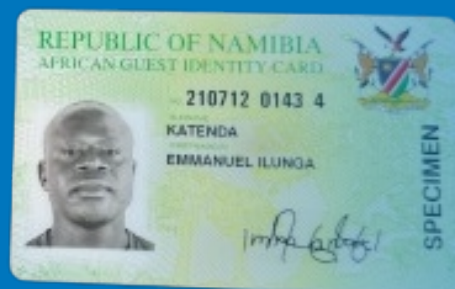


REPUBLIC OF NAMIBIA

## MINISTRY OF HOME AFFAIRS, IMMIGRATION, SAFETY AND SECURITY



ANNUAL REPORT 2023/2024



## Mandate

To ensure the internal security through management of internal affairs,  
the protection and support of migrants, maintenance of law and order,  
provision of safe and humane custody, rehabilitation and re-integration of offenders.

## Mission

To enhance internal security through management of national population  
register, facilitation of migration, effective policing and correctional services.

## Vision

Safest country in the World.

## Motto

Serving with excellence.

2671618

REPUBLIC OF NAMIBIA  
MINISTRY OF HOME AFFAIRS, IMMIGRATION, SAFETY AND SECURITY  
CIVIL REGISTRATION  
**FULL BIRTH CERTIFICATE**

Certified a true extract from birth register of:

A. Particulars of Child

1. Surname: \_\_\_\_\_ 2. First names: \_\_\_\_\_  
3. Date of Birth: Day \_\_\_\_\_ Month \_\_\_\_\_ Year \_\_\_\_\_  
4. Identity Number: \_\_\_\_\_  
5. Sex: \_\_\_\_\_ 6. Place of Birth: \_\_\_\_\_  
7. Country of Birth: \_\_\_\_\_ 8. \_\_\_\_\_

B. Particulars of the mother

9. Surname: \_\_\_\_\_ 10. First names: \_\_\_\_\_  
11. Date of Birth: Day \_\_\_\_\_ Month \_\_\_\_\_ Year \_\_\_\_\_  
12. Place of Birth: \_\_\_\_\_ 13. Country: \_\_\_\_\_

C. Particulars of the father

14. Surname: \_\_\_\_\_ 15. First names: \_\_\_\_\_  
16. Date of Birth: Day \_\_\_\_\_ Month \_\_\_\_\_ Year \_\_\_\_\_  
17. Place of Birth: \_\_\_\_\_ 18. Country: \_\_\_\_\_

D. General Information

19. Are the parents in items B and C legally married to each other? (Yes or No) \_\_\_\_\_  
Place: \_\_\_\_\_ Date: \_\_\_\_\_

E. Informant

20. Capacity: \_\_\_\_\_ 21. Signed by: \_\_\_\_\_

OFFICE STAMP

FOR MINISTRY OF HOME AFFAIRS, IMMIGRATION,  
SAFETY AND SECURITY



## CORE VALUES

### **SYNERGY**

We value teamwork, effective communication and coordination towards achieving our vision.

### **ETHICS**

We provide reliable and quality service with dignity, honesty, confidentiality and integrity.

### **EFFICIENCY**

We strive to achieve more with available resources whilst maximizing output.

### **PATRIOTISM**

We show devoted love, support and loyalty to our country.

### **ACCESSIBILITY**

We cultivate a culture of access to information and services without prejudice.

### **INNOVATION**

We foster continuous improvement through technological advancement research and evidence-based practices.

### **CUSTOMER CENTRIC**

We serve with courtesy, politeness, humility, respect and helpfulness.



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## ACRONYMS/ABBREVIATIONS

<b>ACS</b>	<b>Aliens Control System</b>
<b>ANC</b>	<b>Ante-Natal Care</b>
<b>CRS</b>	<b>Citizenship Registration System</b>
<b>DOB</b>	<b>Date of Birth</b>
<b>e-BMS</b>	<b>electronic Border Management System</b>
<b>ED</b>	<b>Executive Director</b>
<b>EEC</b>	<b>Employment Equity Commission</b>
<b>EP</b>	<b>Employment Permit</b>
<b>ETC</b>	<b>Emergency Travel Certificate</b>
<b>IDPs</b>	<b>Internal Displaced Persons</b>
<b>IDS</b>	<b>Identification System</b>
<b>ISB</b>	<b>Immigration Selection Board</b>
<b>IT</b>	<b>Information Technology</b>
<b>MHAISS</b>	<b>Ministry of Home Affairs, Immigration, Safety and Security</b>
<b>MRZ</b>	<b>Machine Readable Zone</b>
<b>NAFIS</b>	<b>Namibia Automated Fingerprint Identification System</b>
<b>NAMPOL</b>	<b>Namibian Police Force</b>
<b>NAMPP</b>	<b>Passport Personalization System</b>
<b>NCS</b>	<b>Namibian Correctional Service</b>
<b>NPRS</b>	<b>National Population Registration System</b>
<b>NRAB</b>	<b>Namibia Refugees Appeal Board</b>
<b>NRC</b>	<b>Namibia Refugees Committee</b>
<b>OPM</b>	<b>Office of the Prime Minister</b>
<b>PPE</b>	<b>Personal Protective Equipment</b>
<b>PRP</b>	<b>Permanent Residence Permit</b>
<b>QRC</b>	<b>Quick Response Code</b>
<b>RO</b>	<b>Regional Office</b>
<b>SP</b>	<b>Student Permit</b>
<b>SRMS</b>	<b>Security and Risk Management Services</b>
<b>SRO</b>	<b>Sub Regional Office</b>
<b>SWA</b>	<b>South West Africa</b>
<b>T&amp;T</b>	<b>Track and Trace</b>
<b>UNICEF</b>	<b>United Nations Children’s Emergency Fund</b>
<b>WV</b>	<b>Work Visa</b>

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## FOREWORD



Hon. Dr. Albert Kawana  
**MINISTER, MP**

Themed “The Year of Revival”, 2023 provided an opportunity for implementation of national programmes and projects with rejuvenated vigour and commitment to serve our country and people. This was done knowing that our country was still recovering from the effects of COVID-19 and that more effort was required to recover from the COVID-19 backlog. The Ministry of Home Affairs, Immigration, Safety, and Security (“the Ministry” or “MHAISS”) is responsible for safeguarding Namibia's internal security by managing internal affairs, protecting and assisting migrants, upholding law and order, ensuring safe and humane custody, and rehabilitating and reintegrating offenders. To fulfil this mandate, the Ministry implemented various innovative programs in the fiscal year 2023/2024 aimed at enhancing efficient, effective and quality service delivery for the benefit of the people of Namibia. One such initiative is the establishment of the Customer Service Care Committee, which oversaw the development of Customer Service Charters and which will remain in place to ensure that the different components of the Ministry live up to the Ministerial commitment of *Serving with Excellence*.

During the year under review, the Ministry reaffirmed its commitment to enhancing internal security through efficient administration and strict adherence to the laws and regulations governing its operations. These enabling laws and regulations encompass the Births, Marriages and Deaths Registration Act of 1963, the Identification Act of 1996, the Marriage Act of 1961, the Namibian Citizenship Act of 1990, the Immigration Control Act of 1993, the Namibia Refugees (Recognition and Control) Act of 1999, the Police Act of 1990, the Correctional Service Act of 2012 and the Arms and Ammunition Act of 1996.

The Ministry remains focused on enhancing public sector innovation in line with the Government's e-governance strategy to improve service delivery. The recent extension of visa - on - arrival services to five additional border posts namely Ariamsvlei, Mohembo, Oshikango, Oranjemund, and Noordoewer underscores our commitment to continuous improvement of service delivery by embracing technology to enhance efficiency while at the same time ensuring effectiveness of our services. The aim is to establish Namibia as a safe and seamless country for migration and thereby making it the destination of choice.

The nationwide mass civil registration campaign to issue national documents in all 14 regions which took place in the reporting year from 05 February 2024 to end of July 2024 is a positive step towards ensuring *legal identity for all including free birth registration* in line with the United Nations Sustainable Development Goal 16.9, Articles 4 and 15 (1) of the Constitution of the Republic of Namibia which pertain to the acquisition of citizenship and the right to a name and nationality, respectively. The Ministry is mandated by the Births, Marriages and Deaths Registration Act of 1963 and the Identification Act of 1996 to register births, marriages and deaths, and issue Identity Documents (IDs).

The Ministry continues to provide support and protection to people who come to seek asylum in Namibia. This is done within the confines of the 1951 Convention on the Treatment of Refugees, the 1969 OAU Convention Governing the Specific Aspects of Refugee Problems in Africa as well as the Namibia Refugees (Recognition and Control) Act of 1999. During the year under review, the Ministry repatriated 182 asylum seekers and refugees to the Democratic Republic of Congo (DRC). These asylum seekers and refugees were repatriated in safety and dignity and integrated with their families.

I express my sincere gratitude to all stakeholders who have collaborated with us during the past year in fulfilling our mandate and I hope this report provides clear insight on the achievements and challenges encountered during the implementation of programmes and activities in line with the Ministry's Annual Plan for the 2023/2024 Financial Year.

The activities of the Namibian Police and Namibia Correctional Service are reported separately from this Report. To get a comprehensive view of the Ministry's overall performance, I encourage you, dear reader, to have regard to those Annual Reports as well.

Hon. Dr. Albert Kawana  
**MINISTER, MP**

# EXECUTIVE SUMMARY



Mr. Etienne Maritz  
**EXECUTIVE DIRECTOR**

The Ministry of Home, Affairs, Immigration, Safety and Security has successfully implemented its development activities and projects during the 2023/2024 financial year. Despite some challenges, the reported period was characterised by plausible progression.

During the 2023/2024 financial year, the Ministry achieved a significant level of production in the issuance of identity documents, producing a total number of 164112 identity documents. This achievement highlights the Ministry's dedication to quality service delivery by providing the population with effective and efficient access to national documents. The Ministry has also achieved remarkable progress in reducing turnaround times in the processing of identity documents. At the Head Office, applicants can now expect their documents to be ready for collection within five (5) working days from the date of submission. Similarly, at regional offices, the processing time has been significantly reduced, with applicants receiving their identity documents within a maximum of fourteen (14) working days. This streamlined process not only enhances efficiency but also ensures that individuals promptly obtain the essential documents they need, contributing to greater convenience and satisfaction among the people we serve.

Looking ahead, the Ministry remains dedicated to maintaining this momentum and further improving its services to meet the evolving needs of the population. By continuing to prioritize efficiency, accuracy, and accessibility, the Ministry aims to uphold its role as a cornerstone of identity management and effective public service delivery in the regions. The Ministry managed to convert over 1000 South West Africa (SWA) Identity cards into Namibian identity cards. This initiative marks a crucial step in ensuring that individuals holding SWA identity cards can seamlessly access essential government services and grants within Namibia. By converting these documents, the Ministry has demonstrated its commitment to restructuring administrative processes and fostering inclusivity within the nation's identity system.



Moreover, the Ministry achieved a significant milestone in preserving historic documents by digitizing/scanning a vast number of records, including marriage records and death records. This scanning process ensures the longevity of these invaluable documents by storing them in electronic format within our database. Unlike physical documents which are susceptible to wear and tear as well as the possibility of getting lost, electronic versions promise a secure and enduring lifespan, and thereby ensuring access by future generations. From 2010 to date, the Ministry has scanned, electronically recorded and archived 4,3 million records (15 000 000 sheets of paper) as part of its digitisation process.

With a network of 23 hospital-based civil registration offices spread across the country, the Ministry established accessible avenues for parents to register their new-borns for birth certificates within the first year of life. This extensive coverage ensures that families in various regions can conveniently complete this vital administrative process, regardless of their geographic location. By decentralizing registration services and embedding them within healthcare facilities, the Ministry not only streamlines the registration process but also promotes awareness and participation among parents, ultimately contributing to the comprehensive documentation and recognition of every child's birth.

The Ministry made notable strides with over eighty-four thousand (84 000) births successfully registered at the Ministry's hospital-based offices in the current financial year. This accomplishment demonstrates the Ministry's commitment to promptly record vital events and provide essential services to citizens. By enabling parents to register their new-borns for birth certificates immediately after birth, the Ministry ensures that every child's birth is officially documented, laying the foundation for their legal identity and access to rights and services throughout their lives.

Furthermore, the Ministry has 65 offices and 35 border posts nationwide to ensure widespread access to the comprehensive range of services it provides. This extensive network of offices ensures that citizens from diverse backgrounds and geographical locations can easily access essential services, ranging from birth and death registration to the issuance identity documents. By decentralizing service delivery and extending its reach across the country, the Ministry reinforces its commitment to inclusivity, efficiency, and responsiveness to the needs of all citizens, thereby fostering greater trust and engagement within the community.



During the year under review, the Ministry launched an online service for visa and passport applications, marking a significant step toward enhancing convenience and accessibility for clients. This digital platform empowers citizens to apply for passports and individuals from diverse backgrounds to apply for short term employment permits from the comfort of their own homes, as long as they have internet access. By embracing online services, the Ministry not only streamlines the application process but also caters to the evolving needs of modern society, where digital connectivity has become integral to everyday life.

This initiative highlights the Ministry's commitment to innovation and customer centric service delivery, ultimately facilitating smoother and more efficient interactions between applicants and the Ministry. Moreover, the Ministry handled a substantial number of applications for visas, permits, passports and citizenship. A total number of 41,218 visa applications, 63,669 passport applications and 818 citizenship applications were successfully processed.

During the year under review, the Directorate of Refugee Administration received and registered 609 asylum seekers and 362 refugee applications were approved. The Directorate consists of two divisions namely, Refugee Programme Management, situated at the Ministry's Headquarters in Windhoek and Reception and Settlement Areas which are located at Katima Mulilo in Zambezi Region and Osire Settlement in Otjozondjupa Region.

As we reflect on the accomplishments of the past year, we re-affirm our dedication to serving our citizens with unwavering integrity and vigilance. Transitioning into the new fiscal year, we are determined to uphold our pledge to provide excellent service to our citizens, while upholding the integrity of our immigration and citizenship procedures.

Etienne Maritz  
**Executive Director**

ORGANOGRAM



Hon. Dr. Albert Kawana  
**Minister, MP**




Hon. Lucia Witbooi  
**Deputy Minister, MP**



Mr. Etienne Maritz  
**Executive Director**

DEPARTMENT CIVIL REGISTRATION

 2671618

REPUBLIC OF NAMIBIA  
MINISTRY OF HOME AFFAIRS, IMMIGRATION, SAFETY AND SECURITY  
CIVIL REGISTRATION  
**FULL BIRTH CERTIFICATE**

Certified a true extract from birth register of:  
A. Particulars of Child

1. Surname: \_\_\_\_\_ 2. First names: \_\_\_\_\_

3. Date of Birth: 

Day	Month	Year
<div></div>	<div></div>	<div></div>

4. Identity Number 

<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
-------------	-------------	-------------	-------------	-------------	-------------	-------------	-------------	-------------	-------------	-------------	-------------

5. Sex: \_\_\_\_\_ 6. Place of Birth: \_\_\_\_\_

7. Country of Birth: \_\_\_\_\_ 8. Ethnic group: \_\_\_\_\_

B. Particulars of father

9. Surname: \_\_\_\_\_ 10. First names: \_\_\_\_\_

11. Date of Birth: 

Day	Month	Year
<div></div>	<div></div>	<div></div>

12. Place of Birth: \_\_\_\_\_ 13. Country: \_\_\_\_\_

C. Particulars of child's mother

14. Surname: \_\_\_\_\_ 15. First names: \_\_\_\_\_

16. Date of Birth: 

Day	Month	Year
<div></div>	<div></div>	<div></div>

17. Place of Birth: \_\_\_\_\_ 18. Country: \_\_\_\_\_

D. General Information

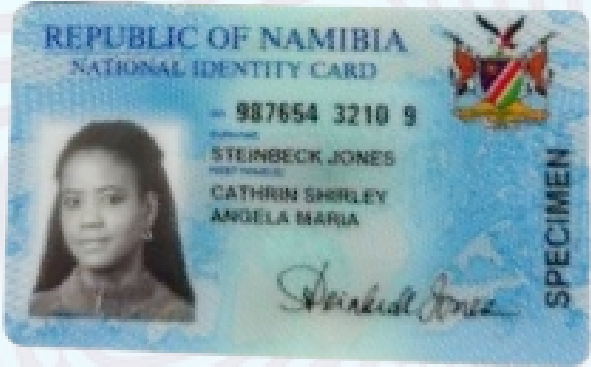
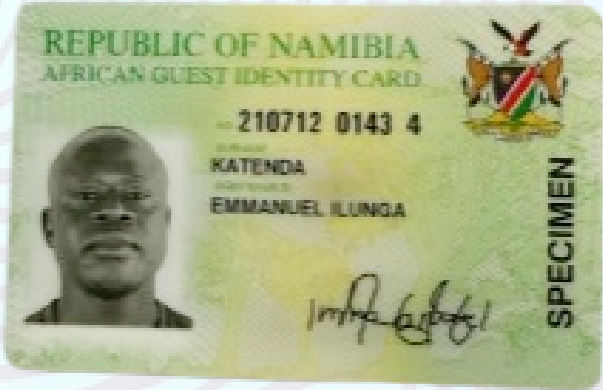
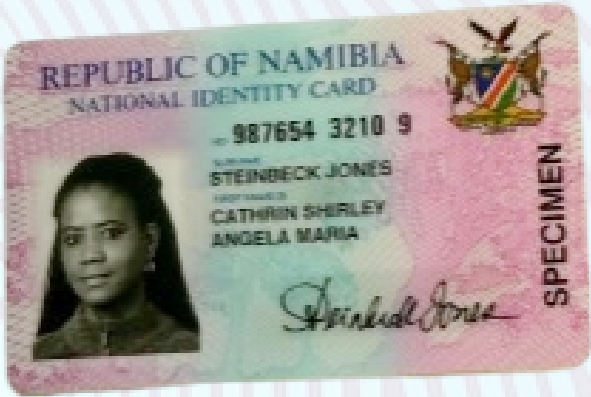
19. Are the parents indicated in items B and C legally married to each other? (Yes or No) \_\_\_\_\_  
Place: \_\_\_\_\_ Date: \_\_\_\_\_

E. Informant

20. Capacity: \_\_\_\_\_ 21. Signed by: \_\_\_\_\_

OFFICE STAMP

FOR MINISTRY OF HOME AFFAIRS, IMMIGRATION,  
SAFETY AND SECURITY





## 1. DEPARTMENT CIVIL REGISTRATION

### Introduction

The Department Civil Registration is responsible for managing the national population register, which contain records of vital events such as births, adoptions, marriages, divorces, and deaths. It is also responsible for issuing the relevant certificates and national identity documents. Births, deaths and ID registration are decentralised to 58 offices across the country. However, the production of ID cards and amendments of birth, marriage, death and ID records are centralised at the Head Office.

### The Department Civil Registration consists of two Directorates;

- Directorate: National Population Register, Identification and Production
- Directorate: National Civil Registration and Regional Coordination





## **1.1 DIRECTORATE: NATIONAL CIVIL REGISTRATION AND REGIONAL COORDINATION**

**The Directorate is divided into the following eight (8) divisions:**

- Division: Zambezi Region
- Division: Kavango East and Kavango West Regions
- Division: Oshana and Oshikoto Regions
- Division: Otjozondjupa and Erongo Regions
- Division: Khomas and Omaheke Regions
- Division: //Kharas and Hardap Regions
- Division: Omusati and Kunene Regions

### **MANDATE**

The Directorate is responsible for the registration of vital events such as births and deaths, issuance of birth and death certificates as well as the registration and distribution of identity cards.

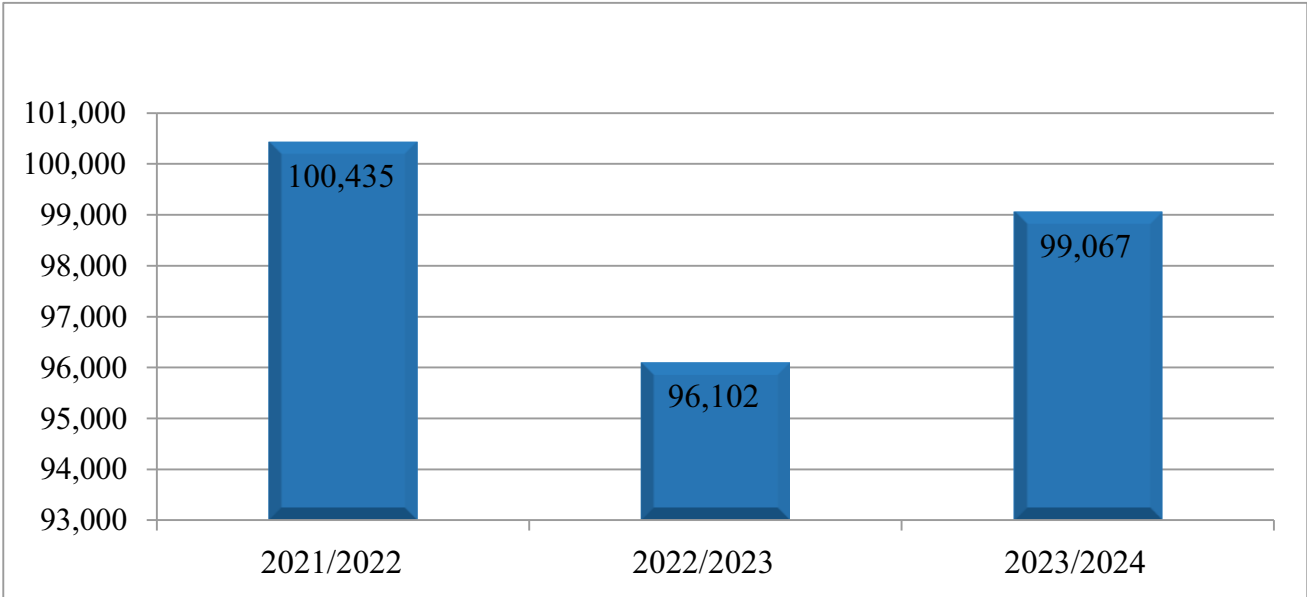
### **MAIN TASKS AND RESPONSIBILITIES:**

- 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

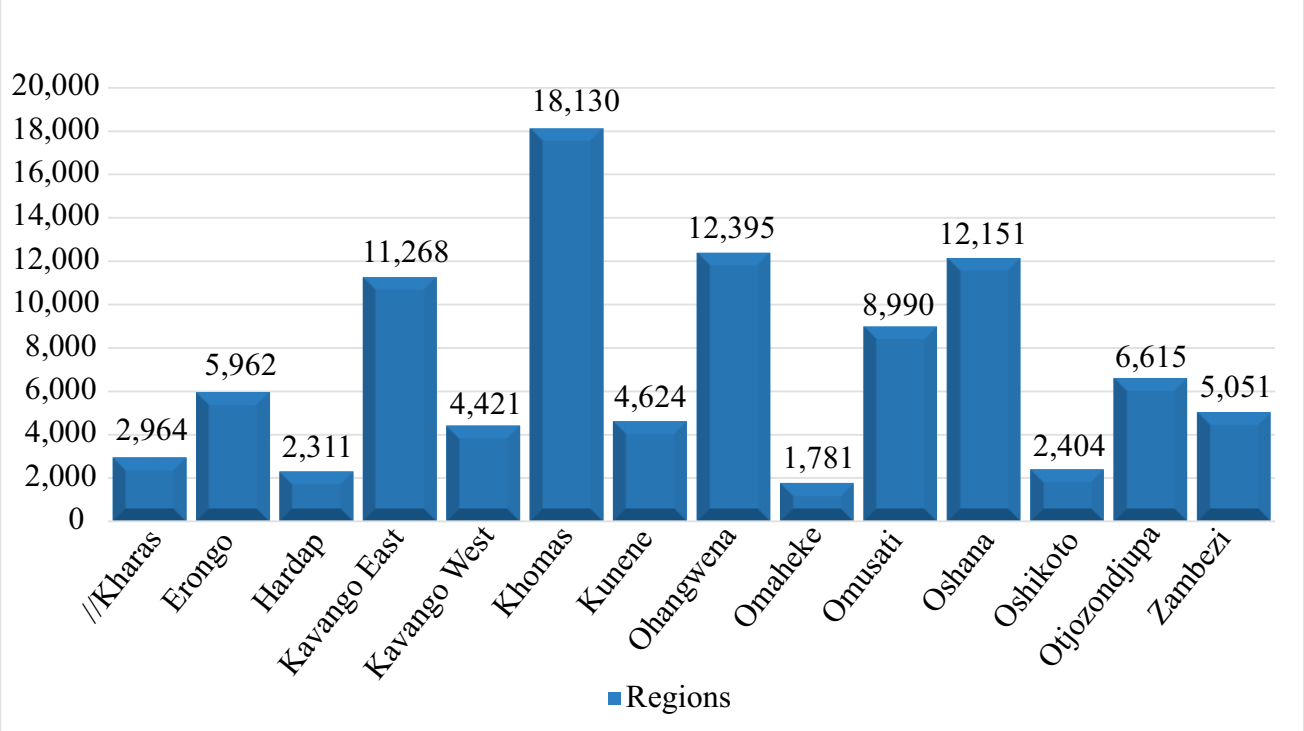
**Table 1: Number of births registered per region and year**

Regions	2021/2022	2022/2023	2023/2024	Total
//Kharas	3,157	2,673	2,964	8,794
Erongo	7,275	5,926	5,962	19,163
Hardap	2,986	2,602	2,311	7,899
Kavango East	12,403	13,755	11,268	37,426
Kavango West	2,855	3,836	4,421	11,112
Khomas	20,222	13,389	18,130	51,741
Kunene	3,035	6,606	4,624	14,265
Ohangwena	10,696	10,600	12,395	33,691
Omaheke	2,296	2,063	1,781	6,140
Omusati	8,152	7,401	8,990	24,543
Oshana	11,920	7,233	12,151	31,304
Oshikoto	4,486	7,945	2,404	14,835
Otjozondjupa	5,460	6,140	6,615	18,215
Zambezi	5,492	5,933	5,051	16,476
<b>Total</b>	<b>100,435</b>	<b>96,102</b>	<b>99,067</b>	<b>295,604</b>

**Figure 1: Births registered per year**



**Figure 2: Births registered per region during 2023/2024**



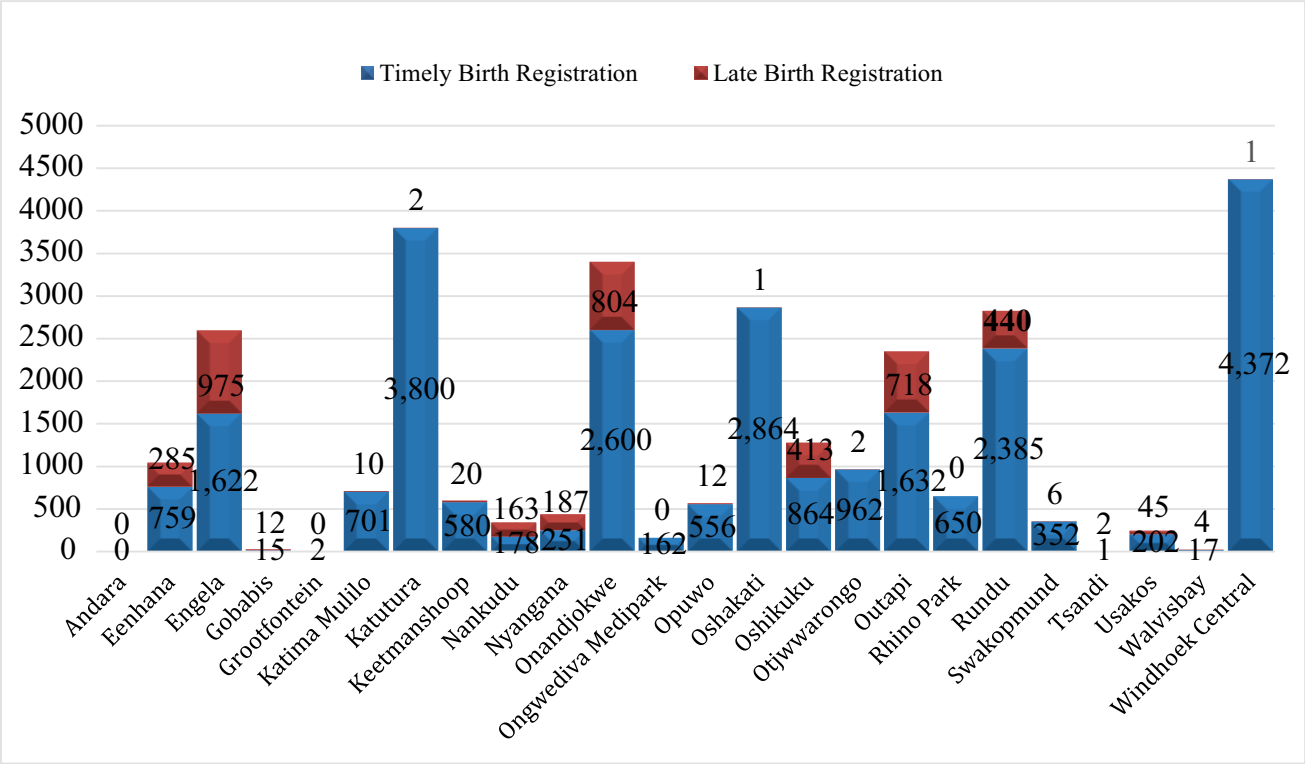
The figures on overall birth registration show a slight increase of about **3%** in the number of births registered compared to the previous financial year. No significant change in the number of births registered in the past three financial years has been noted. This may suggest a reduction in the overall number of unregistered people in the country as the Ministry continues to expand registration offices across the country and compensate the gaps with outreach programs. Out of the **99,067** births registered, at least **25,527** (approximately 26%) were registered at hospital-based offices within one year of birth as seen in Table 2 below showing comparative analysis on birth registration at hospitals, whereas **4,102** (approximately 4%) were late registrations conducted at hospital-based offices. The remaining 70% (**69,438**) constitute timely and late birth registrations conducted at regional and sub-regional offices across the country. With continued emphasis on public advocacy, expansion of services, and outreach programs, it is expected that there will be a continued decline in late birth registration and increase in timely birth registration in the coming years because the majority of registrations will take place at hospital based offices.

**Table 2: Comparative analysis of timely and late birth registration at hospitals 2023/2024**

Hospital	Timely Birth registration (below one year)			Late birth registration (above one year)			Total
	Female	Male	Sub Total	Female	Male	Sub Total	
Eenhana	381	378	759	139	146	285	1,044
Engela	814	808	1,622	499	476	975	2,597
Gobabis	7	8	15	8	4	12	27
Grootfontein	1	1	2	-	-	-	2
Katima Mulilo	351	350	701	4	6	10	711
Katutura	1,886	1,914	3,800	1	1	2	3,802
Keetmanshoop	298	282	580	12	8	20	600
Nankudu	87	91	178	77	86	163	341
Nyangana	141	110	251	92	95	187	438
Onandjokwe	1,252	1,348	2,600	416	388	804	3,404
Ongwediva Medipark	73	89	162	-	-	-	162
Opuwo	276	280	556	9	3	12	568
Oshakati	1,428	1,436	2,864	-	1	1	2,865
Oshikuku	435	429	864	217	196	413	1,277
Otjiwarongo	494	468	962	1	1	2	964
Outapi	817	815	1,632	377	341	718	2,350
Rhino Park	324	326	650	-	-	-	650
Rundu	1,142	1,243	2,385	229	211	440	2,825
Swakopmund	174	178	352	2	4	6	358
Tsandi	1	-	1	-	2	2	3
Usakos	113	89	202	18	27	45	247
Walvisbay	8	9	17	3	1	4	21
Windhoek Central	2,187	2,185	4,372	1	-	1	4,373
<b>TOTAL</b>	<b>12,690</b>	<b>12,837</b>	<b>25,527</b>	<b>2,105</b>	<b>1,997</b>	<b>4,102</b>	<b>29,629</b>



**Figure 3: Comparative analysis of timely and late birth registrations at hospitals during 2023/2024**



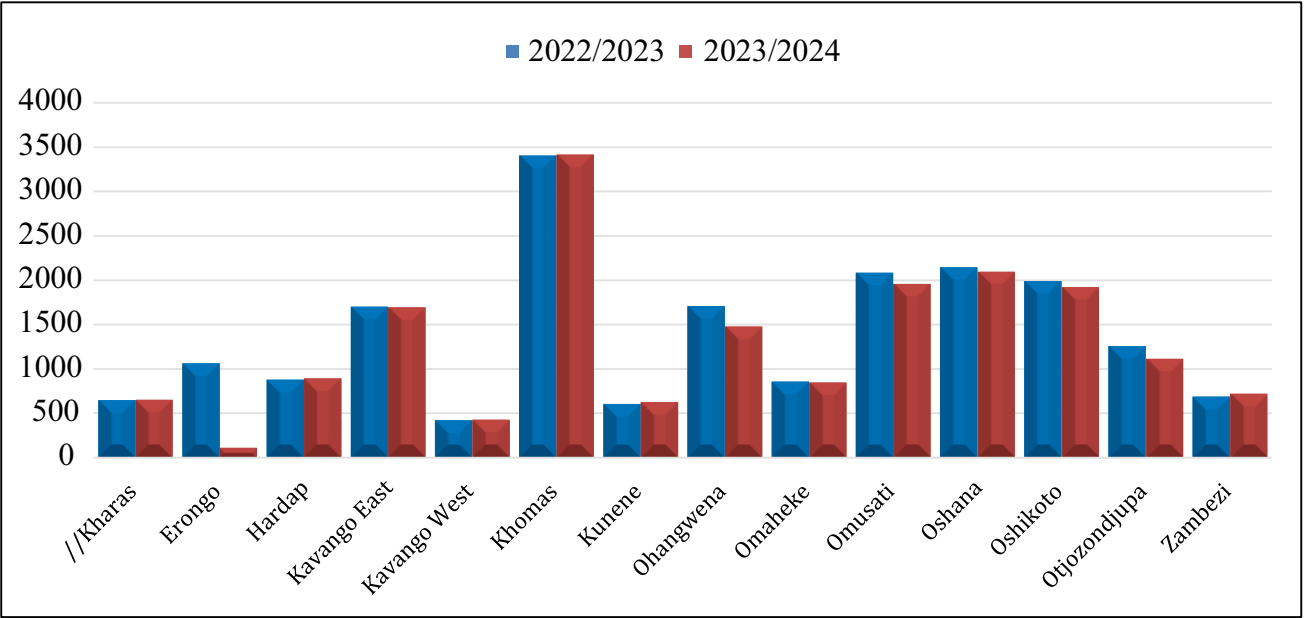
The table above presents a comparative analysis of birth registration at hospitals (which comprises of timely birth registration (below one year) and late birth registration (one year and above ) during the year 2023/24. The figures indicate that approximately 86% of births registered at hospital - based offices were registered within one year of birth, and only the remaining **14%** were late birth registrations.

Factors contributing to timely birth registration include the presence of registration points in health facilities where children are born, simpler birth registration requirements, and continuous information dissemination on birth registration procedures to expectant mothers during ANC visits.

**Table 3: Number of deaths registered per region and year**

REGIONS	2021/2022	2022/2023	2023/2024	Total
//Kharas	1,004	650	653	2,307
Erongo	1,589	1,065	1,113	3,767
Hardap	1,303	879	895	3,077
Kavango East	1,900	1,703	1,699	5,302
Kavango West	421	421	429	1,271
Khomas	4,729	3,405	3,424	11,558
Kunene	777	606	631	2,014
Ohangwena	1,776	1,709	1,483	4,968
Omaheke	1,010	859	851	2,720
Omusati	2,595	2,086	1,960	6,641
Oshana	2,478	2,147	2,098	6,723
Oshikoto	2,220	1,990	1,928	6,138
Otjozondjupa	1,532	1,260	1,116	3,908
Zambezi	875	687	722	2,284
<b>Total</b>	<b>24,209</b>	<b>19,467</b>	<b>19,002</b>	<b>62,678</b>

**Figure 4: Number of deaths registered per region and year**



The figure above shows a slight reduction in the number of deaths registered compared to the previous financial year. Hence, the reduction in the total number of deaths registered, compared to the previous year indicating a reduction in the number of actual deaths.

**MASS REGISTRATION KEY STATISTICS: 05 FEBRUARY TO 31 MARCH 2024**

The Department conducted a national mass mobile registration program, which commenced on 05 February 2024 and ended on 31 July 2024. Table 8 shows the number of births and identity documents registered and duplicate birth certificates and identity documents processed since the beginning of the program until 31 March 2024.



**Table 4: Summary of registration: Birth, ID registration and duplicates during mass registration**

Description	Number
Births registered	8,481
IDs registered	12,068
Duplicate Birth certificates issued	1,998
Duplicate ID applications received	3,735
Total clients served	28,844

**Table 5: Births registered and duplicate birth certificates issued per region**

Region	Timely Birth (F)	Timely Birth (M)	Late Birth (F)	Late Birth (M)	Total Birth Registration	Birth Duplicate
//Kharas	19	35	28	32	114	111
Erongo	29	31	64	65	189	177
Hardap	140	130	123	110	503	191
Kavango East	87	82	444	413	1,026	158
Kavango West	65	62	296	302	725	11
Khomas	23	15	87	112	237	238
Kunene	84	85	188	202	559	152
Ohangwena	139	123	536	587	1,385	226
Omaheke	126	129	413	389	1,057	153
Omusati	62	45	221	230	558	119
Oshana	31	30	64	79	204	95
Oshikoto	55	51	157	194	457	54
Otjozondjupa	55	49	195	206	505	147
Zambezi	91	119	382	370	962	166
Total	1,006	986	3,198	3,291	8,481	1,998

**Figure 5: Births registered per region**

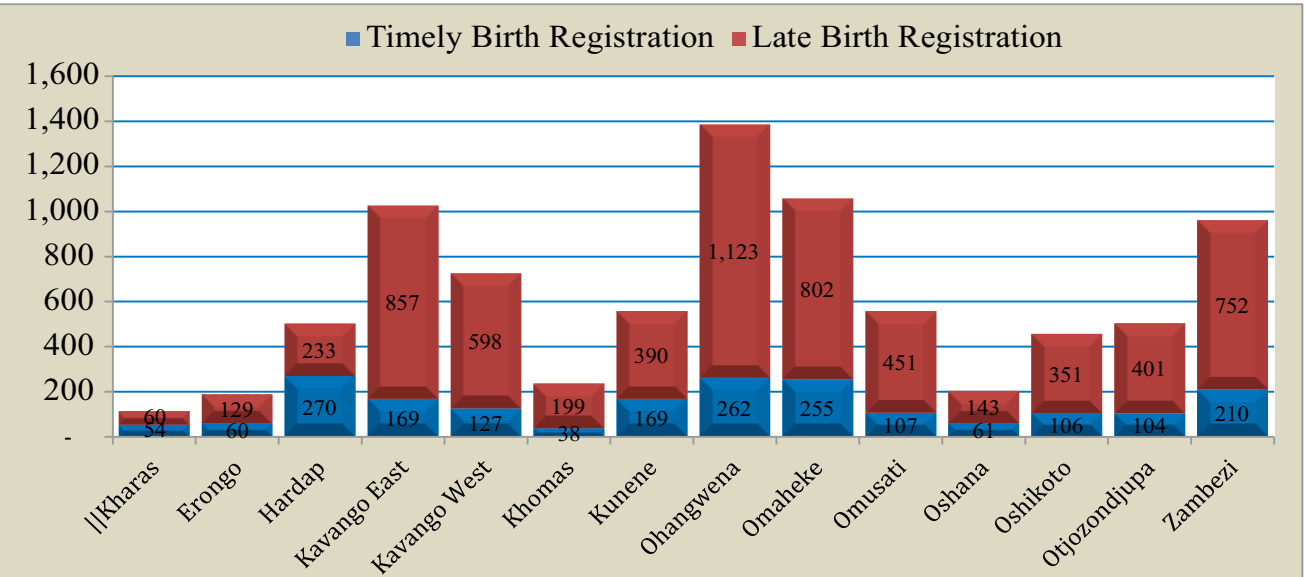




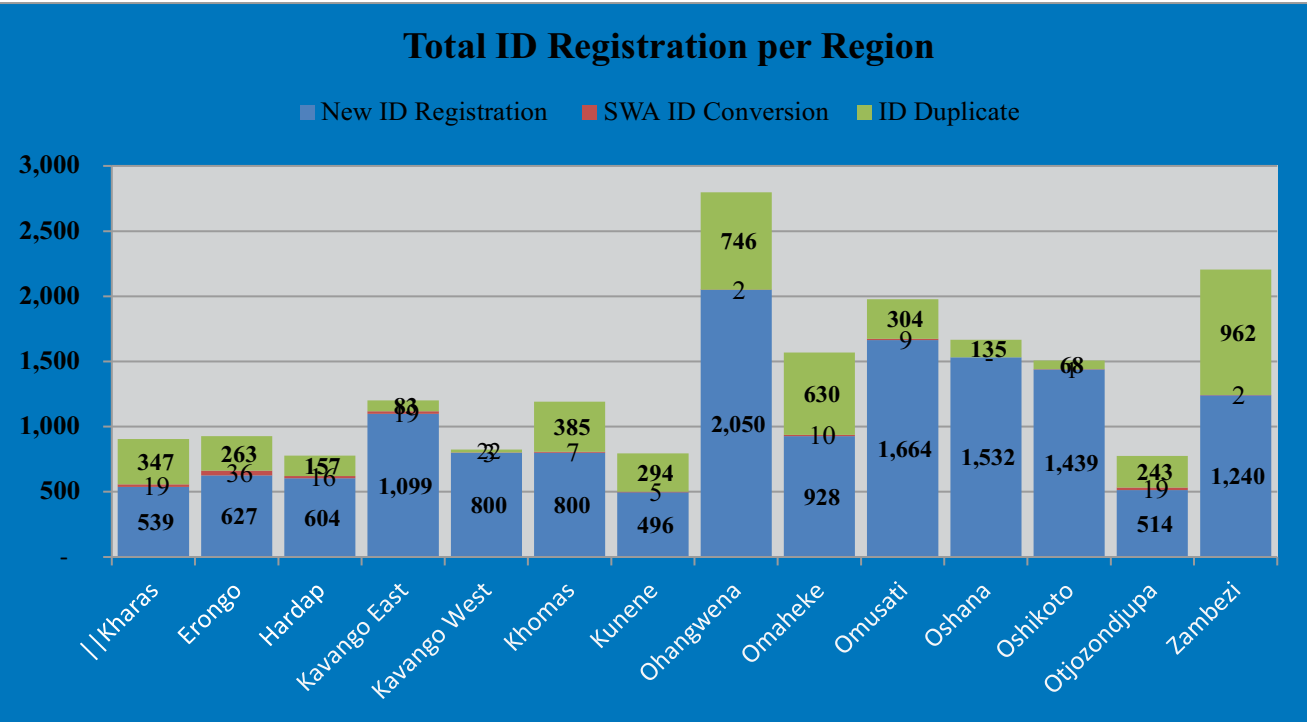




Table 6: Identity documents registered and duplicate ID applications processed

Region	New ID	SWA ID Conversion	Total ID Registration	ID Duplicate
//Kharas	391	16	407	305
Erongo	528	33	561	203
Hardap	600	16	616	153
Kavango East	751	11	762	70
Kavango West	613	-	613	22
Khomas	634	-	634	131
Kunene	320	2	322	166
Ohangwena	1,739	2	1,741	625
Omaheke	812	10	822	578
Omusati	1,325	8	1,333	220
Oshana	1,439	-	1,439	100
Oshikoto	1,319	1	1,320	26
Otjozondjupa	334	11	345	215
Zambezi	1,151	2	1,153	921
Total	11,956	112	12,068	3,735

Figure 6: ID registration per region



Many people do not apply for IDs within the three months of turning 16 years old. To ensure that people, especially young people, apply for IDs on time, the Ministry conducts registration outreach campaigns regularly to register eligible pupils for IDs at their respective schools. This is in addition to outreach programmes that the Ministry conducts in the communities to bring services closer to the people, of which the mass mobile registration programme was one such intervention.

## ACHIEVEMENTS

- A significant number of registrations were recorded during the first two months of the mass mobile registrations across the country, where a total number of **8,481** births were registered and **12,068** applications for identity documents were received/processed.
- The mass registration awareness campaign was produced in 10 local languages through radio and Television.
- As part of the ongoing mass registration, the government exempted a total number of 500 people per constituency from the prescribed payments. These are citizens who are unable to afford paying for services as required. A total number of 6 153 people were exempted from paying services during the mass registration.
- Total number of 1,050 SWA IDs were converted to Namibian IDs.
- Regional offices recorded a significant reduction in the backlog of late birth registration verifications as the request for verification programs received support from management.
- Functional systems such as NPRS and e-notification systems enabled smooth timely birth and death registration.
- Education on the timely birth registration was given to expectant mothers during antenatal care visits.
- Public information on outreaches was shared with regional councillors who eventually made public announcements and ensured wide coverage.
- Intensification of public advocacy increased the registration of babies/children under mothers surnames.

- Awareness on the importance of timely birth registration was given to expectant mothers during antenatal care visits.

A growing footprint across the country was a significant achievement which saw the expansion of birth, death and ID registration services.

**Table 7: New offices established during 2023-2024 financial year**

Region	Constituency	Office	Services offered
Oshana	Ongwediva	Ongwediva Medipark	Births & deaths registration
Kavango West	Mankumpi	Katjinakatji Subregional Office	Births, deaths & ID registration
Omusati	Okalongo	Okalongo Subregional Office	Births, deaths & ID registration

### CHALLENGES

- Late registrations are still being experienced by many offices, especially the eastern and northern border regions.
- Late birth registrations have led to a high volume of applications requiring on-field verification.
- Registration of children born to non-Namibian nationals, especially mothers, without identification documents remains an issue.
- Children born to undocumented and stateless persons are issued with Non-Namibian Birth Certificate and cannot proceed to acquire IDs.
- Some mothers still leave hospitals without registering the births of their babies.
- Home deliveries continue to pose a challenge as there is usually no reliable proof of birth.
- Lack of timely e-notification of births at some hospitals causes delays in birth registration.

The Directorate is made up of two Divisions:

- National Population Register.
- National Population Identification and Production.

DIVISION: NATIONAL POPULATION REGISTER

Sub-Division: Births

This Sub-Divison is mainly responsible for registration of births, issuance of birth certificates and duplicate birth certificates.

Type of form	Number of documents
Births	270 551

Table 8: Types of applications processed in 2023/2024 and their volumes

Type of application	2023/2024
Re-registration ( from mothers to fathers surname)	613
Correction of date of birth	611
Corrections of surnames	300
Alteration or insertion of parents particulars	2901
Change of surnames	253
Alteration of surname (wrong spelling)	170
Alteration of place of birth	119
Alteration of sex description	65
Adoptions	53
Correction/ Alteration/insertion of first names	2080
Multiple corrections to the record ( Disable Records)	120
Confirmation Letters	780
Ordinarily Residence Committee ( ORC)	172
Total	8237

**Sub-Division: Marriages and Deaths**

Marriages are solemnized by registered pastors who are designated as marriage officers and magistrates acting ex-officio across the country. Marriage registers are then sent to Head Office where they are received and captured in the National Population Registration System.

Type of form	Number of documents
Marriages	25 617
Deaths	11 882
<b>Total</b>	<b>37 499</b>

Digitization of 11 859 death records, 20 345 marriage records, totaling to 32 649 historic records that were not on the system.

**Table 9: Marriages and Deaths**

SERVICES	TOTAL
New Marriage Registers received from Marriage Officers	<b>5694</b>
Application for designation as Marriage Officer	<b>13</b>
Applications for Duplicate Marriage Certificates	<b>1086</b>
Amendments to marriage records	<b>382</b>
Re-instatement of marriage records	<b>24</b>
Correction of death records	<b>114</b>
Late Registration of Death	<b>44</b>
Death Verifications Requests	<b>13242</b>
Confirmation of Marital Status	<b>547</b>
Confirmation letters (Others)	<b>613</b>
Divorces captured	<b>763</b>
Dead/Alive cases	<b>103</b>
Duplicate Death Certificates issued	<b>1637</b>
Full Marriage Certificate issued	<b>41</b>
Marriage Books issued to Marriage Officers	<b>144</b>
Historical Marriage records captured	<b>20345</b>
Historic Death records captured	<b>11859</b>
<b>GRAND TOTAL</b>	<b>56651</b>



**Table 10: Vital records scanned and archived during 2023/2024**

Type of application	2023/2024
Re-registration (from mother to father’s surname)	746
Correction of date of birth	667
Correction of surname	622
Alteration or insertion of parent’s particulars	2400
Change of surname	213
Alteration of place of birth	331
Alteration of sex description	144
Registration of Adoptions	121
Correction/ Alteration/insertion of first names	1866
<b>Total</b>	<b>7110</b>


Since 2010, the Department has scanned, electronically recorded, and archived 4,3 million records (15 000 000 sheets of paper) as part of its digitisation process.



ACHIEVEMENTS:

- The number of historic records that has been captured for the financial year under review is as follow: marriages from 53 889 to 33 544 and death records from 62 563 to 50 704.

2671618

  
REPUBLIC OF NAMIBIA  
MINISTRY OF HOME AFFAIRS, IMMIGRATION, SAFETY AND SECURITY  
CIVIL REGISTRATION  
**FULL BIRTH CERTIFICATE**

Certified a true extract from birth register of:

A. Particulars of Child

1. Surname: \_\_\_\_\_ 2. First names: \_\_\_\_\_

3. Date of Birth: Day \_\_\_\_\_ Month \_\_\_\_\_ Year \_\_\_\_\_

4. Identity Number: \_\_\_\_\_

5. Sex: \_\_\_\_\_ 6. Place of Birth: \_\_\_\_\_

7. Country of Birth: \_\_\_\_\_ 8. Ethnic group: \_\_\_\_\_

B. Particulars of father

9. Surname: \_\_\_\_\_ 10. First names: \_\_\_\_\_

11. Date of Birth: Day \_\_\_\_\_ Month \_\_\_\_\_ Year \_\_\_\_\_

12. Place of Birth: \_\_\_\_\_ 13. Country: \_\_\_\_\_

C. Particulars of child's mother

14. Surname: \_\_\_\_\_ 15. First names: \_\_\_\_\_

16. Date of Birth: Day \_\_\_\_\_ Month \_\_\_\_\_ Year \_\_\_\_\_

17. Place of Birth: \_\_\_\_\_ 18. Country: \_\_\_\_\_

D. General Information

19. Are the parents indicated in items B and C legally married to each other? (Yes or No) \_\_\_\_\_

Place: \_\_\_\_\_ Date: \_\_\_\_\_

E. Informant

20. Capacity: \_\_\_\_\_ 21. Signed by: \_\_\_\_\_

OFFICE STAMP

FOR MINISTRY OF HOME AFFAIRS, IMMIGRATION,  
SAFETY AND SECURITY

## DIVISION: NATIONAL POPULATION IDENTIFICATION AND PRODUCTION

The purpose of this Division is to create and manage the identities of all citizens and permanent residence permit holders through the capturing of demographic information and fingerprints, and production of national identification cards under the Identification Act 1996 (“the Identification Act”). The mandate of the Division is derived from Section 2 of the Identification Act, 1996 (Act No. 21 of 1996) which provides as follows:

### ***Compilation and maintenance of population register***

*2. (1) The Minister shall, subject to this Act compile and maintain a population register for Namibia consisting of -*

*1.(a) a register for Namibian citizens; and*

*2.(b) a register for non-citizens holding permanent residence permits.*

*(2) The particulars required for the compilation and maintenance of the population register shall be obtained by the Minister from the documents that may be available to him or her.*

### **The division is responsible 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.
- Scan imported images, thumb prints and signatures at scanning stations.
- Verify and approve applications.
- Produce, conduct quality control and dispatch identity documents to various Regional and Sub-Regional Offices.

**PRODUCTION AND ISSUANCE OF ID CARDS**

Persons are eligible to get Namibian IDs when they attain the age of 16 years. Regulation 2 of the Regulations issued under the Identification Act provides as follows:

*Every person who, on or after the commencement of the Act becomes 16 years of age and who is not in possession of an identity document, must within three months from the date on which he or she attained the age of 16 years apply for an identity document.*

The target turnaround time for an ID is seven (7) days from the date of application if the application was made in Windhoek, and fourteen (14) days from the date of application if the application was made outside Windhoek. The turnaround time for Windhoek is shorter because the production of IDs is centralized in Windhoek. The average turnaround time during the period under review was fourteen (14) days. During the financial year under review a total number of 164 112 ID cards were produced. Unfortunately 36 933 ID cards remain uncollected countrywide.



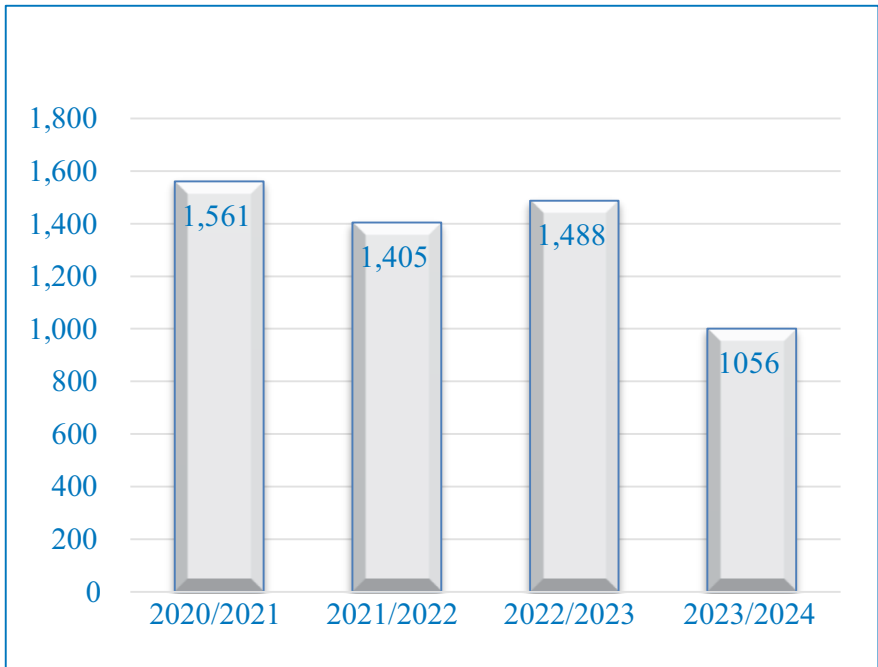


**PHASING-OUT OF THE SOUTH-WEST AFRICA IDENTITY DOCUMENTS (“SWA IDS”)**

South West Africa Identity Documents are identity documents that were issued in terms of the Identity Documents in South West Africa Act, 1970 (Act No. 37 of 1970) and the Identification of Persons Act, 1979 (Act No. 2 of 1979). These SWA IDs were issued to people who were resident in South West Africa, as it then was, prior to Namibia's independence. Although a decision was made by the Cabinet in 2018 for SWA IDs to be phased out, post-independence, many of the people who were issued with these cards do not meet the requirements for Namibian citizenship and could therefore not obtain Namibian IDs as provided for in the Identification Act. SWA ID holders who obtain Namibian citizenship proceed to “convert” their SWA IDs to Namibian IDs. During the period under review, one thousand and fifty-six (1,056) SWA IDs were converted to Namibian IDs. The Ministry continues to provide confirmation letters to SWA ID holders confirming the validity of their identity documents, until such time that the Ministry announces the de-gazetting of the same.

Furthermore, during the mass registration, the Ministry captured particulars of SWA ID holders to be added to the Ministerial functional register for future consideration. For the year under review, the number of conversions is over 400 less than each of the previous three financial years, as depicted in the graph below.

**Figure 7: Number of SWA IDs converted to Namibian IDs**



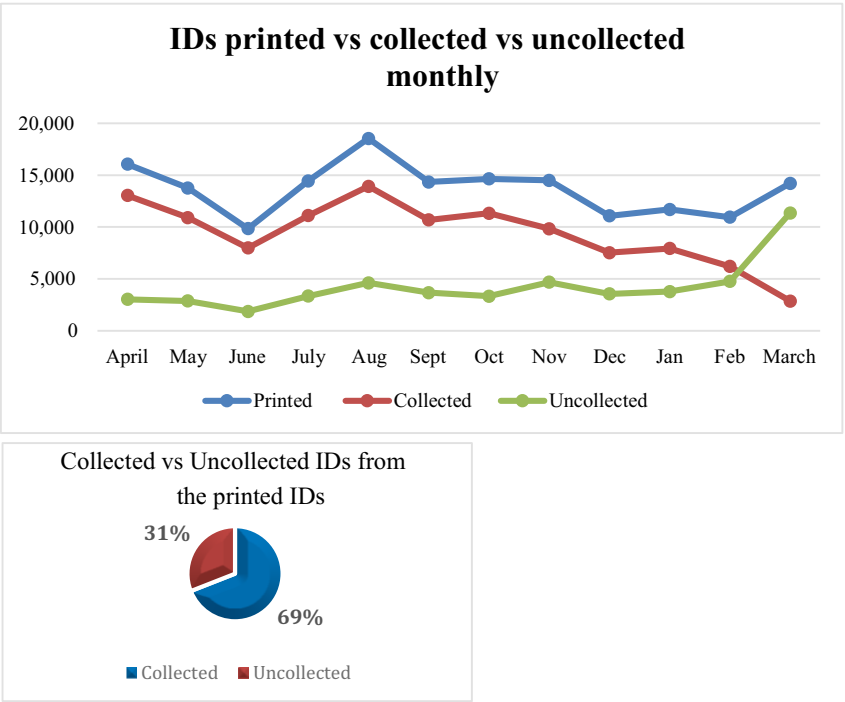
Production Data

The table below shows the number of ID applications processed, and ID issued over a period of three financial years 2021/2022 – 2023/2024. During the year under review, a total number of one hundred and sixty-four thousand, one hundred and twelve (**164, 112**) applications under the different categories were processed. This number is higher than what was recorded in the two previous financial years.

Table 11: Production Data

Type of application	2021/2022	2022/2023	2023/2024
First application for an ID	83,561	88,214	90,006
First application for PRP ID	215	218	184
Change of particulars (add footnote to explain)	4,643	9,638	17,758
Change of citizenship (add footnote to explain)	147	99	86
Duplicate ID	26,425	41,741	55,022
Application of SW A ID holders	1,405	1,388	1,056
Total	116,497	141,298	164,112

Figure 8: Number of ID Cards Printed, Collected and Uncollected monthly during the 2023/2024 financial year.



**Printed IDs: 164,112**  
**Collected IDs: 113,328**  
**Uncollected IDs: 50,784**

## **ACHIEVEMENTS**

- Cabinet approved the introduction of contact less electronic IDs (eIDs) following which the Ministry will upgrade the personalization system of IDs to allow printing of eIDs.
- Most vacant positions, from Administrative Officers to Control Administrative Officers in the Division were filled.
- All staff members signed Performance Agreements and submitted quarterly review reports timeously.
- Total number of 14055 Namibians and Botswana have used the ID as a travel document between Namibia and Botswana during the current financial year.
- Total number of 12 068 people obtained identity documents during the mass registration between the period of 5 February 2023 - 31 March 2024.

## **CHALLENGES**

- Applicants not collecting their identity documents on time.

## DEPARTMENT IMMIGRATION CONTROL AND CITIZENSHIP





## 2. DEPARTMENT 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 and Permits, processing of entry into and departure from Namibia and management of applications for Namibian citizenship.

**The Department consists of the following two Directorates:**

- Directorate Immigration and Border Control
- Directorate Visas and Permits, Passports and Citizenship

### DIRECTORATE: IMMIGRATION AND BORDER CONTROL

- Division Central Regions (Erongo, Khomas and Omaheke)
- Division Northern Regions 1: Oshikoto, Oshana and Ohangwena
- Division Northern Regions 2: Omusati and Kunene)
- Division North-Eastern Regions (Kavango East, Kavango West and Otjozondjupa)
- Division Southern Regions (Hardap and //Kharas)
- Division: Zambezi Region

### DIRECTORATE: VISAS, PERMITS, PASSPORTS AND CITIZENSHIP

- Division visas and permits
- Division passports and citizenship

The report gives an overview of the activities, achievements, challenges and constraints of the Department during the 2023/2024 financial year, which is mainly presented in statistical format.



## 2.1 DIRECTORATE: IMMIGRATION AND BORDER CONTROL

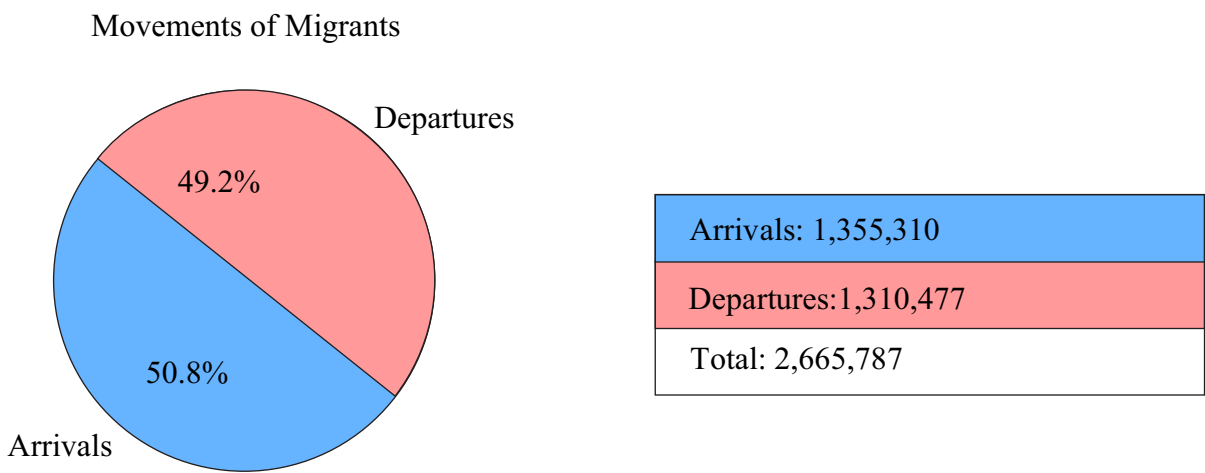
The Directorate is responsible for facilitating and controlling the movement of individuals entering and leaving Namibia by land, air, and sea. It exercises discretionary decision-making authority regarding entry permissions, including the power to grant or refuse entry.

The Directorate is also responsible for manning roadblocks, conducting joint operations both within the country and along the borders shared with neighbouring nations. Additionally, it oversees the regulation of individuals' residence in Namibia, maintains communication with foreign missions within Namibia, and serves as Immigration Attachés at Namibian Diplomatic Missions. Furthermore, the Directorate conducts visits and inspections of various premises such as institutions, companies and schools. It is involved in surveillance, investigations, arrest, detention, and deportation of prohibited immigrants from Namibia. The enforcement of immigration and emigration regulations and the prosecution of offenders under the Immigration Control Act No. 7 of 1993 and the Departure from Namibia Regulation Act (Act No. 34 of 1955) fall under its purview.

The Directorate also presents evidence in court cases on behalf of the State and requests Immigration Tribunals to authorise the removal of prohibited immigrants from Namibia. Lastly, it issues Emergency Travel Documents and endorses approved permits/visas for non-Namibian nationals at the regional level.



**Figure 9: An overview of arrivals and departures of migrants**



**Immigration officials at the Cruise Ships in Walvis Bay**



The services listed below are some of the highlights the Directorate of Immigration and Border Control has achieved to improve services.



• **Visa - on - arrival**

Namibia introduced visas-on-arrival services at the ports of entry to make it easy for tourists and visitors from countries where Namibia has no diplomatic representation to come to Namibia freely.

A total of 11 399 visas-on-arrival were issued during the financial year 2023/2024 was recorded at existing entry points such as Hosea Kutako International Airport, Walvis Bay Harbour and Trans Kalahari Border Post.

**Table 12: Data on visa-on- arrival during the 2023/2024 financial year at existing entry points**

Central Region	Number of Visas issued
Hosea Kutako International Airport	10780
Trans -Kalahari Border Post	114
Walvis Bay Harbour	505

The table above highlights the entry points that were added to issue visas - on - arrival. Visas-on- arrival are currently issued at eleven ports of entry in Namibia.

**Table 13: Expansion of entry points that issue visa on arrival during 2023/2024 financial year**

Central Region	Southern Region	Northern Region	North East Region	Zambezi Region
<ul style="list-style-type: none"> <li>• Trans -Kalahari Border Post</li> </ul>	<ul style="list-style-type: none"> <li>• Nooordower Border Post</li> <li>• Araithsvlei Border Post</li> <li>• Oranjemund Border Post</li> </ul>	<ul style="list-style-type: none"> <li>• Oshikango Border Post</li> </ul>	<ul style="list-style-type: none"> <li>• Moheumbo Border Post</li> </ul>	<ul style="list-style-type: none"> <li>• Katima Mulilo Border Post</li> <li>• Ngoma Border Post</li> <li>• Impalila Border Post</li> </ul>



- **Expansion of border operating hours**

In order to facilitate easy movement of people and improve cross border trade, twenty-four (24) hours operations were introduced at Trans-Kalahari on the 1st of April 2023 and Katima-Mulilo border posts on the 22nd of August 2023 respectively. This reduces congestion at the two border posts.

- **Use of ID as a travel document**

In April 2023, the Department successfully implemented the use of identity card as a travel document at Transkalahari/Mamuno Border Posts benefiting Namibians and Batswana citizens holding the IDs with machine readable zones. The second phase added Impalila, Ngoma and Mohembo Border Posts to the list of ports where ID cards can be used as travel documents.

**Table 14: Movement of people that used ID as a travel document during 2023/2024 financial year**

<b>Border Post</b>	<b>Total</b>
Impalila Border Post	162
Kasika Border Post	1
Mohembo Border Post	5077
Ngoma Border Post	1754
Trans Kalahari Border Post	7061
<b>Total:</b>	<b>14055</b>

**Departure and arrival data**

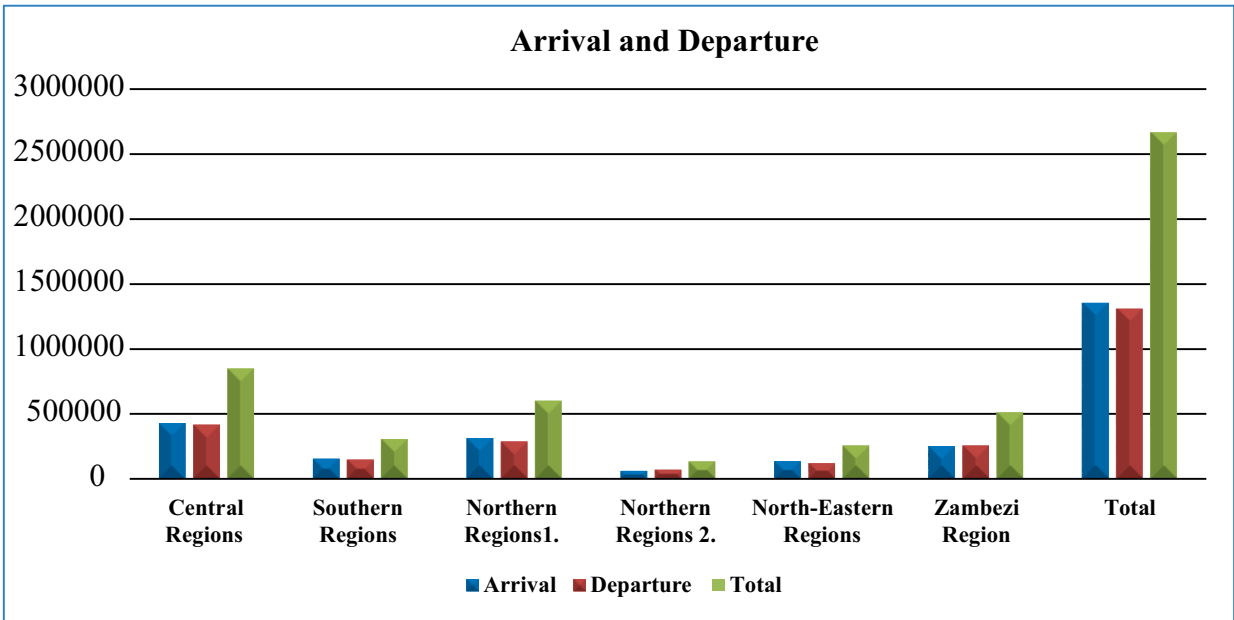
A total of 2,665,787 movements of people were recorded during the period under review of which 1 355 310 were arrivals and 1 310477 were departures recorded at the entry points of the country.



**Table 15: An overview of the arrivals and departures per region**

Regions	Arrivals	Departures	Total
1. Central Regions (Khomas, Erongo and Omaheke)	430544	419419	<b>849963</b>
2. Southern Regions (Hardap and Karas)	156888	150228	<b>307116</b>
3. Northern Regions 1. ( Oshana, Oshikoto and Ohangwena)	314072	289583	<b>603655</b>
4. Northern Regions 2. (Omusati and Kunene)	62896	71320	<b>134216</b>
5. North -Eastern Regions (Kavongo East, Kavango West & Otjozondjupa)	137284	121739	<b>259023</b>
6. Zambezi Region	253626	258188	<b>511814</b>
<b>TOTAL</b>	<b>1 355 310</b>	<b>1310477</b>	<b>2665787</b>

**Figure 10: Graph highlighting arrivals and departures as per clustered regions**



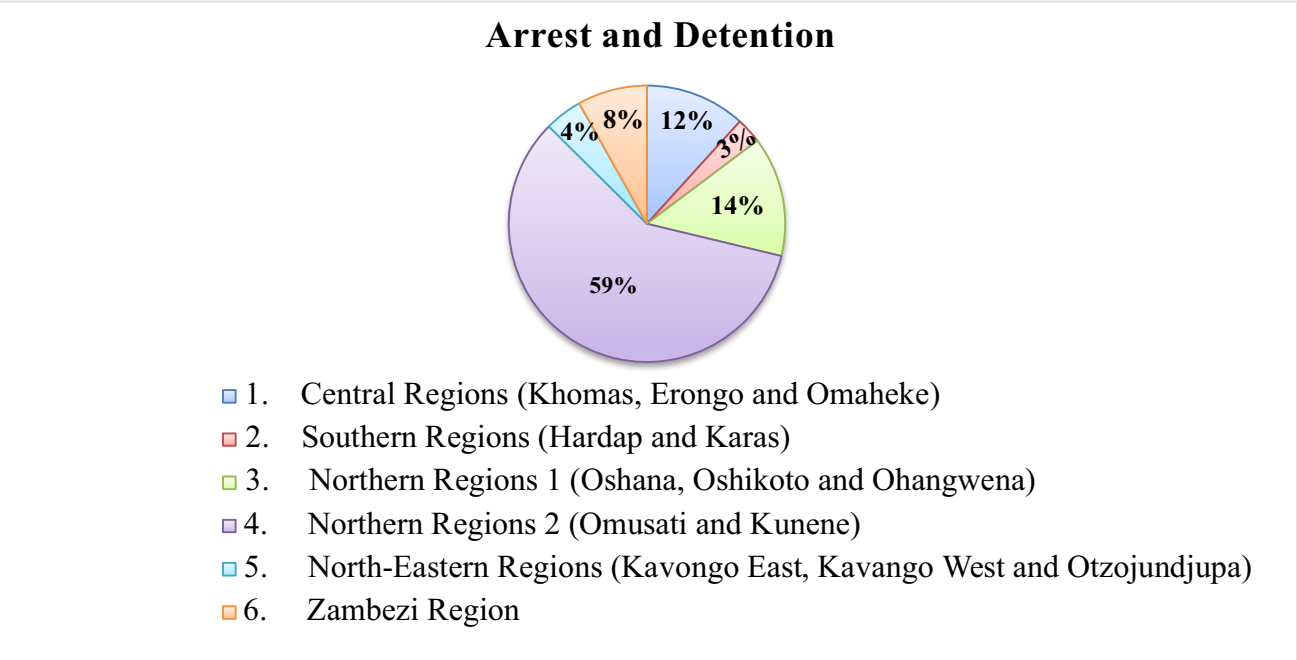
Arrest and detention

As part of its mandate, the Department has made 1840 arrest (as indicated in the table below) on of those who have contravened the Immigration Control Act, 1993 and the Departure from Namibia Regulation Act, 1955.

Table 16: Arrest and detention

Region	Arrest and detention
1. Central Regions (Khomas, Erongo and Omaheke)	216
2. Southern Regions (Hardap and Karas)	55
3. Northern Regions 1 (Oshana, Oshikoto and Ohangwena)	258
4. Northern Regions 2 (Omusati and Kunene)	1080
5. North -Eastern Regions (Kavongo East, Kavango West and Otzondjupa)	81
6. Zambezi Region	150
Grant Total	1840

Figure 11: Arrest and Detention



**Table 17: Movement of people through the following border posts during 2023/2024 financial year**

BORDER POST/NATIONALITY	BOTSWANA	NAMIBIA
Dobe	1	9
Impalila	162	754
Kasika	1	2
Mohembo	9	2
Ngoma	1754	899
Trans Kalahari	7061	3392
<b>TOTAL:</b>	<b>8988</b>	<b>5058</b>

**ACHIEVEMENTS**

- **Visa on Arrival Expansion:** Namibia introduced visas on arrival at eight new entry points in 2023/2024, making travel easier for tourists.
- **24 /7 Border Operations:** Trans -Kalahari, Oshikango and Katima Mulilo Border Posts now operate 24/7, improving trade and reducing congestion.
- **ID as Travel Document:** Namibia implemented the use of ID cards as travel documents, facilitating 14,055 cross-border movements in 2023/2024.
- **Migrant Movements:** 2.67 million migrant movements were recorded, with a nearly equal split between arrivals and departures.
- **Arrests:** 1,840 arrests were made for immigration violations, with most occurring in the Northern Regions.
- **Staff Accommodation:** New housing units were inaugurated at Dobe Border Post, enhancing living conditions for border personnel.

## CHALLENGES:

The standing challenge of the porosity of the borders between Namibia and its neighbouring countries poses a significant concern. This vulnerability allows for unnoticed illegal migration and poses a significant security risk.





## 2.2 DIRECTORATE VISAS, PERMITS, PASSPORTS AND CITIZENSHIP

The Directorate of Visas, Permits, Passports and Citizenship is based at the head office in Windhoek. Directorate processes applications for visas, permits, passports and citizenship. In this regard, a total number of **50 898** applications for visas and permits were received and processed, of which **41 218** were approved, while **9 680** were rejected.

Similarly, during the same period, **64 590** applications for passports were received and processed, of which **63 669** were approved and **867** were rejected. While **835** applications for citizenship were also submitted to the Ministry and processed of which **818** were processed, approved and issued, while **17** were rejected due to non-compliance with the set requirements.

### Visas and Permits

**Table 18: Number of EP, PRP, SP and WV applications received and processed during the period under review**

No.	Type of Permit	Total number approved	Total number rejected	Total number of applications received and processed
1.	Permanent Residence Permit (PRP)	313	869	1 182
2.	Employment permit (EP)	5757	1940	7 697
3.	Students' Permit (SP)	3893	1303	5 196
4.	Work Visa (WV)	22 829	3570	26 399
5.	Holiday/Tourist/ Visit visa	1207	602	1 809
6.	Online Holiday/Tourist/ Visit visa	7219	1396	8 615
	<b>Total</b>	<b>41 218</b>	<b>9 680</b>	<b>50 898</b>

**Table 19: Citizenship Applications**

No.	Types/Category of Citizenship	Certificates issued (New Applications)	Applications rejected	Total number of applications received and processed
1.	Descent	537	6	543
2.	Marriage	152	2	154
3.	Naturalization	110	9	119
4.	Registration	19	0	19
	<b>Total</b>	<b>818</b>	<b>17</b>	<b>835</b>

**Renunciation of Namibian Citizenship**

Renunciation is a voluntary act of relinquishing one's citizenship or nationality. During the period under review, two (2) Namibians renounced their Namibian citizenship in favour of other countries.

**Restoration of Namibian Citizenship**

Restoration is a process of restoring or gaining back citizenship for Namibians by those who renounced or lost their Namibian citizenship in favor of other countries. During the period under review, no Namibian restored Namibian citizenship.

**Table 20: Applications for passports and travel documents**

Types of passports or travel documents	Applications Approved	Applications Rejected	Total Applications received and processed
1. Ordinary Passport	62 448	821	63 269
2. Diplomatic Passport	321	11	332
3. Official Passport	582	11	593
4.Travel Document (Brown Passport)	9	1	10
5. Emergency Travel Certificates (ETC)	54	-	54
6. Refugee Passport	309	23	332
<b>TOTAL</b>	<b>63 723</b>	<b>67</b>	<b>64 590</b>

During the 2023/2024 financial year, **64 590** applications for passports were received and processed. The table above indicates the number of such applications received, approved, rejected and those spoiled during the processing.

**ACHIEVEMENTS**

- 64 590 passports were issued during the current financial year. .
- 1 579 passports were facilitated to Namibian citizens living abroad.
- Passports and visas continue to be processed within the prescribed period of 2-3 working days.
- Launch of online passport applications 1000 users recorded in the financial year.
- Launch of online short -term visas 15 689 users recorded, comprising 11889 approved short term employment permits and 6107 applications for holiday visas.
- 3361 student permit visas were processed in a timely manner .

**CHALLENGES**

- 11 556 uncollected passports.

**Asylum seekers and refugees at Osire refugee settlement**





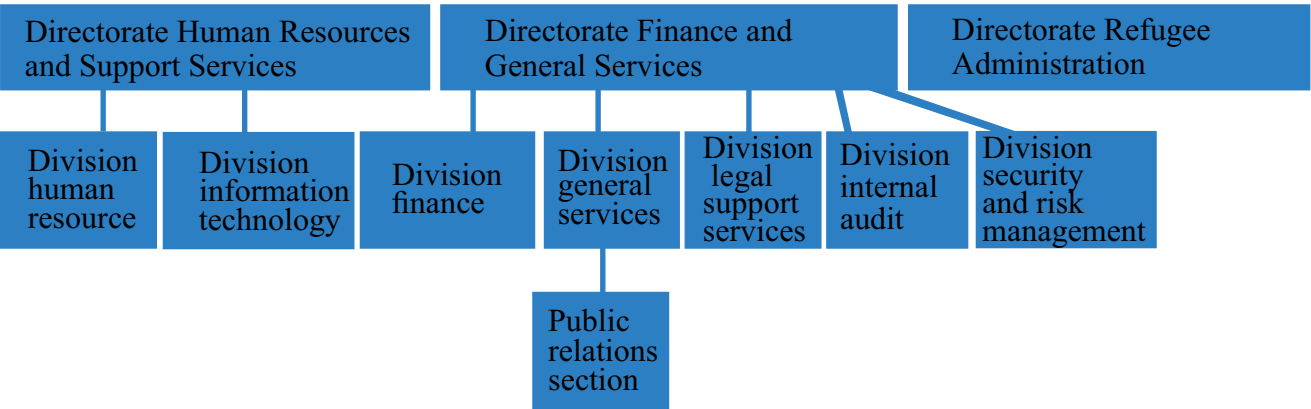
3. DEPARTMENT ADMINISTRATION AND REFUGEE MANAGEMENT

INTRODUCTION

The mandate of the Department of Administration is to provide administrative support services through coordination, financial and human resources, legal support services, information technology, general support services, public relations and security and risk management services in terms of the applicable legislations. Furthermore, the Department provides protection and support to asylum seekers and refugees.

The Department of Administration consists of three (3) Directorates which are further divided into seven (7) Divisions and one (1) Section:

Figure 12: Directorates, Divisions and Section under the Department of Administration



### 3.1 DIRECTORATE: HUMAN RESOURCES AND SUPPORT SERVICES

The mandate of this Directorate is to provide administrative support services through coordination, Human Resources Management and Development as well as to ensure employee wellness.

#### SUB DIVISION: HUMAN RESOURCES DEVELOPMENT

Table 21: Staff Movement

Action	Total Cases
New appointments	49
Promotions	20
Resignations	12
Retirements (age 60)	6
Early retirement (Age 55)	3
Discharged on Misconduct	6
Discharge (Medical)	0
Demises	3
Transfers out	11
Transfers in	7

The overall performance of staff in the Directorate and the gradual filling of the few vacant positions improved quality of service. A carefully planned and role-specific training program was conducted during the period under review, boosting staff efficiency and effectiveness.

Table 22: Staff Development

Location of Training and Financial Assistance	
Local – short courses/workshops	5
Abroad – short courses/workshops	2
Financial Assistance	10
Affirmative action plan and report	
Report submitted to Office of the Prime Minister and Employment Equity Commission	1

## ACHIEVEMENTS

- 231 vacancies were activated.
- 162 vacancies were advertised and the recruitment process is in progress (14 filled; 92 awaiting vetting feedback; 56 were advertised and interviews are in the process).
- The Ministry submitted the Affirmative Action report on time.
- The Ministry carried out reported misconduct cases which resulted in the dismissal of 6 staff members.
- A Wellness Committee was established and members trained.
- The Wellness Plan was approved by the Executive Director.
- Wellness activities were successfully carried out in terms of the approved Wellness Plan (Q1-Plan approved) (Q2- Wellness Committee trained by OPM, Spring Day held in September, Ministerial Fun-day September 2023) (Q3– Wellness visits during October 2023 -Grootfontein, Kasika, Impalila, Ngoma Border & Katima Mulilo Border Post, Ministerial Annual Sports – 22 – 26 October in Katima Mulilo.
- Information sharing on breast and prostate cancer, World Aids Day commemorated at different regional offices, Year-end function and Performance Recognitions)
- E-declaration is operational within the Ministry.
- PMS is fully operational and staff performance is successfully being monitored.
- Learning and development is taking place at all functional levels.

**Table 23: Human Resources Capacity 2023/24 (as at 31 March 2024)**

<b>Funded in FY 2023/24</b>	<b>Filled</b>	<b>Vacant</b>	<b>Approved Establishment</b>
<b>1229</b>	965	798	1763

**CHALLENGES:**

- The lengthy security vetting process which causes a delay in the filling of vacancies.
- High staff turnover due to retirements and transfers to other O/M/As and these positions cannot be filled speedily.
- Lengthy process in finalizing misconduct and other HR related cases submitted to the Office of the Prime Minister.



## **DIVISION: INFORMATION TECHNOLOGY (IT)**

The IT Division is mainly responsible for the maintenance of the application systems, including their databases, and network infrastructure amongst its regional offices, user management and support.

### **BELOW ARE THE SYSTEMS THAT THE IT DIVISION SUPPORTS AND MAINTAINS**

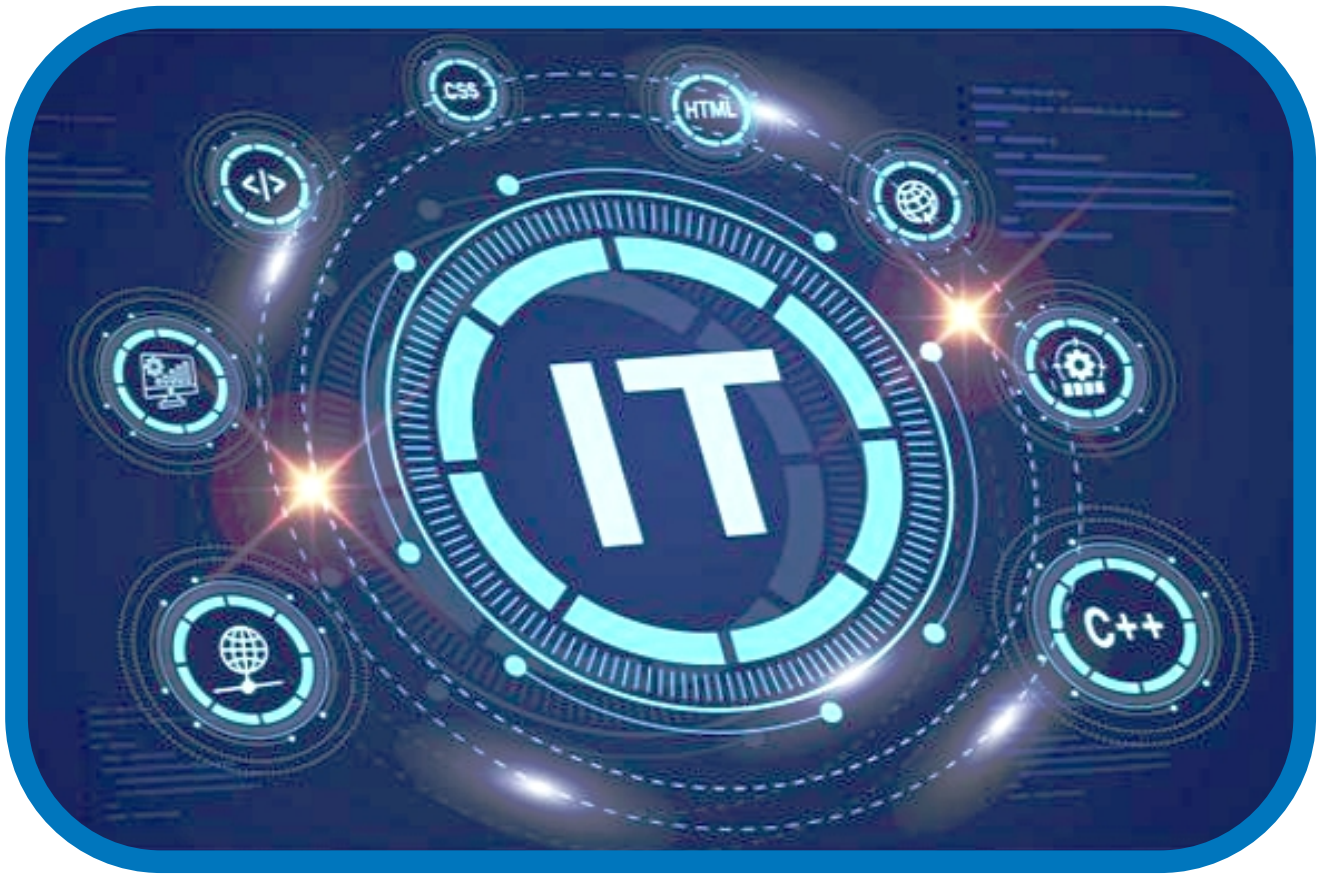
- Aliens Control System (ACS)
- Citizenship Registration System (CRS)
- Electronic Border Control Management System (eBMS)
- e-Notification System (for Births and Deaths)
- Identification System (IDS)
- M-Files
- Namibian Automated Fingerprint Identification System (NAFIS)
- National Population Registration System (NPRS)
- Passport Personalization System (NAMPP)

### **ACHIEVEMENTS**

- Implementation of the online Holiday Visa application.
- Implementation of Visa Upon Arrival system at eight (8) border posts namely; Ariamsvlei, Noordwoer, Oranjemund, Oshikango, Ngoma, Katima Mulilo, Mohembo and Implila Island.
- Implementation of Visa Upon Arrival system at the High Commission of Namibia in Abuja, Nigeria.
- IT staff members attended various trainings on IT Security, VMWARE, NetApp, CompTia A+
- Upgrading of the Data Storage Environment (both hardware and software) to the latest technology.
- Purchasing of two (2) servers meant for the upgraded version of NAFIS.
- Relocation of the Disaster Recovery Hardware and Software to a different site, that is more stable and offers higher availability.

### CHALLENGES:

- End of life of hardware and software for NAFIS, ACS and eBMS results in costly replacing of failing hard disk drives.
- Poor network connectivity across the country, especially in remote rural areas.



## 3.2 DIRECTORATE: FINANCE AND GENERAL SERVICES

### DIVISION: FINANCE

The objective of the Finance Division is to manage the financial resources allocated to Department of Home Affairs, and Immigration in an efficient, effective, and transparent manner. The Division also oversees the administration of revenue collection and control of face-value documents.

#### MAIN FUNCTIONS

- Prepare and submit the budget.
- Execute and monitor the budget execution.
- Prepare monthly and quarterly expenditure reports as well as accountability reports.
- Comply with State Finance Act, Labour Act, Public Service Act, and Treasury instructions.
- Process Daily Subsistence Allowances and Remuneration for staff members.
- Process EFT payments to service providers.
- Collect, safe keep and bank State revenue.
- Prepare and submit Annual reports to the Office of the Auditor – General.
- Reconcile expenditure, revenue and suspense accounts.



## **ACHIEVEMENTS**

- Expansion of Electronic Funds Transfer (EFT) Point of Sales (POS) or speed points machines in revenue collection to regional offices which reduced cash handling by 60%.
- Three Revenue collection points were opened and training of Cashiers and supervisors on handling of State revenue.
- Daily Subsistence Allowances (DSA) were processed within 2 days and the DSA recovery rate has improved to 96%. (Filing system has improved).
- Arrear Employee Contribution to Medical Aid and GIPF due to Maternity leaves from 2010 up to date were recovered from staff members.
- Motor Vehicle Capital for Managers and Housing Subsidy for staff members from 2012 were successfully updated on the payroll system.
- Paye 5 certificates were properly reconciled for the financial year 2023/2024.
- Timetables for Shift Operations of Immigration Officials at Border Posts and Airport countrywide were drafted.
- Arrear overtimes for Noordoewer and Ariamsvlei border posts from 2018 to 2022 were attended.
- Electronic Funds Transfer (EFT) and Debt Establishment suspense account opening balances from 2012 were cleared.
- Overall Ministerial execution or spending rate for the year is at 98%.
- Good record of timely supplier payment and reconciliation of supplier payments has been updated and improved.

## **CHALLENGES**

- Manual revenue collection (receipts) continues to affect our customer service, as customer queries are difficult to respond to or require too much of physical presence than data or information.
- Reports compilation is time consuming due to a manual system.
- Duplication of processing and receipts is noticeable on a daily basis which result in cancellation of receipts and refunds.



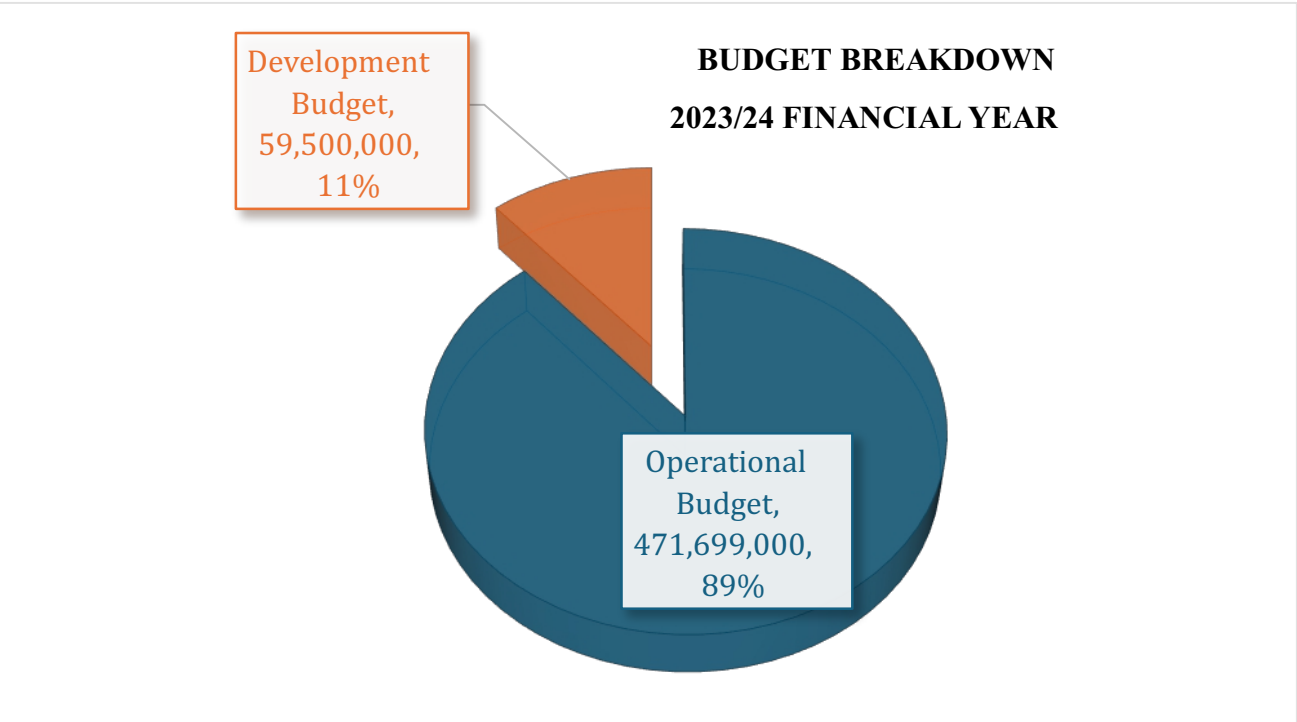
- Difficulties in reconciliation of suspense accounts due to the merging of three Departments (Home Affairs and Immigration, Police and Correctional Service).
- Delay in submission of financial statements by foreign missions.
- Delay in submission of invoices from suppliers as well as certification of invoices by regional offices.
- Resistance from staff members to comply with rules and regulations and to pay back DSA money overpaid to them and delay in submitting DSA claims and lack of training.

The Department of Home Affairs and Immigration during the 2023/24 Financial year was allocated a total amount of N\$ 531,199,000.

**Table 24: Breakdown of Total Allocation**

Allocations	Amount (N\$)
Operational Budget	471,699,000.00
Development Budget	59,500,000.00
<b>Total Allocation</b>	<b>531,199,000.00</b>

**Figure 13: Budget Breakdown 2023/24 Financial Year**



**Table 25: Total Budget, Total Expenditure and Budget Variance**

Operational Budget	Main Div	Total Budget	Total Expenditure	Budget Variance
Office of the Minister	01	4,870,774.00	3,340,987.88	1,529,786.12
Office of the Executive Director	02	157,564,168.00	143,430,816.80	14,133,351.20
Civil Registration	05	104,013,990.00	95,244,174.83	8,769,815.17
Visas, permits, passport and Citizenship	06	34,293,152.00	31,791,314.83	2,501,837.17
Information Technology	07	53,933,038.00	52,712,688.90	1,220,349.10
Immigration and Border Control	08	153,950,548.00	142,829,155.43	11,121,392.57
Refugee Management	09	10,334,946.00	10,335,098.52	(152.52)
<b>Total</b>		<b>518,960,616.00</b>	<b>479,684,237.19</b>	<b>39,276,378.81</b>
Development Budget	Main Div	Total Budget	Total Expenditure	Budget Variance
Civil Registration	05	36,984,800.00	33,949,290.56	3,035,509.44
Immigration and Border Control	08	6,515,200.00	6,091,102.32	424,097.68
		<b>43,500,000.00</b>	<b>40,040,392.88</b>	<b>3,035,509.44</b>
<b>Grand Total</b>		<b>562,460,616.00</b>	<b>519,724,630.07</b>	<b>42,735,985.93</b>

**Note:** Virementation was done between the different Departments within the Ministry. Hence the variance in the total budget.

## DIVISION: GENERAL SERVICES

The Mandate of the Division General Services is to provide administration support service through coordination of procurement, stock control, transport, registry administration, capital projects, maintenance, and general support service in terms of the applicable legislation.

## SECTION: MAINTENANCE

During the year under review, the Section completed the maintenance of regional offices, Katima Mulilo Border Post, minor renovations were also done at Kasika Border Post, other maintenance projects include the construction of four 2-bedroom prefabricated houses at Wakasamane Border Post, two 3-bedroom and three 2-bedroom prefabricated houses at Osire refugee settlement, maintenance of Oshakati Regional Office, and interlocks at Omusati and Kavango East Regional Offices. In addition, a water purification system was bought for Mata-Mata Border Post, installation of borehole for Dobe Border Post and borehole pump at Osire refugee settlement.



Capital projects

Table 26: Capital projects carried out during the year under review

PROJECT NAME	DESCRIPTION	REGION	STATUS	CONTRACTOR
//Kharas Regional Office	Construction of //Kharas Regional office	//Kharas Region	Completed	August 26 (PTY) LTD
Zambezi Regional Office	Construction of Zambezi Regional Office	Zambezi Region	Feasibility study completed	Not appointed yet
Kavango West Regional Office	Construction of Kavango West Regional Office	Kavango West	Feasibility study completed	Not appointed yet

Ground breaking of Zambezi Regional Office





### **Inaugurated staff accommodation**

Staff accommodation at Dobe Border Post was officially inaugurated on 2 February 2024 by Hon. Lucia Witbooi, Deputy Minister of Home Affairs, Immigration, Safety and Security. This infrastructure is one of the best staff accommodations enough to cater for the housing needs of both the current personnel and for future placements. The staff accommodation consists of eighteen (18) housing units, of which two (2) are three-bedroom units, while sixteen (16) are two-bedroom units.

### **Transport**

**The following new vehicles were acquired:**

- (4) four Toyota corolla
- (2) two Toyota Hilux 2.8
- (1) one Iveco 23 - seater

### **CHALLENGES**

- Cumbersome procurement process.



## **DIVISION: LEGAL SUPPORT SERVICES**

### **Mandate of the division:**

The Division's role is to assist the different Departments and Directorates in ensuring compliance with applicable legal instruments, liaising with the Office of the Government Attorney and the Office of the Attorney General, managing litigious and potentially litigious matters facilitating legislative enactments and amendments as well as providing legal guidance during decision making process.

### **MAIN FUNCTIONS**

#### **Contract management**

- Review contracts and forward same to Office of the Attorney - General for final review and certification.
- Liaising with the Office of the Attorney - General to give instructions and follow up on status of pending draft contracts.

#### **Legal guidance**

- Provide legal guidance to internal stakeholders within the Ministry on various legal issues.
- Liaise with the Office of the Attorney - General on complex legal issues for legal advice.

#### **Litigation management**

Managing litigation and liaising with office of the Government Attorney on litigious or potentially litigious matters.

### **ACHIEVEMENTS**

- Managed to provide exceptional legal support and guidance on a plethora of legal issues /matters to internal stakeholders within the Ministry.

## **CAPITAL PROJECT**

To procure research material and establish a mini library at the legal Support Services Division.

## **CHALLENGES**

- Lack of research material.

## **DIVISION: SECURITY AND RISK MANAGEMENT**

The Division is mandated to ensure implementation and adherence to security directives within the Ministry, as well as directing and overseeing the execution of vetting processes. Investigating instances of contravention of security directives and providing advice to the Executive Director on necessary actions resulting from such investigations. Acting as the principal security liaison officer between the Ministry and other security bodies of the Government. Conducting regular assessments of security arrangements and systems to ensure their effectiveness.

The Executive Director is the highest authority in terms of security within the Ministry, being accountable for all security services and functions. Ensuring security remains the collective responsibility of all employees, contractors and visitors. It remains the duty of employees, contractors and visitors to promptly report any suspicious activity, criminal or any misconduct to the SRMS or the relevant Law Enforcement Agencies, whichever is most convenient.

### **RESPONSIBILITIES**

- Conducting investigation of security breaches within the Ministry.
- Establishing and maintaining communication channels with Law Enforcement Agencies and providers of emergency services.
- Each head of Section, Division, and Department is accountable for conducting exit interviews with departing employees, ensuring that all security equipment, keys, cards and / or privileges are returned and/or revoked.
- Keeping records of all keys issued to staff, contractors or visitors.
- Enforcing reasonable measures to prevent unauthorised access.
- Enforcing assets removal security control measures.
- Exercising and reserve the right to limit access to its buildings/facilities exclusively to selected persons as deemed relevant and necessary.
- Protecting the Ministry's high value assets, high-risk facilities, equipment, persons, and classified information.

- Managing security equipment in sensitive areas and/or operations.
- Providing and / or installing security equipment as a measure to guard against any security threat.
- Facilitating the contracting or hiring of a private security contractor.
- Conducting and coordinating security vetting of potential and/or current staff.

## ACHIEVEMENTS

- Implemented and coordinated security vetting.
- Conducted Threat and Risk Assessment at Oshakati and Ondangwa Regional Offices.
- Investigated offences and security incidents and made recommendations to the Executive Director.
- Managed and maintained the security system and physical security.





## **DIVISION: INTERNAL AUDIT**

The purpose of internal audit is to provide independent, objective assurance and consulting services designed to add value and improve MHAISS operations.

### **MAIN FUNCTIONS**

- Evaluate control efficiency and effectiveness and provide management and audit committee assurance that the controls in place are adequate to respond to the risks that threaten the Ministry.
- Examine the reliability and integrity of financial and operational information.
- Examine operations to determine whether they are efficient and effective.
- Review operations closely and assess whether existing processes are well designed to help the Ministry achieve its goals.
- Assess the Ministry's compliance with applicable laws, regulations, and contracts.
- Assess the extent to which assets are accounted for and safe - guarded.
- Report audit findings and recommend appropriate courses of action.

### **National Payroll Verification**

Conducted National Payroll Verification for Departments of, a) Immigration Control and Citizenship, b) Civil Registration, c) Administration and Refugee Management and d) Namibian Police Force and detected an overpayment of **N\$ 2 782 775.82**, and underpayment of **N\$ 368 406.16**.

### **The Division Produced Nine (9) Internal Audit Reports during 2023/2024 Financial Year as follows:**

- Internal Audit opinion on Stock-taking report for Khomas Region for 2023/2024 Financial Year
- Audit for Immigration uniforms for Khomas Region
- Conduct Certificates and Motor Vehicle Clearance Certificates for Keetmaanshop Police Station 01 April 2022 to 31 December 2022.
- Registration and issuing of legal documents to Refugees from 01 January 2023 to 30 June 2023.

- Revenue audit for Hosea Kutako International Airport audit for the period 01 November 2023 to 31 January 2024.
- Audit of Exhibits (pol 7) system for Katutura Police Station for the period 01 August 2023 to 31 October 2023
- Offender Risk Management Correctional Strategy (ORMCS) system for Oluno Correctional Facility for the period 01 April 2023 to 30 November 2023.
- Duplicate Full Birth Certificate and Revenue for Ruacana Sub - Regional Office audit for the period 01 July 2023 to 30 September 2023.
- Fuel Commodity Management: Opuwo Police Station for the period 01 October 2023 to 31 December 2023.

A total of **N\$ 76,742.40** out of **N\$ 355,446.43** in respect of overpayment on motor vehicle, housing, transport, remoteness allowance, housing subsidy and revenue loss was recovered/ paid back during 2023/2024 Financial Year, under the Department of Immigration Control and Citizenship, Department of Civil Registration, and Department of Administration and Refugee Management.

## SECTION: PUBLIC RELATIONS

The mandate of the Public Relations Section is to manage the image of the Ministry through coordinating communication between the public and the Ministry as well as to ensure that the Ministry always offers excellent service.

### RESPONSIBILITIES

- Issuing Media Releases and Public Notices.
- Responding to media and general enquiries.
- Coordinating Ministerial events.
- Attending Trade Fairs, Exhibitions and outreach activities.
- Arranging TV, Newspaper and Radio interviews (Media relations).
- Conducting counter observations and interaction with clients.
- Compiling Ministerial publications.
- Managing website and social media content.
- Providing the public with information.

### ACHIEVEMENTS

- The Ministry was awarded Best Overall Stall Performer at Tsumeb Copper Festival 2023, Best Service Provider at Rundu Annual Trade Fair 2023 and Golden Award for Best Service Provider at Windhoek Show.
- Timely provision of Media Invitations, media releases and media responses.
- Attended trade fairs and exhibitions, promoting and rendering ministerial service.
- Attended to all urgent public notices timely.

### 3.3 DIRECTORATE: REFUGEE ADMINISTRATION

The Directorate is mandated to provide international protection and support to asylum seekers and refugees, as well as to coordinate and facilitate the three durable solutions (voluntary repatriation, local intergration, and resettlement).

#### MAIN FUNCTIONS

- Coordinate the work of the Namibia Refugee Committee and Namibia Refugee Appeal Board.
- Provide support to the Commissioner for refugees in considering applications for refugee status.
- Manage Osire Refugee Settlement Centre and Katima Mulilo Reception Area.
- Registration of asylum seekers and management of statistical data.
- Conduct Refugee Status Determination procedures through the Namibia Refugee Committee (NRC) and the Namibia Refugee Appeal Board (NRAB).



## ACHIEVEMENTS

- **609** asylum seekers were received all of whom were registered on the system.
- During the reporting period, **362** refugee applications were approved.
- Similarly, **12** refugees were resettled to Canada.
- Held successful Tripartite meetings between Namibia, Democratic Republic of Congo (DRC) and United Nations High Commissioner for Refugees (UNHCR) on the voluntary repatriation for Congolese asylum seekers and refugees from Namibia.

## CHALLENGES

- Asylum seekers and refugees involved in criminal activities, such as dealing drugs, gender -based violence and rape.
- Marriages of convenience by some asylum seekers, those whose applications are finally rejected marry recognised refugees to get derivative status.
- Reluctance by some refugees especially those that came from countries that attained peace to register for voluntary repatriation.
- Unaccompanied minors and separated children entering the country.
- Reluctance by some former Angolan refugees to leave Osire Refugee Settlement.
- Unwillingness by some rejected asylum seekers to leave Osire Refugee Settlement.
- Reduction of UNHCR's budget has resulted in insufficient food rations for asylum seekers and refugees.



## Data of Refugees and Asylum Seekers

**Table 27:** Number of refugees and asylum seekers in Namibia during the year under review.

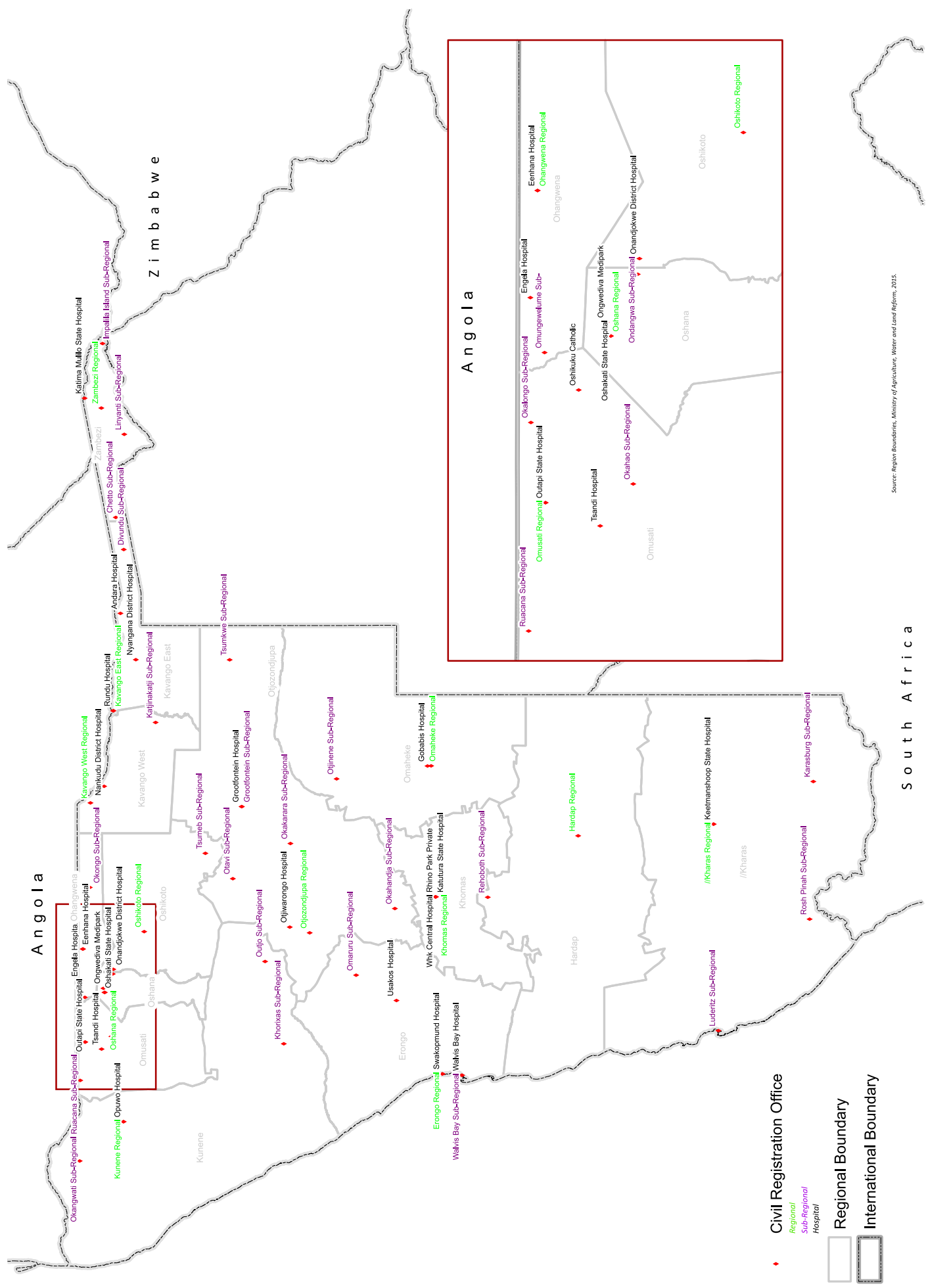
Refugees		Asylum Seekers	
Male	2757	Male	824
Female	2401	Female	604
<b>Total</b>	<b>5158</b>	<b>Total</b>	<b>1428</b>
<b>Grand total</b>			<b>6586</b>

## CONCLUSION

Despite economic challenges, the Ministry remained steadfast in fulfilling its mandate, ensuring continued progress and meaningful impact. This achievement was made possible through the unwavering dedication of our staff, and the strong support of our stakeholders. Over the past year, we navigated complex circumstances while maintaining our commitment to excellence in humanitarian assistance and policy implementation. The resilience and adaptability demonstrated by our team have been instrumental in sustaining our efforts, allowing us to respond effectively to emerging needs and pressing concerns. We extend our sincere gratitude to all individuals and organizations that played a role in our success. Their collaboration and commitment have been crucial in driving the Ministry’s mission forward. As we look ahead, we remain dedicated to strengthening our strategies, enhancing service delivery, and fostering partnerships that will enable the Ministry to achieve even greater impact. With the foundation laid this year, we are optimistic about the future and committed to furthering our goals in the coming year. Together, we will continue to work toward sustainable solutions, improved operational efficiencies, and greater support for the communities we serve.



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Source: Region Boundaries, Ministry of Agriculture, Water and Land Reform, 2015.







REPUBLIC OF NAMIBIA

**MINISTRY OF HOME AFFAIRS,  
IMMIGRATION, SAFETY AND SECURITY**

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