0	28	0	514	1 821	0	42	5	15	0	4	2 429
TRP, EP & SP	0	1 213	0	3 713	4 817	0	56	8	199	0	73	10 079
Tourist/ holiday	0	13 975	30	32 913	10 957	3 204	5 445	0	54	39	2 027	68 644
Visit Friends & Rel.	27 477	11 293	0	20 460	39 388	816	696	1 748	1 761	6	1 337	104 982
Transit	2 674	1 377	0	4 827	3 106	0	0	1 392	254	0	4	13 634
Business/ Conf./ Prof.	0	398	1	174	6 745	0	7	20 142	211	0	0	27 678
Diplomats	0	22	0	79	843	0	0	2	50	0	0	996
Others	0	0	0	4 988	96 092	3 044	0	6 327	22 051	0	432	132 934
<b>Total</b>	<b>38 556</b>	<b>38 687</b>	<b>33</b>	<b>101 553</b>	<b>182 604</b>	<b>10 829</b>	<b>13 971</b>	<b>34 085</b>	<b>25 753</b>	<b>47</b>	<b>4 908</b>	<b>451 026</b>

## Arrests and 48hrs Notices

REGION	ARRESTS	48HRS NOTICES	TOTALS
Central Regions	460	253	713
Southern Regions	0	85	85
Northern Regions	196	211	407
North Eastern Regions	323	0	323
<b>Grand Total</b>	<b>979</b>	<b>549</b>	<b>1 528</b>



## Challenges

The main challenge facing the Directorate is funding to acquire uniforms for immigration officials, training as there is a high turnover amongst new staff and replacement is necessary, accommodation for those in remote areas. Another challenge is the porousness of the borders between Namibia and her neighboring countries. This allows illegal migration to happen unnoticed and also presents a security risk. This result in high deportation cost and with limited resources, some prohibited immigrants are detained longer.

## DIRECTORATE OF ADMINISTRATION

The mandate of the Directorate Administration is to provide administrative support services through coordination, financial management, human resources, legal, information technology and general support services; in terms of the applicable legislation.

**The Directorate of Administration is composed of the following five (5) Divisions, namely:**

- Human Resource Management
- Legal Support Services
- Finance
- Information Technology
- General Support Services

### **DIVISION: HUMAN RESOURCE MANAGEMENT**

With regard to activities pertaining to Human Resource Management, the following have occurred:

#### **Staff Movement**

Action	Total Cases
New appointments	68
Promotions	18
Resignations	2
Retirements (age 60)	15
Early retirement (Age 55)	3
Discharged on Misconduct	1
Discharge (Medical)	0
Demises	4
Transfers	5
Abscondments	2
<b>Total</b>	<b>118</b>

#### **Staff Development**

Location of Training and Financial Assistance	Quantity
Abroad/International	0
Local	47
Financial Assistance	4
<b>Total</b>	<b>51</b>

#### **Achievements**

- The Ministry was awarded with an Affirmative Action Compliance Certificate, after submitting its Affirmative Action Report to the Employment Equity Commission.
- The Ministry will continue to support staff members to capacitate them through in-service training and other staff development programs.

## **DIVISION: LEGAL SUPPORT SERVICES**

### **Introduction**

The Legal Support Services Division ("the Division") is a legal support arm of the Ministry structurally placed under the Administration Directorate and administratively under the Permanent Secretary Office.

### **Main tasks**

The Division's role is to assist the different Directorates in ensuring compliance with applicable legal instruments, liaising with the Office of the Government Attorney and the Office of the Attorney General in all legal matters, managing not only litigious and potentially litigious matters but all legal matters, facilitating new legislative enactments and legislative amendments, providing initial legal advice without usurping the functions of the Attorney General.

### **Achievements**

- The Division facilitated amendments to various Acts administered by the Ministry and the enactment of new laws, i.e. Marriage Bill, Namibian Citizenship (Third) Special Conferment Bill, Namibian Time Bill, Migration Control Bill and the Uniform Matrimonial Property Bill.
- During the year, the Division conducted training on the Immigration Control Act, Act No. 7 of 1993, for members of the Immigration Selection Board and Secretariat.

### **Challenges**

- Under staffing remains a challenge, the Division's current staff compliment does not and cannot adequately render service to all Directorates. It still has difficulty to attract and retain suitably qualified candidates for the Division.
- There is still a lack of academic and legislative materials for research purposes.

**DIVISION: FINANCE**

**Objective:** Management of Financial Resources allocated to the Ministry in an efficient, effective and transparent manner and the administration of Revenue collection and control of face value documents.

**Budget Breakdowns: 2017 – 2018 (Financial Year)**

Expenditure Items	2017/2018	
	Estimate	Actual
Personnel Expenditure	269 808 000	261 489 984
Goods and Other Services	178 810 000	176 277 045
Subsidies and Other Current Transfers	199 000	178 314
Acquisition of Capital Assets (Operational)	498 000	160 331
Capital Transfers (Operational) ( <b>Provision for Outstanding Invoices</b> )	50 000 000	50 695 177
<b>Operational Budget</b>	<b>499 315 000</b>	<b>488 800 851</b>
Operational Capital	0	0
Acquisition of Capital Assets (Development)	180 223 000	179 854 815
Capital Transfers (Development)	0	0
<b>Development Budget</b>	<b>180 223 000</b>	<b>179 854 815</b>
<b>Total State Revenue Fund Appropriation</b>	<b>679 538 000</b>	<b>668 655 665</b>
<b>Development Partners</b>	0	0
<b>Grand Total</b>	<b>679 538 000</b>	<b>668 655 665</b>



### Budget Breakdown Per Programmes and Activities: 2017 – 2018 (Financial Year)

*P Code	Programme Name	*A Code	Activity Name	*MD in Charge	2017/2018		
					Budget Allocation	Actual Expenditure	Execution Rate (%)
01	Civil Registration	01-01	Management of the National Population Register	03	248 911 726	243 990 050	98.02
Sub-Total					248 911 726	243 990 050	
02	Immigration Control and Citizenship	02-01	Management of Permits and Citizenship	04	58 686 000	58 636 048	99.91
		02-02	Establishment and Regulation of ports of entry and Exit	06	155 218 274	148 227 023	95.50
Sub-Total					213 904 274	206 863 071	
03	Refugee Administration	03-01	International Protection of Refugees and asylum	07	13 409 000	13 647 063	101.78
Sub-Total					13 409 000	13 647 063	
04	Administration	04-01	Policies Supervision	01	4 770 000	3 994 008	83.73
		04-02	Coordination and Support Services	02	146 174 000	148 232 706	101.41
		04-03	Information and Technology Support	05	52 369 000	51 928 767	99.16
Sub-Total					203 313 000	204 155 481	
Vote-Total					679 538 000	668 655 665	98.40

## Revenue Collection: 2017 – 2018 (Financial Year)

Revenue Items	2017/2018	
	Estimated	Actual
Passports	13 400 000.00	11 675 826.70
Visas and Permits	60 835 180.00	54 876 562.63
Miscellaneous	3 800 000.00	9 231 238.83
<b>GRAND TOTAL</b>	<b>78 035 180.00</b>	<b>76 996 927.69</b>

### Achievements

- **Implemented Declaration of Continuous Shifts**

In an effort to contribute towards curbing the growing wage bill the ministry has undertaken and reviewed its overtime claiming parameters specifically for Immigration Officers that are working in shifts.

To this effect the ministry in conjunction with Labour Union (NAPWU) and the Ministry Labour Industrial Relations and Employment Creation entered into an agreement and implemented the **Declaration of Continuous Shifts** with effect 01 April 2017.

Since the implementation of the Declaration, a huge reduction in overtime payments towards Immigration Officials has been observed.

The major practical example is evident at the Hosea Kutako International Airport (HKIA), where a monthly all-time high claim rate of between N\$ 600, 000 and N\$ 700,000 plunged to an average low of below N\$ 400, 000 This roughly amounts to a monthly saving of approximately N\$ 300, 000.

\*Attached find graph of reduced overtime claim trend.

- **Improved Revenue Collection**

The revenue collection increased with roughly 10 million, from N\$67 million during 2016/17 to N\$ 76 million in 2017/18.

### Challenges

- Erratic Budget Suspension
- Manual Cash Collection

## SECTION: MAINTENANCE

### Capital project

The following capital projects were executed during year under review.

Project name	Description	Region	Status of the project
Construction of //Karas Regional Office	Construction of //Karas regional offices	//Karas region	Construction On-hold
Construction of Dobe Border Post *Phase-1	Construction of Dobe Border Post (Staff Accommodation)	Otjozondjupa Region	Construction ongoing
Construction of Kunene Regional Office	Construction of Kunene Regional Office	Kunene Region	Construction On-hold
Construction of Ministerial Head Office	Construction of Ministerial Head Office	Khomas Region	Construction ongoing

### Challenges and constraints

- Appointment of inexperienced/financial indiscipline contractors.

### Recommendation

- Experienced/financial disciplined contractors to be appointed.

## **DIVISION: INFORMATION TECHNOLOGY**

The objective of the Division: Information Technology is to maintain the data communication network and its peripherals, software and hardware system administration and prescribe the specification for the purchase of the computer equipment.

### **Functions**

Maintain IT systems  
Networking Support  
Expand and Plan the network for the new offices country wide.  
Install, Monitor and maintain the Network.  
Enforce systems securities  
Minimize system downtime  
Maintain server virtual environment  
Implement IT disaster recovery

### **Technical Support**

Install, administer and maintain IT equipment  
Troubleshoot and repair IT equipment  
Administer Software and other related Information Technology software  
Monitor server virtual environment  
Setup and monitor network infrastructure

### **Support systems**

**IT Division gives support to all systems as listed below:**

Passport Systems  
ID Issuing Systems  
Electronic Border Management Systems  
M-File systems (Birth Records Systems)  
Namibia Population Registration Systems –NPRS  
Namibian Automatic FingerPrint Integrated systems- AFIS  
Alien Control System  
Citizenship Registration System  
Internet and E-mails  
Integrated Financial Management Systems- IFMS  
Electronic Documents and Records Management Systems –EDRMS  
Queue Management System- QMS  
Access Control System  
SMS System

**The Following tasks were achieved / improved:**

<b>GOAL</b>	<b>STRATEGIES</b>	<b>OUTPUT</b>
All Regional Offices and Hospitals to be networked & connected to the Head Office	To continue extending the deployment of some systems to regional offices and at hospitals  To fully implement ICT use at regional offices and Hospitals	97% of regional offices including hospitals are connected to the Head Office network. NPRS, M-File, Internet and Emails are deployed to Regional Offices and Hospitals.
Have sufficient IT personnel  Enhance the knowledge of IT Personnel  Efficiency in production systems	Request to advertise for 2 Computer Technicians and 1 System administrator positions was submitted Be up-to-date with IT skills and knowledge  Reduce Down time for systems	None of these position were filled  IT staff members were trained on the system administration of Electronic Border Management System(eBMS).  Refresh training on EDRMS remains ongoing Minimum downtime of 4% on the following systems: Passport Issuing systems, AFIS, NPRS, ID Systems, Internet, Email has been maintained  Hardware and software for eBMS has been acquired
	Enforce information and data security against hackers	Kaspersky anti-virus licenses were renewed.
Deploy eBMS to all Border Posts	Accessibility of eBMS from any Border post country wide	80 % of all the border posts have access to the eBMS at the Head Office

**Constrains**

There is a staff shortage in the division to handle all Information Technology operation effectively especially in the Head Office. There is a drastic delay in the process of procurement of IT peripherals, given the low budget allocation.

## **DIRECTORATE OF REFUGEE ADMINISTRATION**

This Programme provides protection and support to asylum seekers and refugees in Namibia. It further coordinates, facilitates and promotes the three durable solutions which are:

- 1) Voluntary Repatriation
- 2) Resettlement
- 3) Local Integration

This is done in accordance with the Refugee Recognition and Control Act of 1999 (Act No. 2 of 1999) and under 1951 Conventions and the 1967 Protocol relating to the status of refugees.

### **ACHIEVEMENTS:**

- One Thousand Seven Hundred and Forty-Two (1 742) former Angolan refugees have been profiled.
- Six Hundred and Sixty Six (666) former Angolan refugees have been locally integrated in Namibia.
- A Reception Centre has been established in Katima Mulilo, Zambezi Region.
- One Hundred and Twenty-Two (122) cases were approved for refugee status and Twenty-Eight (28) were rejected by NRC and NRAB respectively.
- One Hundred and Seventeen (172) refugees have been resettled to the USA and Canada, while three (3) signed for spontaneous repatriation, two from Burundi while the other one is from Zimbabwe.
- Six teen (16) Namibian refugees have been voluntarily repatriated from Botswana.
- A contract to procure Refugee Travel Documents has been signed and the supplier is currently designing the booklets and thereafter start with the printing of refugee travel documents.
- The Directorate has issued travel documents to refugees.
- Attended three (3) Regional and International meetings (Executive Committee of UNHCR (EXCOM), Global Compact on Refugees and the Ministerial Committee of the Organ (MCO).
- Organized the World Refugee Day and commemorated it at Osire Refugee Settlement on 20 June 2017.
- Four Hundred and Forty (440) asylum seekers have been received and registered.

### **CONCLUSION**

The Ministry remains gratified by the unwavering dedication by its staff members and commitment from all stakeholders in concluding this year successfully.