

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



REPUBLIC OF NAMIBIA

ANNUAL
R E P O R T

2024/2025

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SAFETY AND SECURITY**



REPUBLIC OF NAMIBIA

ANNUAL REPORT

2024/2025

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.

CORE VALUES

SYNERGY

Value teamwork, effective communication, and coordination towards achieving our vision.

ETHICS

Provide reliable and quality service with dignity, honesty, confidentiality and integrity.

EFFICIENCY

Strive to achieve more with available resources whilst maximizing output.

PATRIOTISM

Showing devoted love, support and being loyal to our country

ACCESSIBILITY

Cultivate a culture of access to information, and services without prejudice

INNOVATION

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

CUSTOMER CENTRIC

Serve with courtesy, politeness, humility, respect, and helpfulness.

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DIRECTORATE: IMMIGRATION AND BORDER CONTROL

DIRECTORATE: VISAS, PERMITS, PASSPORTS AND CITIZENSHIP

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DIRECTORATE: FINANCE AND GENERAL SERVICES

DIRECTORATE: REFUGEE ADMINISTRATION

ACRONYMS/ABBREVIATIONS

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

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FOREWORD BY THE MINISTER



**HON. LUCIA IIPUMBU, MP
MINISTER**

The past financial year was marked by notable achievements and innovative reforms aimed at enhancing service delivery and strengthening the Ministry's responsiveness to the needs of our citizens, residents, and visitors. At the heart of our operations lies our unwavering commitment to efficient, professional, and citizen-centric service delivery under our guiding ethos - **"Serving with Excellence."**

Among the Ministry's major accomplishments was the successful conclusion of the mass registration campaign, which ran from February to July 2024. To reach a wider audience during the mass registration campaign, the Ministry produced radio and television messages to inform the public about the opportunity to register for national documents within their constituencies across all 14 regions of the country.

All messages were translated into local languages to eliminate communication barriers and were broadcast on local radio stations and television channels for the entire duration of the mass registration campaign,

The campaign was a crucial step toward ensuring legal identity to every citizen of Namibia, which is a fundamental right and an enabler to social inclusion and access to essential services. In addition to registering births and issuing identification documents, the Ministry undertook biometric data collection for persons with South West African (SWA) identity cards, supporting future efforts to address statelessness and undocumented status in line with the new Civil Registration and Identification Act of 2024.

To address challenges related to national documents, the Ministry finalized the following three (3) key Acts which are due to be operationalized pending the finalisation of regulations:

- ☐ **Civil Registration and Identification Act, 2024 (Act No. 13 of 2024)**
- ☐ **Marriage Act, 2024 (Act No. 15 of 2024)**
- ☐ **Regularization of the Status of Certain Residents of Namibia, Their Descendants, and Foreign Spouses Act, 2024 (Act No. 16 of 2024)**

These legislative frameworks guide our interventions and reinforce our shared vision of a safe, inclusive, and well-governed Namibia.

During the period under review, 646 asylum seekers were received and registered in the system, and 163 individuals were granted refugee status. The Ministry also facilitated the patriation and resettlement of 16 refugees to Canada and another 16 to the United States of America. Equally, the Ministry facilitated the registration of 1,240 refugees to obtain the Africa Guest Identity Cards (previously known as Refugee ID cards).

Also significant was the Ministry's expansion of the visa-on-arrival regime at key border posts and international airports. This policy is not only a response to global travel trends but also a bold move to boost Namibia's profile as an attractive destination for tourism, investment, and international cooperation. At the same time, we pursued fairness and reciprocity in our immigration system. In May 2024, the Ministry submitted a proposal which was subsequently approved by Cabinet to impose visa requirements on 33 countries that maintain similar restrictions on Namibian nationals.

As we reflect on our accomplishments, we also recognize that our journey is far from complete. Challenges remain, but with determination, inter-agency collaboration and support from our development partners, we remain committed to strengthening the Ministry's impact on national development and security. In closing, I express my sincere appreciation to our staff across all departments and regions, our stakeholders, and the Namibian public for their trust and cooperation. Let us continue to work together to build a safer, more resilient, and inclusive Namibia.



EXECUTIVE SUMMARY



ETIENNE MARITZ
EXECUTIVE DIRECTOR

The 2024/2025 financial year was a period of both reflection and resilience for the Ministry of Home Affairs, Immigration, Safety, and Security. Despite the national mourning of our late President, H.E. Dr. Hage G. Geingob, and the subsequent leadership transition, the Ministry remained steadfast in its mandate to deliver essential public services with efficiency, innovation, and integrity. This report presents a highlight of key achievements, initiatives, and progress made across the Ministry's core functions.

The Ministry maintained strong momentum in the issuance of identity documents. A total of 167,130 individuals were issued identity cards, representing a notable increase compared to previous financial years.

Service delivery turnaround times were significantly improved, with identity documents now issued within five (5) working days at the Head Office and ten (10) working days at regional offices. These improvements reflect our commitment to efficient, client-focused service. The Ministry is making great efforts to modernize identity systems, with the finalization of contracts for the procurement of 180,000 and 130,000 chipless ID cards, as well as the upgrading of personalization systems to support the implementation of electronic ID (e-ID) cards, a milestone in our digital transformation agenda.

During the period under review, the Ministry converted a total of 995 South West Africa (SWA) identity cards to Namibian national identity cards. This figure is slightly lower compared to previous years. The Ministry continues to encourage holders of SWA identity cards to visit the Ministry's offices countrywide to convert their SWA IDs to Namibian national IDs so that they can get legal recognition and access to government services. Additionally, our outreach and mass registration campaigns yielded remarkable results, with more than 22,000 new births registered, 4,180 duplicate birth certificates issued, over 20,000 identity card applications processed, and 9,238 duplicate identity card applications processed. These efforts were critical in addressing the challenge of undocumented persons across the country.

To promote timely birth registration, the Ministry continued its advocacy through 28 hospital-based offices nationwide. A total of 108,209 births were registered during the year under review, representing an 8.5% increase compared to the previous financial year. Over 28,000 of these registrations were completed directly at hospital facilities, further advancing our goal of universal birth registration.

The Ministry also prioritized the expansion of service access and digital innovation. With a footprint of 65 offices countrywide, the Ministry ensures broad and equitable access to its services. In a key innovation, the Ministry successfully launched online visa and passport applications, enabling citizens to apply from any location with internet access.

As we transition into the new fiscal year, the Ministry remains committed to delivering high-quality, accessible, and innovative services. By prioritizing inclusivity, digitization, and operational excellence, we reaffirm our role as a cornerstone of national identity, civil registration, immigration, and public security.


ETIENNE MARITZ
EXECUTIVE DIRECTOR



ORGANOGRAM



**HON. LUCIA IIPUMBU, MP
MINISTER**



**ETIENNE MARITZ
EXECUTIVE DIRECTOR**

DEPARTMENT CIVIL REGISTRATION

Introduction

The Department of Civil Registration is responsible for the management of the National Population Register, which contains records of vital events such as births, adoptions, marriages, divorces, and deaths. It is also responsible for the issuance of relevant certificates and national identity documents. Births, deaths and ID registration as well as the issuance of birth and death certificates are decentralised to the 64 regional, sub/regional and hospital-based 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 of Civil Registration consists of two Directorates which are further divided into ten divisions, namely;

Directorate National Civil Registration

- ☐ Division: //Karas and Hardap region
- ☐ Division: Kavango East and Kavango West region
- ☐ Division: Khomas and Omaheke region
- ☐ Division: Ohangwena region
- ☐ Division: Omusati and Kunene region
- ☐ Division: Oshana and Oshikoto region
- ☐ Division: Otjozondjupa and Erongo region
- ☐ Division: Zambezi region

Directorate National Population Register, Identification and Production

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

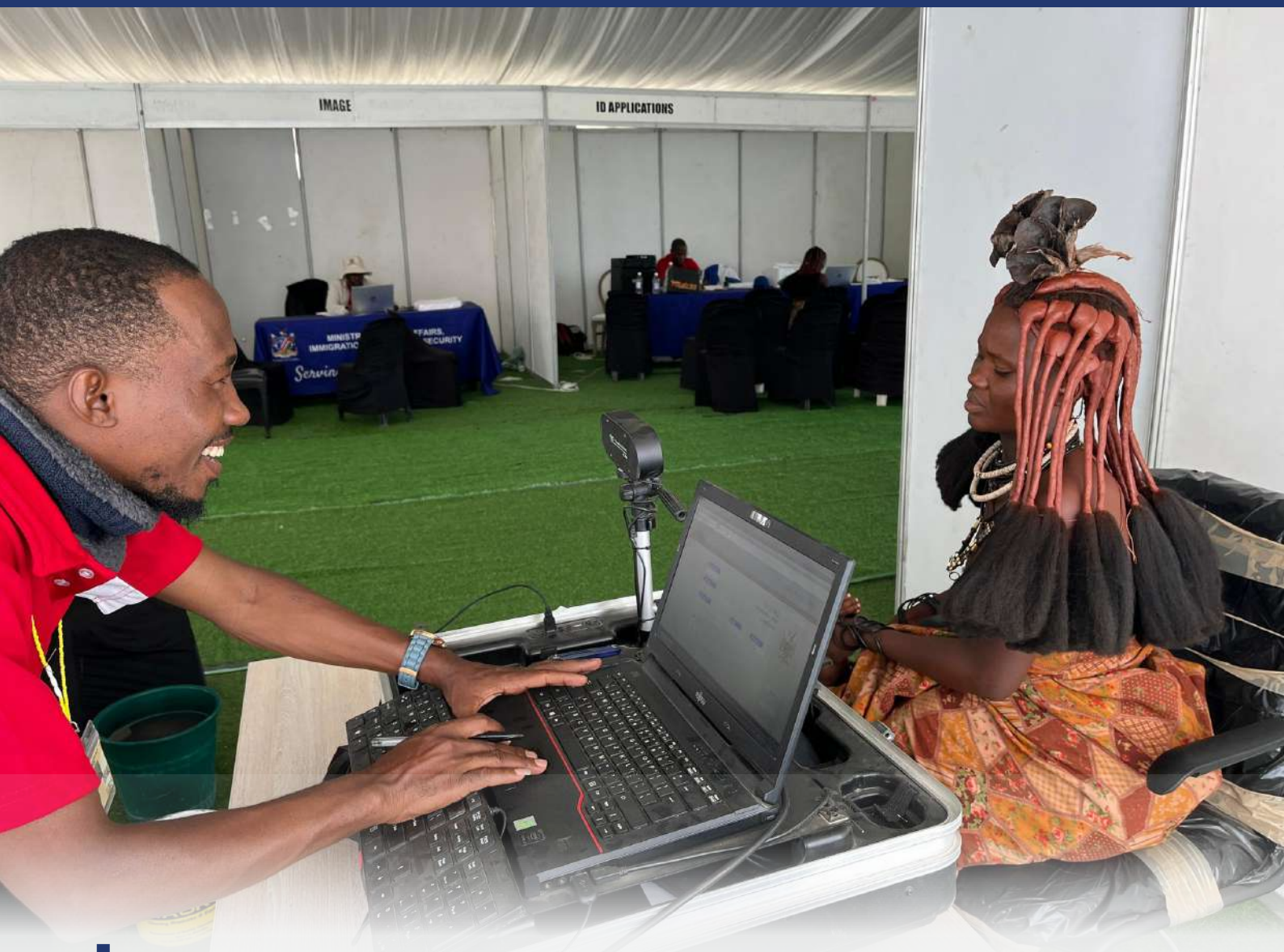
DIRECTORATE: NATIONAL CIVIL REGISTRATION

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



DIRECTORATE SUMMARIES

1.1 Birth Registration

Table 1: Number of births registered per region and year

Regions	2022/2023	2023/2024	2024/2025	Total
//Kharas	2,673	2,964	4,321	9,958
Erongo	5,926	5,962	4,896	16,784
Hardap	2,602	2,311	2,082	6,995
Kavango East	13,755	11,268	10,840	35,863
Kavango West	3,836	4,421	4,481	12,738
Khomas	13,389	18,130	12,118	43,637
Kunene	6,606	4,624	9,742	20,972
Ohangwena	10,600	12,395	12,589	35,584
Omaheke	2,063	1,781	3,889	7,733
Omusati	7,401	8,990	11,412	27,803
Oshana	7,233	12,151	9,583	28,967
Oshikoto	7,945	2,404	9,865	20,214
Otjozondjupa	6,140	6,615	7,072	19,827
Zambezi	5,933	5,051	5,319	16,303
Total	96,102	99,067	108209	295,604

Figure 1: Comparison of birth registration 2022/2023 - 2024/2025

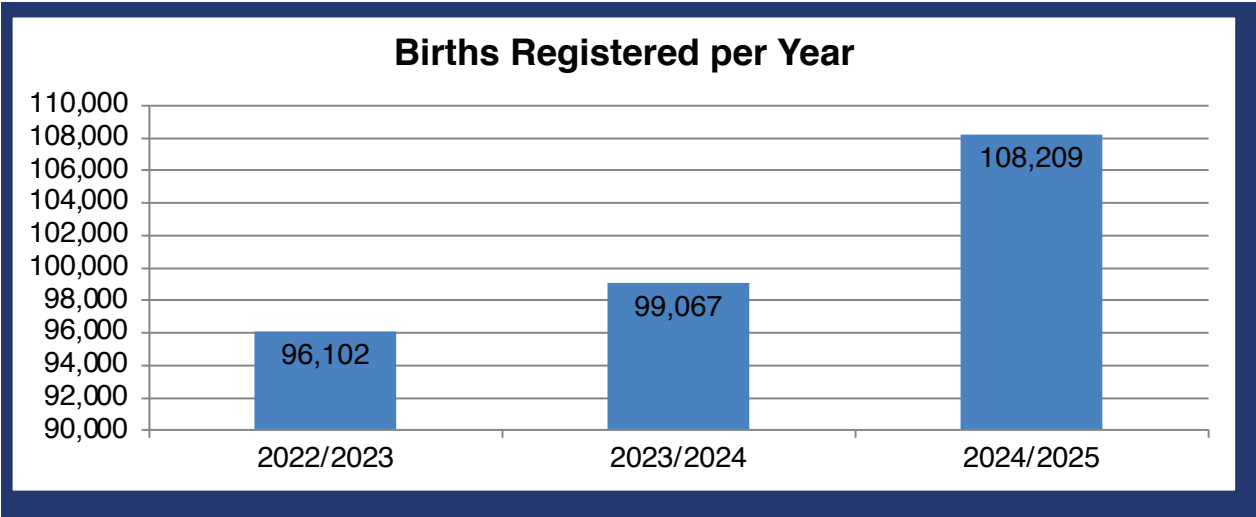
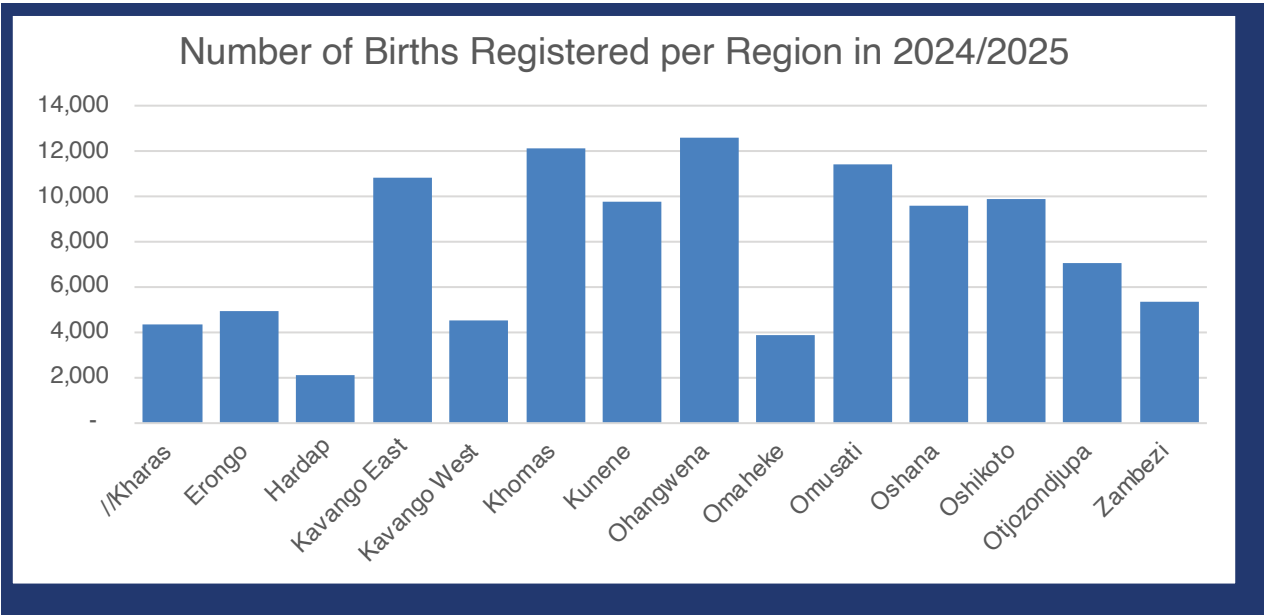


Figure 2: Number of Births Registered per Region in 2024/2025



The figures on overall birth registration show an increase of about 8.5% in the number of births registered compared to the previous financial year. Looking at the last three financial years, a significant increase in birth registration of up to 11% can be noted. They may be attributed to the ministry's robust outreach programs, which include the mass registration conducted at the beginning of the financial year. Put together with timely birth registration, this will lead to a reduction in the overall number of unregistered people in the country.

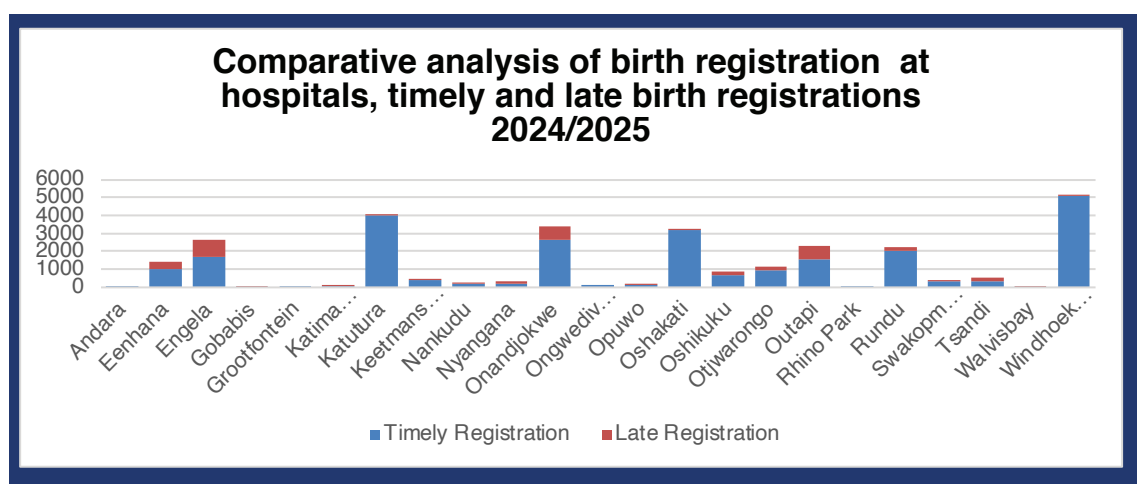
Out of the 108,209 births registered, at least 24,715 (approx. 23%) were registered at hospital-based offices within one year of birth as seen in the table below showing comparative analysis on birth registration at hospitals, whereas 4,154 (approx. 4%) were late registrations conducted at hospital-based offices. The remaining 79,340 (73%) birth registrations 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 registrations and increase in timely birth registration in the coming years because the majority of registrations will take place at the hospital-based offices.

Table 2: Birth registration at hospitals in 2024/25

Hospital	Timely birth registration (below one year)		Late birth registration (above one year)		Total
	Female	Male	Female	Male	
Andara	19	13	0	0	32
Eenhana	517	477	207	219	1420
Engela	859	863	453	448	2623
Gobabis	7	13	8	5	33
Grootfontein	1	1	0	0	2
Katima Mulilo	38	38	13	8	97
Katutura	2,013	1,964	6	4	3987
Keetmanshoop	196	212	12	6	426
Nankudu	88	83	76	47	294
Nyangana	104	96	85	74	359

Onandjokwe	1333	1294	396	398	3421
Ongwediva Medipark	78	81	0	0	159
Opuwo	78	81	25	33	217
Oshakati	1602	1613	7	6	3228
Oshikuku	316	328	118	145	907
Otjiwarongo	466	457	105	102	1130
Outapi	746	800	409	367	2322
Rhino Park	1	4	0	0	5
Rundu	1019	1012	107	105	2243
Swakopmund	157	155	1	1	314
Tsandi	181	181	76	75	513
Walvisbay	7	6	0	2	15
Windhoek Central	2543	2574	0	5	5122
GRAND TOTAL	12369	12346	2104	2050	28869

Figure 3: Comparative analysis of birth registration at hospitals, timely and late birth registrations 2024/2025



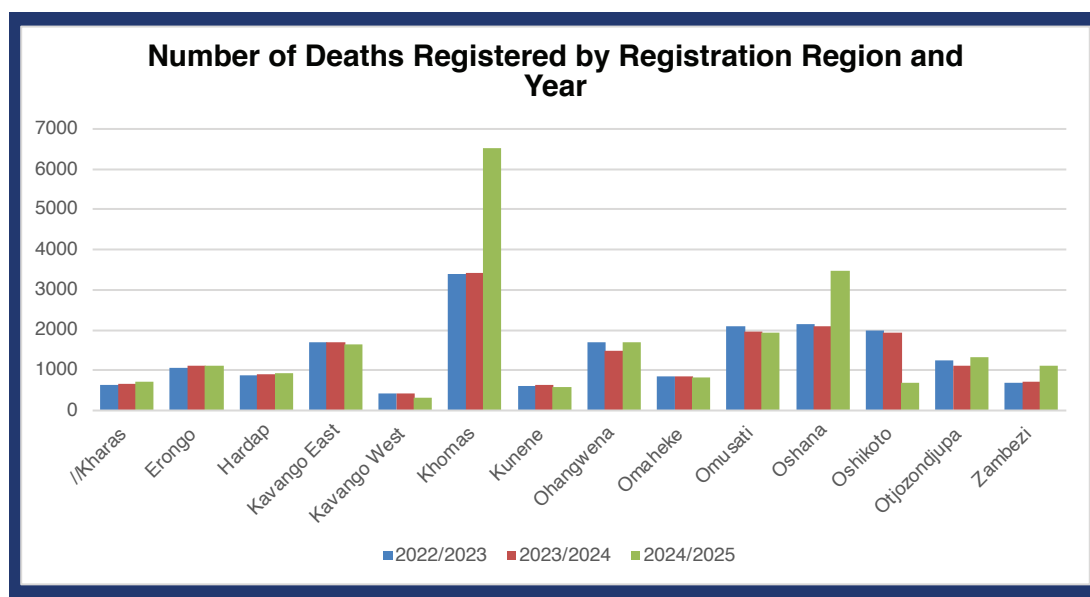
The two figures above present a comparative analysis of birth registration at hospitals (which comprises timely (below one year) and late (one year and above) birth registrations during the year 2024/25. The figures indicate that approximately 86% (24,715) of births registered at hospital-based offices 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.

1.2 Death Registration

Table 3: Number of deaths by registration region and year

REGIONS	2022/2023	2023/2024	2024/2025	Total
//Kharas	650	653	708	2011
Erongo	1,065	1,113	1108	3286
Hardap	879	895	922	2696
Kavango East	1,703	1,699	1638	5040
Kavango West	421	429	333	1183
Khomas	3,405	3,424	6515	13344
Kunene	606	631	590	1827
Ohangwena	1,709	1,483	1695	4887
Omaheke	859	851	813	2523
Omusati	2,086	1,960	1929	5975
Oshana	2,147	2,098	3466	7711
Oshikoto	1,990	1,928	705	4623
Otjozondjupa	1,260	1,116	1325	3701
Zambezi	687	722	1129	2538
Total	19,467	19,002	22876	61345

Figure 4: Number of Deaths Registered by Registration Region and Year



The figures show a significant increase in the number of deaths registered compared to the previous two financial years, particularly in Khomas, Oshana, and Zambezi regions. The sharp increase observed in Khomas is particularly concerning.

1.3 ID Registration

Table 5: Identity documents registered and duplicate ID applications processed

Region	ID Registration	ID Collection
//Kharas	5646	4428
Erongo	13774	12111
Hardap	5442	5402
Kavango East	13397	7222
Kavango West	4062	2267
Khomas	34176	33665
Kunene	7386	4236
Ohangwena	10636	12605
Omaheke	7852	6172
Omusati	12541	11521
Oshana	16630	14639
Oshikoto	4499	4031
Otjozondjupa	14362	10094
Zambezi	157794	8737
Total	157794	137130

Many people do not apply for IDs...

1.4 Mobile Registration

The directorate continued with a national mass mobile registration program, which ran from 05 February of the previous financial year to 31 July 2024, extended to August 2024 specifically for the San community in Kavango East region. The tables below depict the number of births and identity documents registered and duplicate birth certificates and identity documents processed during the mass registration from 01 April 2024 to 31 March 2025.

Table 6: Summary of registration of births, IDs and duplicates during mass registration and year

Region	Birth Registration	Duplicate Birth Certificates	IDs Registration	Duplicate ID Applications
//Kharas	269	339	387	557
Erongo	220	159	643	528
Hardap	369	249	1,097	464
Kavango East	2,577	208	1,990	322
Kavango West	2,194	105	1,554	62
Khomas	508	177	812	973
Kunene	4,047	213	944	274
Ohangwena	1,733	340	2,128	861
Omaheke	1,242	188	990	1,589
Omusati	2,350	520	2,925	669
Oshana	1,332	608	1,104	997
Oshikoto	2,047	461	2,029	348
Otjozondjupa	1,599	425	1,809	762
Zambezi	2,110	188	1,985	832
TOTAL	22,597	4,180	20,397	9,238

1.5 Achievements

- ❑ The ministry added to its infrastructure development by inaugurating a modern //Kharas Regional Office on 11 October 2024, which improves the working environment and service delivery.
- ❑ The ministry successfully conducted a mass mobile registration program in all constituencies, from April to July 2024 extended to August 2024 specifically for the San community in Kavango East region, successfully registering 22,597 births and 20,397 identity document applications.

1.6 Challenges

- ❑ Late registration of births remains a challenge as many applications require out-of-office verification to be carried out.
- ❑ Registration of children grown up with the father while mother is nowhere to be found poses a challenge as it is difficult to establish who the biological father is, and DNA is costly.
- ❑ Lack of timely e-notification of births at some hospitals cause delays in birth registration as parents have to wait for the hospital to notify the birth after they have already travelled to the registration point.
- ❑ Many people had their births registered without provision of parents' documents, which makes it difficult to ascertain their citizenship when they apply for the national identity card.
- ❑ High number of uncollected identity cards remains a big challenge as it poses challenges with storage, organisation and retrieval.

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 resident permit holders through the capturing of demographic information and fingerprints (biometrics) and production of national identification cards under the Identification Act, Act 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.

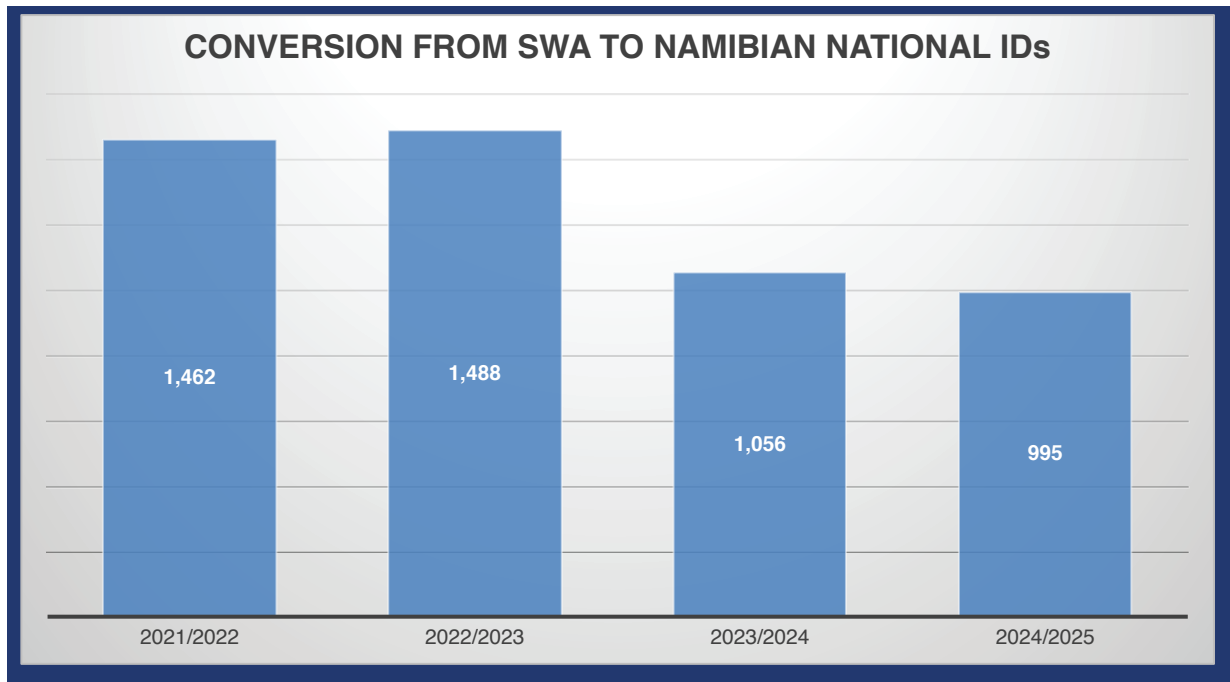
Number of ID card produced and issued

Namibian citizens and Permanent Resident Permit holders are eligible for ID cards when they attained the age 16 years. To ensure that people are applying for their ID cards timely as set out in the Identification Act (Act No. 21 of 1996), the Ministry is on annual basis registering eligible pupils for IDs at Secondary Schools. A high number of people are still delaying their initial application for their ID cards. During the financial year under review a total number of 167,322 ID cards were produced. The target turnaround time for an ID is seven (5) days if applied in Windhoek and fourteen days if applied anywhere else. The average turnaround time during the period under review is sixteen (10) days.

Phasing out of the South-West Africa ID card

During the period under review, 995 SWA IDs were converted to Namibian National IDs.

Figure 5 Number of people converting their SWA ID to the National ID cards over 4 years



Production Statistics

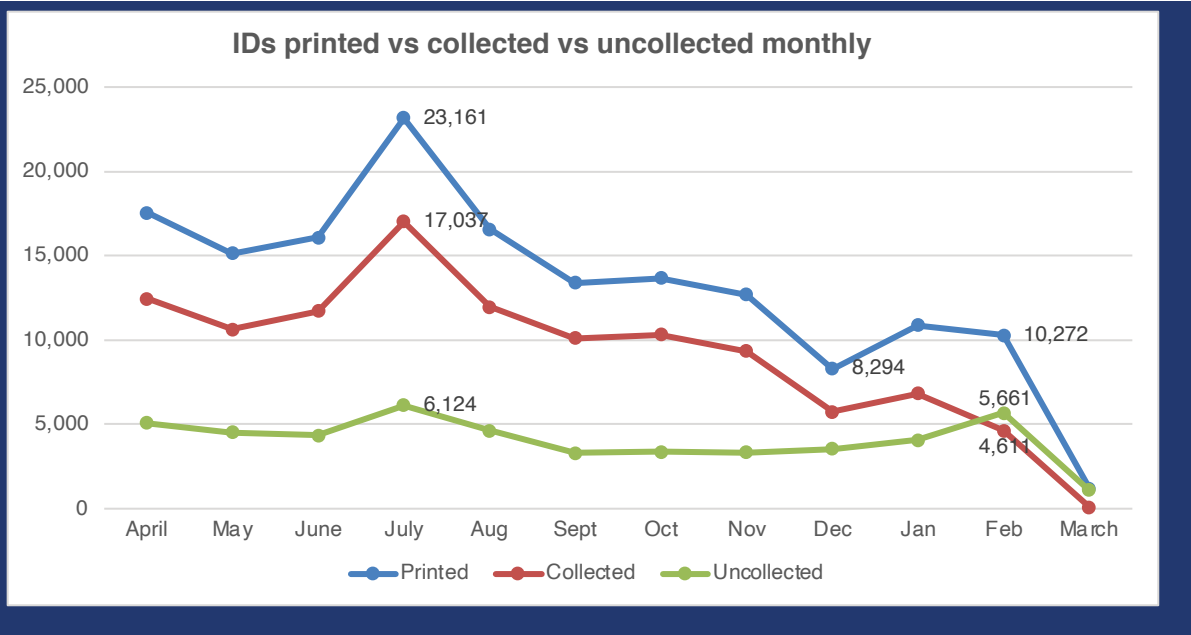
Table 7: Number of ID processed and issued

Type of application	2022/2023	2023/2024	2024/2025
First application for an ID	88,214	90,006	82,469
First application for PRP ID	218	184	99
Change of particulars	9,638	17,758	23,199
Change of citizen	99	86	90
Duplicate ID	41,741	55,022	60,470
Application of ID of SWA ID holders	1,388	1,056	995
Total	141,298	164, 112	167,322

Table 8: Number of ID Applications by Region, Sex, and Age Range

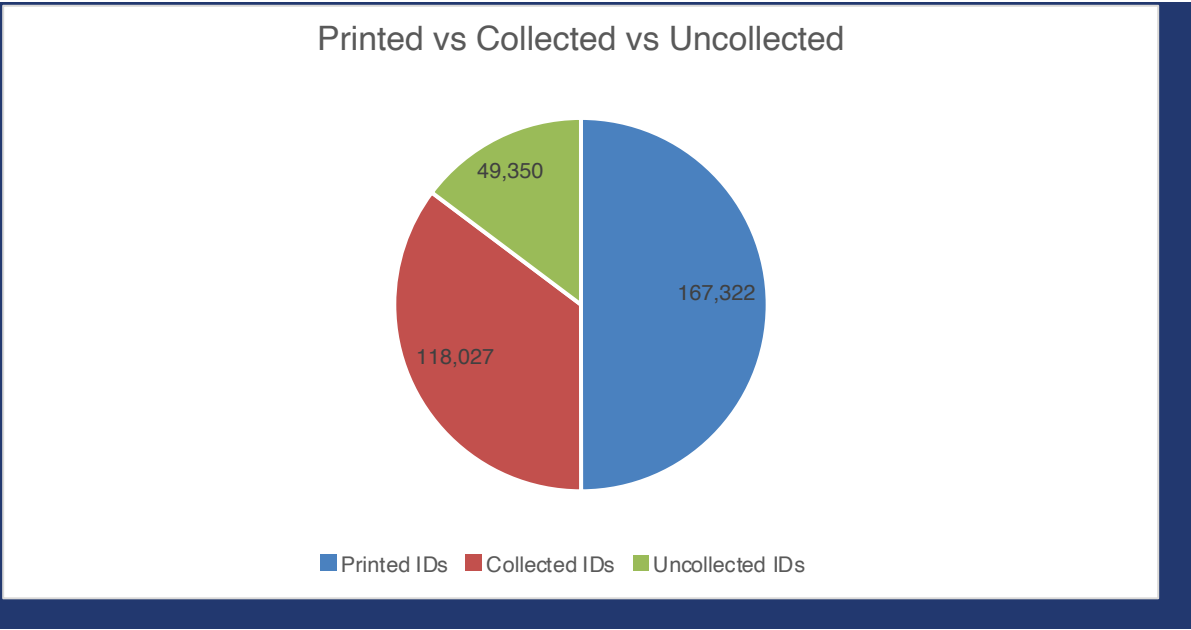
	F						M					Total Sex
	16-17	18-24	25-64	<16	Over 64	Total	16-17	18-24	25-64	Over 64	Total	
!KARAS	824	517	1,628	0	84	3,053	797	678	2,783	109	4,367	7,420
ERONGO	1,634	1,336	4,004	1	216	7,191	1,423	1,524	6,741	249	9,937	17,128
HARDAP	775	751	1,398	0	84	3,008	766	809	2,154	132	3,861	6,869
KAVANGO EAST	2,236	2,407	3,009	0	218	7,870	1,981	2,487	3,366	209	8,043	15,913
KAVANGO WEST	459	661	466	0	31	1,617	467	707	533	27	1,734	3,351
KHOMAS	3,033	3,847	11,875	0	521	19,276	2,850	4,065	17,144	598	24,657	43,933
KUNENE	765	1,485	1,322	0	120	3,692	717	1,449	2,000	171	4,337	8,029
NOT APPLICABLE	0	0	1	0	0	1	0	0	1	0	1	2
OHANGWENA	2,239	2,228	2,335	0	245	7,047	2,118	2,571	3,250	318	8,257	15,304
OMAHEKE	674	1,037	2,383	1	242	4,337	788	1,127	3,181	266	5,362	9,699
OMUSATI	2,362	2,167	2,307	0	261	7,097	2,231	2,580	3,062	399	8,272	15,369
OSHANA	2,834	2,341	4,694	0	355	10,224	2,632	2,598	6,344	433	12,007	22,231
OSHIKOTO	1,487	1,327	1,288	0	96	4,198	1,426	1,628	2,063	156	5,273	9,471
OTJOZONDJUP A	1,449	1,604	2,952	0	187	6,192	1,456	1,693	4,717	271	8,137	14,329
ZAMBEZI	879	1,275	2,646	0	321	5,121	899	1,388	2,754	245	5,286	10,407
Total region:	21,650	22,983	42,308	2	2,981	89,924	20,551	25,304	60,093	3,583	109,531	199,455

Figure 7: Number of ID Cards Printed, Collected and Uncollected monthly



Printed IDs : 167,322
Collected IDs : 118,027
Uncollected IDs : 49,350

Figure 8: ID Printed vs Collected vs Uncollected



Achievements

- a) Managed to fill most of the vacant positions, from administrative positions to chief administrative positions in the division,
- b) All staff members signed PAs and submitted quarterly reports timely,
- c) Implemented the biometric system and rolled out to: Erongo, Kavango East & West, Zambezi, Oshana, Oshikoto, Otjozondjupa, Omusati, Ohangwena, Kunene and Omaheke regional offices and sub-regional office,
- d) Procurement of big scanner for ID application forms
- e) Maintained short production turnaround time with urgent applications processed within a day, i.e. urgent travels to Botswana.
- f) Two (2) IXLA ID5 (laser engravers) were successfully delivered, and Site Acceptance Test (SAT) was successfully carried out by Veridos, and
- g) Finalization of a contract to acquire 180 000 & 130 000 chipless ID cards and the upgrade of existing identity cards personalization system to electronic identity document personalization capabilities with Veridos

Challenges

- a) Not all the applications are received from the regions on time,
- b) Printing of IDs with errors because of lack of concentration at data capturing and approval stages,
- c) Forms without images
- d) Poor fingerprints on some applications
- e) Swapping fingerprints and failure to save on fingerprint livescan
- f) Some offices do not use the livescan despite it being rolled out to these offices
- g) Special characters/clicks not being printed

Recommendations

- a) Application forms to be dispatched daily
- b) Identify culprits and encourage quality work, propose culprits to start paying for mistakes if errors continue or second to other functions/divisions to avoid wasting grn resources
- c) Offices to send/upload pictures on time
- d) Improve quality of fingerprints
- e) Staff members concentrate when taking fingerprints to avoid swapping prints
- f) All offices use the livescan and report technical challenges if any. Reject manual fingerprints where the system has been rolled out to if no technicalities are reported
- g) Engaged MHETI (Ministry of Higher Education, Technology & Innovation)

DIVISION: NATIONAL POPULATION REGISTER

The Division carries out its functions in terms of the Births, Marriages and Deaths Registration Act, 1963 (Act No. 81 of 1963). The following are the main functions:

- ☐ Facilitate applications of alterations to Births, Marriages and deaths records and capturing approved alterations on the National Population Registration System (NPRS)
- ☐ Confirm/verify status in the NPRS (e.g., marital status, dead/alive or personal particulars)
- ☐ Facilitate applications of Marriage officers (applications, Designation & documentation)

Table 9: Alterations of births records

Application Type	2019/2020	2020/2021	2023/2024	Applications processed (2024/2025)
Alteration of place of birth	231	119	332	923
Alteration of sex	175	65	143	176
Alteration or insertion of parents' particulars	2395	2901	2395	2024
Change of surname	211	253	183	140
Correction of date of birth	872	611	664	588
Correction of surname	520	300	615	553
Correction, alteration and insertion of first names	2458	2080	1879	2313
Re-registration (from mother's to father's surname)	730	613	740	758
Registration of Adoption	64	53	125	59
Total		6995	7076	7534

- ☐ Registration of Marriages, divorces & late deaths
- ☐ Issue duplicate certificates of marriages and death

Births Sub-division

The sub-division is mandated to record all alteration to birth records on the National Population Registration System. During the period under review the following applications were received:

Sub-division: Marriages and Deaths

The sub-division is mandated to record all alteration to marriage and death records on the National Population Registration System. During the period under review the following applications were received:

Table 10: Alterations of marriages and death records

SERVICES	TOTAL
New Marriage Registers received	5429
Application for designation as Marriage Officer	05
Applications for Marriage Duplicate Certificate	900
Amendments to Marriage records	411
Re-Instatement of marriage records	20
Correction on death records	130
Late Registration of Death	35
Death Verifications Request	15004
Confirmation of Marital Status	600
Confirmation letters (Others)	575
Divorces captured	751
Dead/Alive	95
Death Duplicate	1800
Full Marriage Certificate Issued	35
Marriage Books Issued	140
Overtime (Historical Marriages)	18985
Historic Death captured	13387
GRAND TOTAL	58302

ACHIEVEMENTS:

Backlog on Historic records significantly reduced.

CHALLENGES:

Staff shortages in the division continue to hinder effective service delivery.

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 facilitation of acquisition of Namibian citizenship, issuance of visas, permits, and border control.

The Department consists of two Directorates

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

The two Directorates are sub-divided as follow:

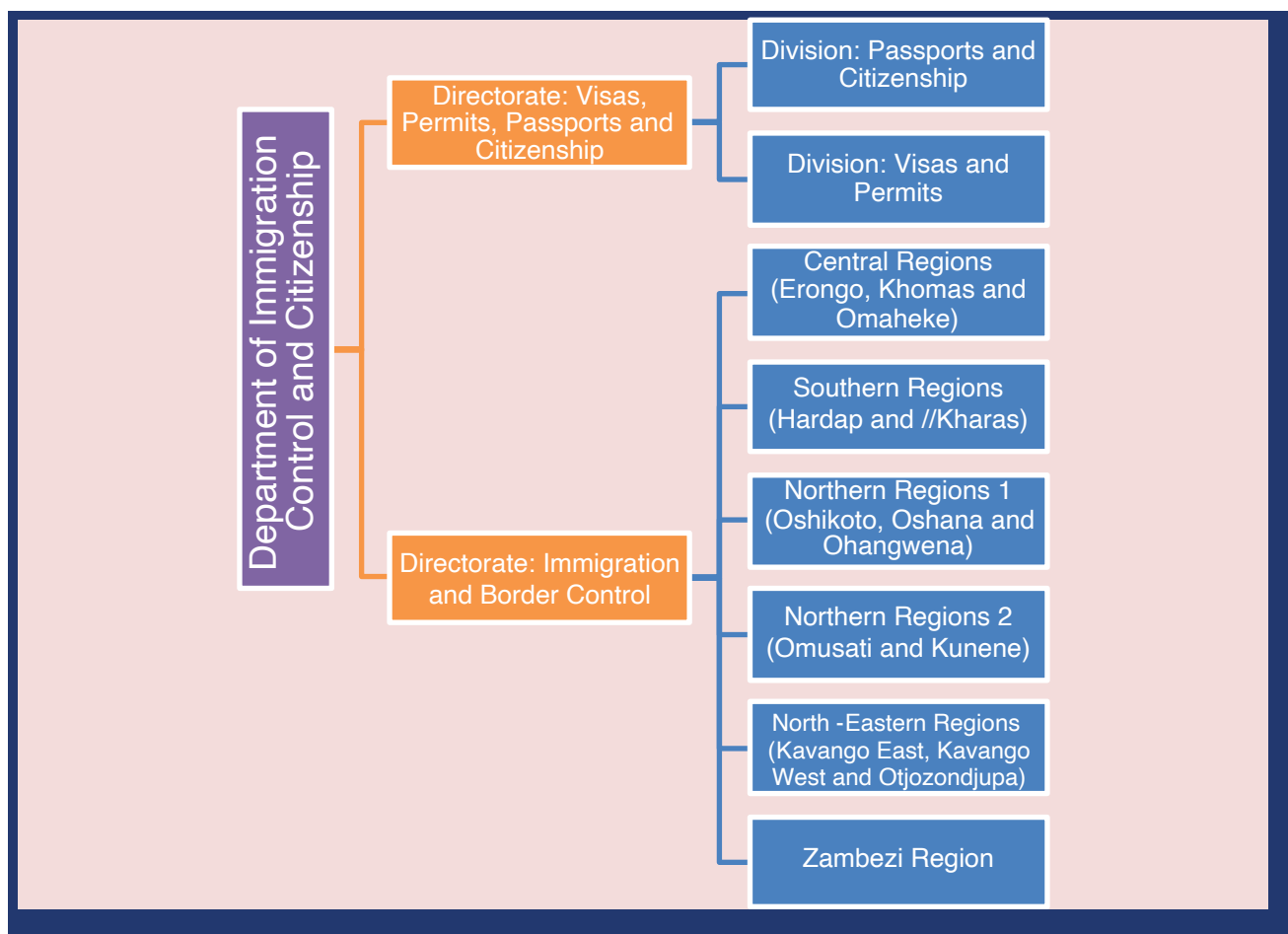
Directorate of Immigration and Border Control

- ☐ 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
- ☐ Zambezi Region

Directorate of Visas, Permits, Passports and Citizenship

- ☐ Division Visas and Permits
- ☐ Division Passports and Citizenship

Figure 9: The Departmental Organogram



This Report gives an overview of the activities, achievements, challenges, constraints during the **2024/2025** financial year. It also sets out Department's future plans. The information is mainly presented in statistical format.

Online Services

The Department is intentional about the digitalisation. In the previous reporting year, specifically in March 2023, the Ministry launched an online portal, accessible on <https://eservices.mhaiss.gov.na>, allowing citizens to apply for passports and short-term employment permits ("work visas"). This platform enables applicants to submit forms, upload required documents, and make payments electronically. Additionally, it integrates with the national population register, reducing the need for document scanning and facilitating faster processing times. Applicants can track their application status via SMS, and biometric verification is streamlined through scheduled appointments at local offices.

DEPARTMENT OF IMMIGRATION CONTROL AND CITIZENSHIP

For the reporting period, Visas on Arrival were added to the online services that the Department offers. The visa on arrival service was launched on 03 March 2025, falling under the year under review. However, the implementation date was 01 April 2025. The statistic for visas on arrival will therefore be reported in the next financial year.

For travellers who are unable to apply online, the visa on arrival option is available for them at designated ports of entry, provided that their countries are eligible for the service. For visas on arrival, travellers are able to make payments upon application using their bank cards, reducing the need for cash handling and shortening waiting times.

The digitisation and digitalisation of the visa system and processes has improved efficiency, security, accessibility, and user experience for both governments and travellers. The system is available 24/7 creating ease of access and thereby convenience for travellers. Travelers get clear requirements regarding required documents, fees, and eligibility criteria, minimizing confusion for applicants who can also track the status of their visa applications online, giving them transparency and reducing the anxiety associated with waiting for approval.



Our goal is to make Namibia more accessible, more welcoming, and more efficient, while ensuring fair treatment for all visitors. We remain committed to growing our tourism sector, sharing our country's rich culture and stunning landscapes with the world, and building stronger global relationships.

DIRECTORATE OF IMMIGRATION AND BORDER CONTROL

The Directorate is responsible for facilitating and controlling the movement of individuals entering and leaving the country via 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 seconds 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 irregular migrants from Namibia. The enforcement of immigration legislation and the prosecution of offenders under the Immigration Control Act No. 7 of 1993 and the Departure from Namibia Regulation Act (Act No. 35 of 1955) fall under its purview.

The Directorate 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. The charts and analysis presented below provide an overview of the arrivals and departures, as well as the arrests and issuance of 48-hour notices during the review period

The Directorate achieved the following during the year under review.

1. Departures and Arrivals

A total of 3 502 310 movements of migrants were recorded during the period under review of which 1 463 205 were arrivals and 2 039 105 departures were recorded at the entry points of the country. The tables and graphs below give detail information on the arrival and departures. There is an increase of both arrivals and departures year-on-year over the past three financial years.

Table 11: Total national summary of arrivals and departures year-on-year comparison for 3 years

	2022/23 FY	2023/24 FY	2024/25 FY	Totals
Arrivals	1,243,777.00	1,355,310.00	1,463,205.00	4,062,292
Departures	1,266,655.00	1,310,477.00	2,039,105.00	4,616,237
Total	2,510,432.00	2,665,787.00	3,502,310.00	8,678,529

Figure 10: Total national summary of arrivals and departures

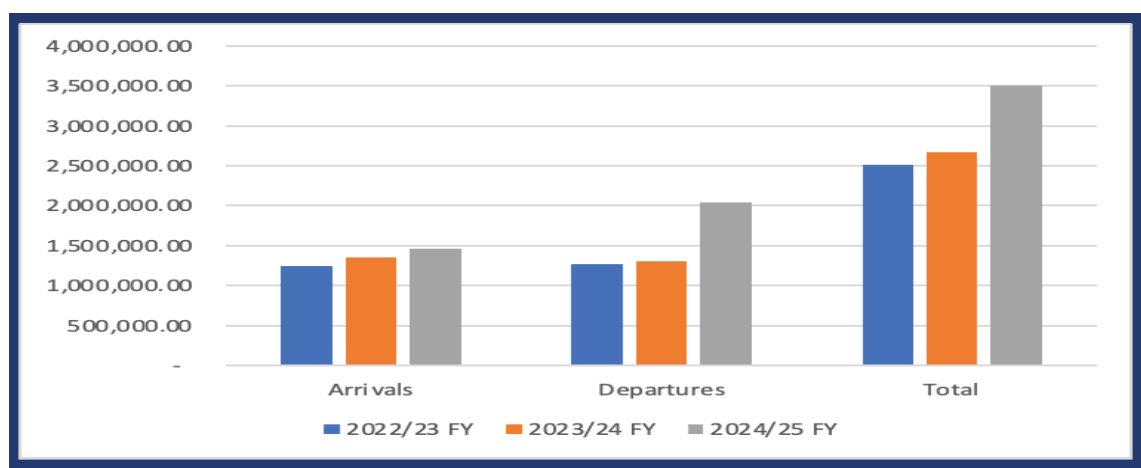
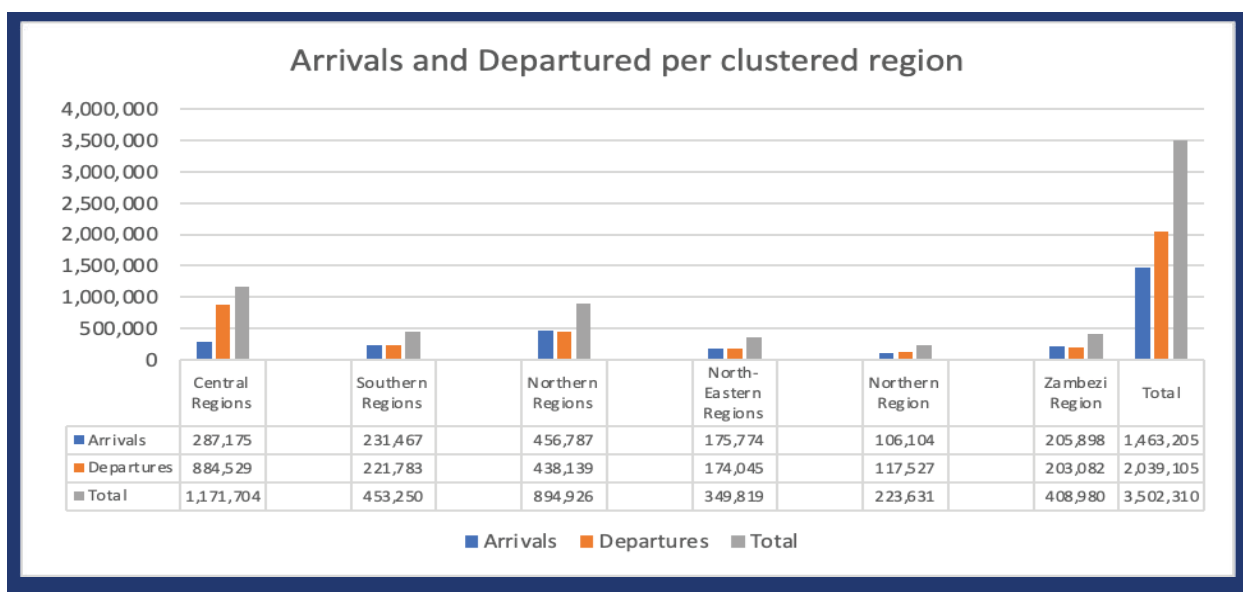


Table 12: Arrivals and Departures per clustered region

Clustered Region	Arrivals	Departures	Total
1.! Central Regions (Omaheke, Khomas and Erongo)	287,175	884,529	1,171,704
2.! Southern Regions (Hardap and Kharas)	231,467	221,783	453,250
3.! Northern Regions (Ohangwena, Oshana and Oshikoto)	456,787	438,139	894,926
4.! North-Eastern Regions (Otjozondjupa, Kavango East and KavangoWest)	175,774	174,045	349,819
5.! Northern Region (Kunene and Omusati)	106,104	117,527	223,631
6.! Zambezi Region	205,898	203,082	408,980
Total	1,463,205	2,039,105	3,502,310

Figure 11: Total national summary of arrivals and departures



2. Visas on arrival

Visas on arrival were issued at the following ports of entry listed in table 13 below in 2024/2025 financial year. This is aimed at providing a convenient platform for tourist and visitors from countries where Namibia has no diplomatic representation.

Table 13: Statistics for visa on arrival during 2024/2025 Financial Year

No	Clustered Region		Number of visas issued	
1.	Central Region	a. Hosea Kutako International Airport	15006	15900
		b. Trans-Kalahari Border Post	210	
		c. Walvis Bay Harbour	428	
		d. Walvis Bay Airport	256	
2.	Southern Region	a.! Noordoewer Border Pos	0	
		b.! Araimsvlei Border Post	0	
		c.! Oranjemund Border Post	0	
3.	Northern Region	a. Oshikango Border Post	101	101
4.	North-Eastern Region	a. Mohembo Border Post	52	52
5.	Zambezi Region	a. Katima Mulilo Border Post	125	267
		b. Ngoma Border Post	42	
		c. Impalila Border Post	100	
Total				16320

3. Use of ID as a travel document

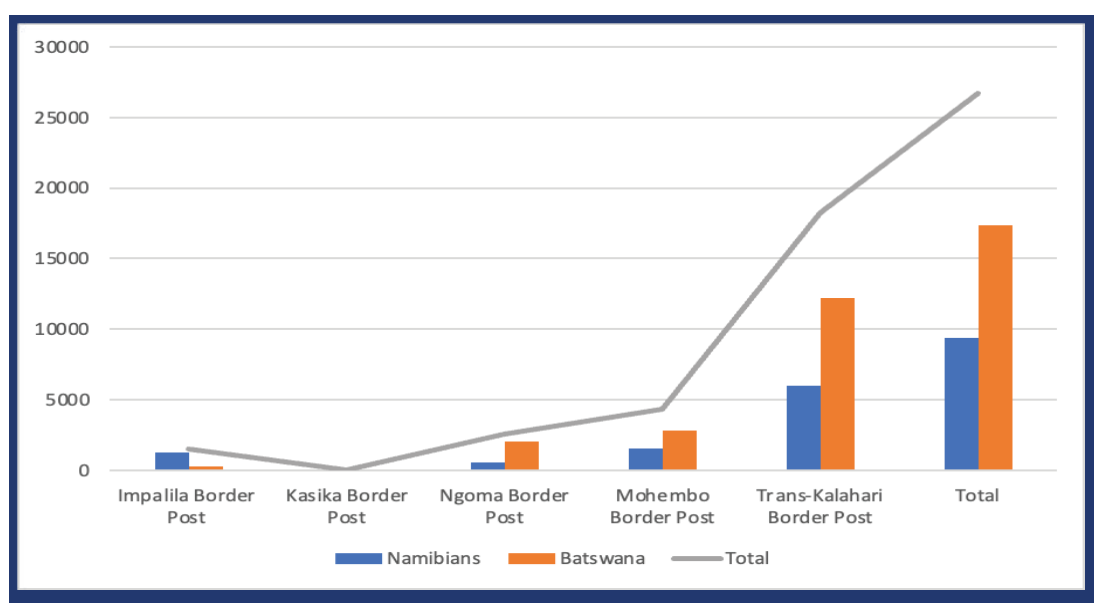
In the reporting year, the Department implemented the use of identity card as a travel document at the Transkalahari/Mamuno Border Post benefiting citizens of Namibia and Botswana who hold ID cards with machine readable zones. The second phase brought in Impalila, Ngoma and Mohembo Border Posts to the list.

The figures show that there are more Batswana crossing the borders using IDs than Namibians and that the Transkalahari records higher traffic compared to other borders posts using ID as a travel document. The Kasika border post only recorded 41 travellers in total for the financial year.

Table 14: Number of travellers per border post and nationality who used the ID as a travel document

	Region	Border Post	Namibians	Batswana	Total
1.	Zambezi	Impalila Border Post	1279	241	1520
2.	Zambezi	Kasika Border Post	29	12	41
3.	Zambezi	Ngoma Border Post	538	2050	2588
4.	Kavango East	Mohembo Border Post	1524	2788	4312
5.	Omaheke	Trans-Kalahari Border Post	5992	12231	18223
			9362	17322	26684

Figure 12: Nationality of travellers using ID as a travel document



4. Expansion of Border Operating hours

During the 2024/2025 financial year the Oshikango Border Post in Ohangwena Region started operating on a twenty-four (24) hours basis, joining Trans-Kalahari and Katima Mulilo border posts. This has improved trade facilitation across borders as well as movement of persons.



5. Opening Machenje Border Post

On 12 March 2025, the Deputy Prime Minister and Minister of Works and Transport, Honourable John Mutorwa inaugurated the Machenje Border Post between Namibia and Zambia. The border post is situated at Impalila Island in the Kabbe South Constituency of the Zambezi Region.



6. New Office and staff accommodation inaugurated at Impalila island and Kasika border post

On 22 November 2024, the Ministry inaugurated new state-of-the-art immigration offices and staff accommodation at the Impalila and Kasika Border Posts in the Zambezi region. The strategic importance of the new facilities form part of the Government's efforts to streamline immigration processes and bolster security along Namibia's borders. The investment underscores the Government's dedication to fostering regional collaboration, enhancing border security, and driving economic growth.



7. Arrest and detention

1505 arrests were made for contraventions of the Immigration Control Act, 1993 during the reporting period.

Table 15: Arrest and Detention per clustered region

	Region	Arrest and detention
1.	Central Regions (Omaheke, Khomas and Erongo)	71
2.	Southern Regions (Hardap and Kharas)	159
3.	Northern Regions (Ohangwena, Oshana and Oshikoto)	700
4.	North-Eastern Regions (Otjozondjupa, Kavango East and Kavango West)	163
5.	Northern Region (Kunene and Omusati)	1540
6.	Zambezi Region	241
	Total	2874

Figure 13: Arrest and Detention per clustered region

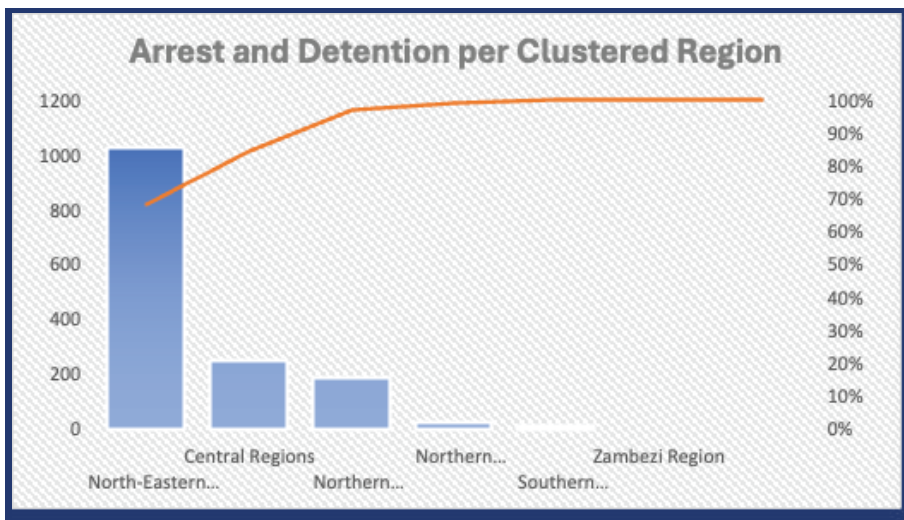
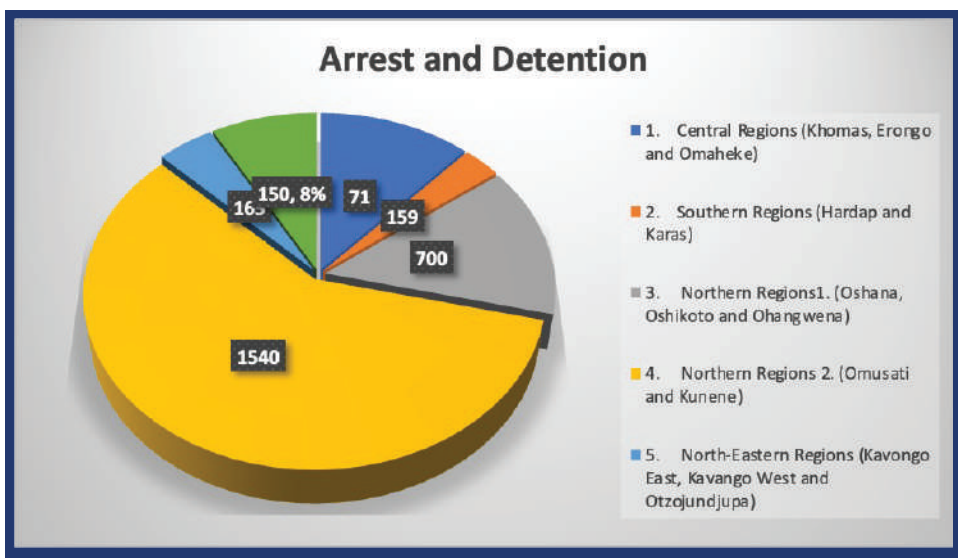


Figure 14: Arrest and Detention per clustered regions {new figures}



DIRECTORATE: VISAS, PERMITS, PASSPORTS AND CITIZENSHIP

Introduction

The Directorate of Visas, Permits, Passports and Citizenship is Headquarters based. It is responsible for receiving and processing applications for passports, citizenship, visas, permits. This sub-programme also provides secretariat to the Immigration Selection Board and the Immigration Tribunals. The immigration officers in this Directorate conduct investigations on applications before the Immigration Selection Board and Immigration Tribunals.

1. Holiday/Tourist/Visit visas (manual and e-visas)

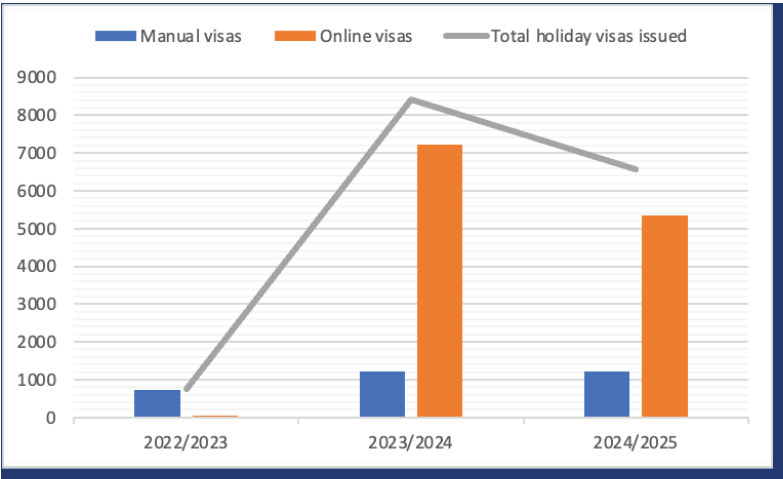
In the previous financial year, Namibia launched an online tourist visa application service on 22 September 2023. This platform allows travellers from visa-required countries to apply for a tourist visa online, streamlining the application process and reducing the need for in-person submissions. During the reporting period a total of 1,220 manual tourist visas were approved while 5,351 visas were issued online. This is an increase from the previous reporting period when tourist visas were applied for manually, which saw a total of visas being issued.

While there is an online platform for tourists to apply for visas, the Ministry conducted a hybrid system process with manual tourist visa applications also being applications were received.

Table 16: Year-on-year comparison of holiday visas for a period of three years

	2022/2023	2023/2024	2024/2025
Manual visas	715	1207	1220
Online visas	36	7219	5351
Total holiday visas issued	751	8426	6571

Figure 15: Visa applications



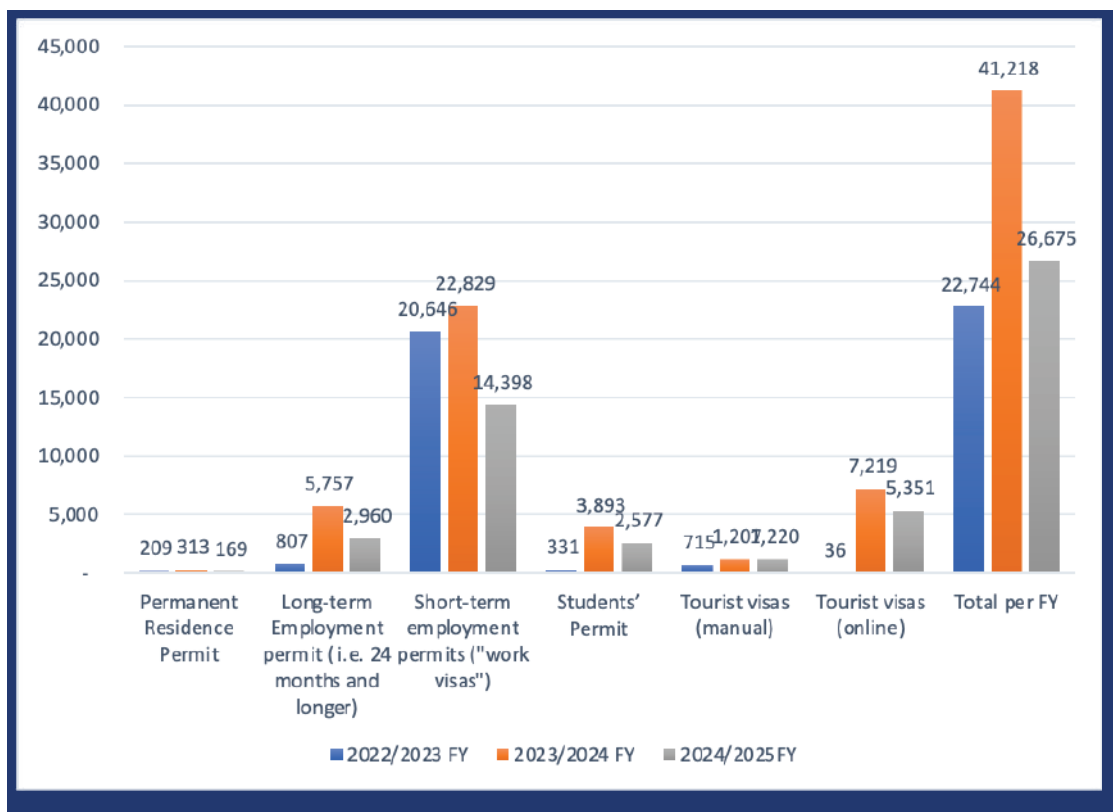
2. Visas and Permits

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

Table 17: Number of permits per type issued

	Type of Permit	2022/2023 FY	2023/2024 FY	2024/2025 FY	Total per permit type for 3 years
1	Permanent Residence Permit	209	313	169	691
2	Long-term Employment permit (i.e. 24 months and longer)	807	5,757	2,960	9,524
3	Short-term employment permits ("work visas")	20,646	22,829	14,398	57,873
4	Students' Permit	331	3,893	2,577	6,801
5	Tourist visas (manual)	715	1,207	1,220	3,142
6	Tourist visas (online)	36	7,219	5,351	12,606
		22,744	41,218	26,675	90,637

Figure 16: Number of permits issued over a period of three years



3. Citizenship

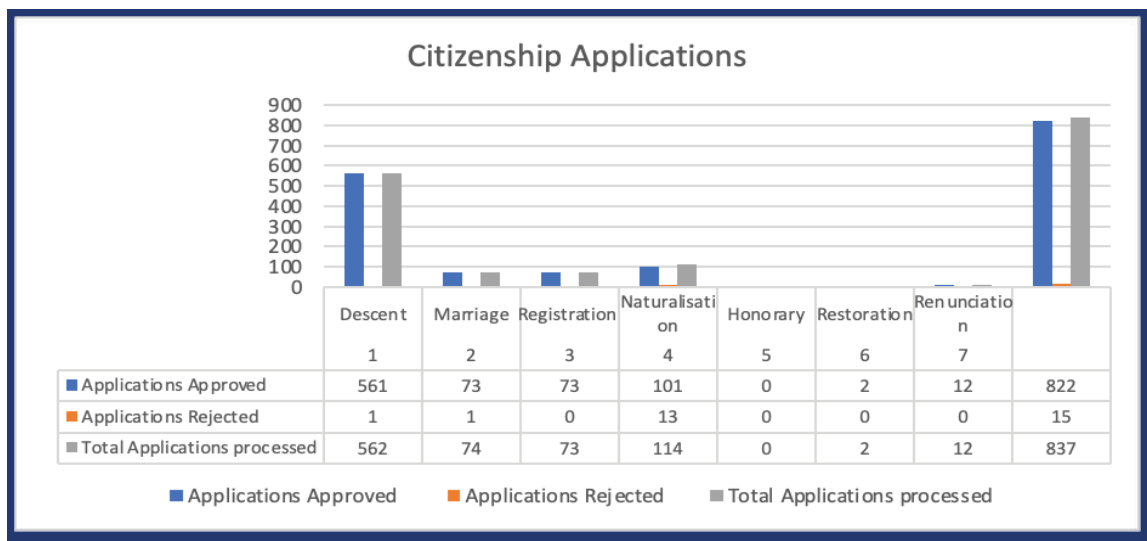
The table and graph below show the number of citizenship applications processed for the reporting year.

- ☐ A total of 808 new citizenship applications were approved.
- ☐ 2 people who has previously renounced their Namibian citizenship applied for the restoration of citizenship, all the 2 applications for restoration were approved.
- ☐ 12 people renounced their Namibian citizenship to assume citizenship of other countries.

Table 18: Citizenship Applications processed (01 April 2024 – 31 March 2025)

!!	Citizenship Type	Applications Approved	Applications Rejected	Total Applications processed
1	Descent	561	1	562
2	Marriage	73	1	74
3	Registration	73	0	73
4	Naturalisation	101	13	114
5	Honorary	0	0	0
6	Restoration	2	0	2
7	Renunciation	12	0	12
		822	15	837

Figure 17: Citizenship applications



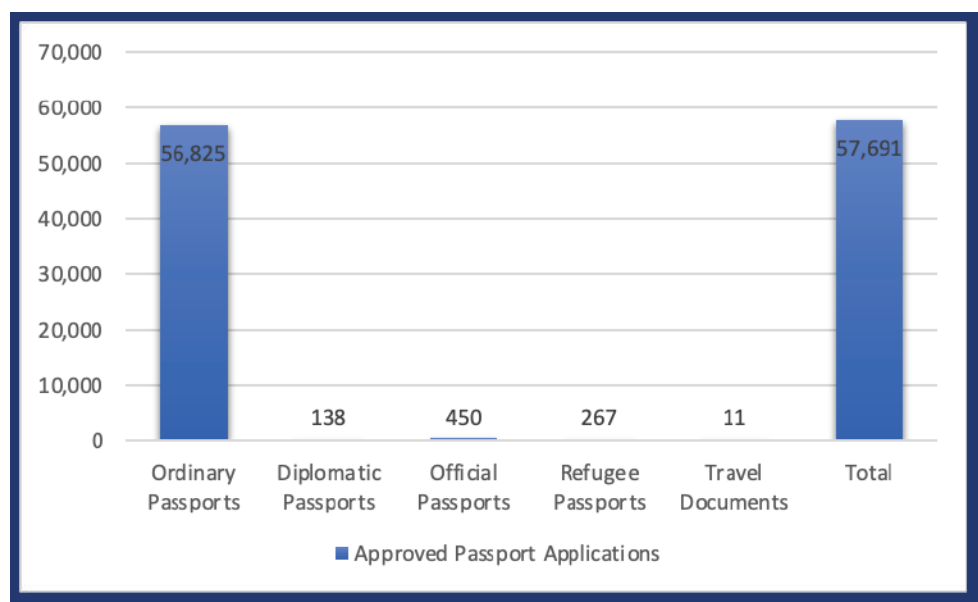
4. Passports

A total of 57,691 passports were issued, 56,825 of which were ordinary passports. 1,104 applications for passports were rejected because of not meeting the requirements.

Table 19: Passport applications

Passport Type	Approved	Rejected	Total Applications
Ordinary Passports	56,825	1063	57,888
Diplomatic Passports	138	9	147
Official Passports	450	19	469
Refugee Passports	267	13	280
Travel Documents	11	0	11
Total	57,691	1104	58,795

Figure 18: Number of passport applications approved



ACHIEVEMENTS OF THE DEPARTMENT

- ☐ The automation of line functions, such as passport applications, short term employment permit applications, online tourist visa application ,is a commendable success.
- ☐ Another achievement is that passports and visas continue to be processed within the 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 critical foreign skills is another important success which made it possible to process thousands of applications as reflected in the number of permits applications processed. The Immigration Selection Board (ISB) convenes once day per week, with additional sessions when required.
- ❑ The Directorate is satisfied with the overall performance of staff members. With the few positions that have been vacant being slowly filled up, quality services will be further enhanced. A well planned and work tailored training of the staff members was carried out during the period under review, which has enhanced efficiency and effectiveness.

CHALLENGES EXPERIENCED BY THE DEPARTMENT

The borders are vastly porous with the impossibility of creating border posts throughout our border areas as this calls for an overly bloated structure while there is a lack of financial resources to sustain such a structure.

- ❑ Immigration officers continue to work in uncondusive conditions with persistent lack of suitable accommodation. There is understaffing at many border posts resulting in overworked and fatigued immigration officers, who are the first ambassadors of Namibia at the port of entry.
- ❑ Many regional offices do not have reliable transport to conduct operations and arrest illegal immigrants. The same lack of transportation hampers deportations efforts.
- ❑ There are many reports of lost and stolen passports. Members of the public are urged to take good care of their national documents.
- ❑ The Ministry has 13,230 uncollected passports at the moment. Namibians are urged to apply for passports only when there is a need to travel.
- ❑ With the introduction of the online services, applicants experience glitches with the online applications. This requires back-office support to attend to queries, reducing the workforce attending to the back office processes on the consideration of applications

PLANNED ACTIVITY FOR THE 2025/2026

- ☐ Operationalise the Mushangara Border Post which is already gazetted
- ☐ Implement the Regularisation of status of certain residents, their descendants and their foreign spouses Act, 2024 which should result in the granting of Namibian citizenship to this category of persons.
- ☐ Add more services to the online portal, namely applications for long term employment permits and students permits.
- ☐ Conducting immigration operations countrywide to curb illegal immigration
- ☐ Training members of the Immigration Tribunals and newly immigration officers per quarter of the financial year to equip them for statutory compliance.

DEPARTMENT OF ADMINISTRATION REFUGEE MANAGEMENT

Introduction

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

The Department of Administration consists of three (3) Directorates and is divided into seven (7) divisions and one (1) section namely:

- ☐ Division Human Resource
- ☐ Division Legal Support Services
- ☐ Division Finance
- ☐ Division Information Technology
- ☐ Division General Services
- ☐ Division Security and Risk Management
- ☐ Division Internal Audit
- ☐ Public Relations Section

DIRECTORATE OF HUMAN RESOURCES AND SUPPORT SERVICES

DIVISION: HUMAN RESOURCES MANAGEMENT AND DEVELOPMENT

Table 20: Staff Movement

Action	Total Cases
New appointments	108
Promotions	43
Resignations	8
Retirements (age 60)	20
Early retirement (Age 55)	5
Discharged on Misconduct	5
Discharge (Medical)	1
Demises	3
Transfers out	5
Transfers in	6

Table 21: Staff Development

Location of Training and Financial Assistance	Quantity
Local – short courses/workshops	609
Abroad – short courses/workshops	0
Financial Assistance	21

Table 22: Affirmative Action Plan And Report

	Quantity
Report submitted to OPM and EEC	1

- 150 of vacancies activated by Secretary to Cabinet
- 146 advertised and recruitment process in progress (129 Interviewed conducted and send for vetting).
- The Ministry submitted an Affirmative Action report on time by 15 February 2025
- Wellness Plan approved by Executive Director
Wellness activities according to the approved wellness plan were promptly carried out. Shared World Epilepsy Awareness online, Conducted Stress Management Session, Screening Blood Pressure, Weight check, Glucose and Sugar with PSEMAS Complimed..
- E-declaration operational within the Ministry
- PMS fully operational and performances are successfully being monitored
- Learning and development on all functional levels

Table 23: Human Resources Capacity 2023/24 (As At 31 March 2025)

Approved Establishment	Filled at Present	Vacant	Funded in FY 2024/25
1763	1060	707	237

CHALLENGES:

- The challenge HR is experiencing is the lengthy security vetting process which causes a delay in the filling of vacancies. An approved recruitment plan for a particular financial year cannot be finalized/completed/fully filled due to the long vetting procedure.
- The Ministry suffered tremendous staff turnover due to retirements and transfers to other O/M/As and these positions cannot be filled speedily.
- OPM is taking too long to finalize the misconduct cases submitted to them as well as other HR related cases submitted to them.
- Prevalent of reporting misconduct cases especially in the department of Immigration as well as Civil department.

DIVISION: INFORMATION TECHNOLOGY (IT)

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

BELOW ARE THE SYSTEMS THAT THE IT DIVISION SUPPORTS AND MAINTAINS

1. Alien Control System (ACS)
2. National Population Register System (NPRS)
3. Namibian Automatic Fingerprint Identification System (NAFIS)
4. Passport Personalization System (NAMPP)
5. Identification System (IDS)
6. M-Files
7. Citizenship Registration System (CRS)
8. Electronic Border Control Management System(eBMS)
9. e-Notification System (for eBirth and eDeath)

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 Impalila Island.
- Implementation of Visa Upon Arrival system at the High Commission of Namibia in Abuja, Nigeria
- IT staff members attended various training 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 to accommodate the upgraded version of AFIS.

- Moving of the physical location of 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 that is running AFIS, ACS and EBMS. This is costly, as we are continuously keep replacing the failing hard disk drives.
- Poor network connectivity across the country

DIRECTORATE OF FINANCE AND GENERAL SERVICES

DIVISION: FINANCE

The objective of the Finance Division is to manage the financial resources allocated to the Ministry of Home Affairs, Immigration, Safety and Security, 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.

The Division is responsible for maintaining prudent financial management within Home Affairs and Immigration (HAI), which includes amongst others the preparation of the HAI Budget and Budget execution in line with Laws and Regulations governing State Finances.

MAIN FUNCTIONS

- Prepare and submit the Budget within the deadline
- Execute and monitor the Budget.
- Prepare monthly and quarterly expenditure report as well as accountability report
- Comply with State Finance Act, Labour Act, Public Services Act, and Treasury Instructions.
- Process Daily Subsistence Allowances and Remuneration for staff members within 2 days
- Process EFT payments to service providers within 2 days
- Collect safe keep and bank State revenue
- Prepare and submit Annual report to the Office of the Auditor –General
- Reconcile expenditure, revenue and suspense accounts.

ACHIEVEMENTS

- Implementation of IFMS Cash Collection System at Hosea Kutako International Airport
- Daily Subsistence Allowances (DSA) were processed within 2 days and the DSA recovery rate has improved to 96%. Filing system has improved.
- Paye 5 certificate were properly reconciled for the financial year 2024/2025

- Overall Ministerial Execution or spending rate for the year is standing 98%
- Timely payments in respect of employees 'remuneration and DSA
- Good record of timely supplier payment and reconciliation of supplier payments has been updated and improved. Procured computers for the implementation of IFMS cash system

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 receipting is very noticeable on a daily basis which result in cancellation of receipts and refunds
- Limited access to Integrated Financial Management System (IFMS)
- 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 mission.
- Delay in submission of invoices from suppliers as well certification of invoices by regional offices for payment
- Resistance from staff members to comply with rules and regulations and to pay back DSA money overpaid to them
- Delay in submitting DSA claims for advances clearance

PLANNED ACTIVITIES

- Roll out and implementation of cash collection system at the regional offices
- To increase revenue collection points
- Introduce daily commitment register for budget expenditure monitoring purposes.
- Training on the compilation of the D6 and D12 Circular by the Office of the Auditor General.
- Review of our Ministerial Programs and Targets.
- Training of procurement procedures to verify if documents are certified correct before funds account codes allocation could be done by the Budget office.
- To reconcile PAYE 5 certificate for staff members for year of assessment
- To introduce rotation within the Division

The Department of Home Affairs and Immigration during the 2024/25 Financial Year was allocated a total amount N\$641,116,577.00

Table 24: Breakdown of Total Allocation

Allocations	Amount (N\$)
Operational Budget	587,125,492
Development Budget	53,991,085
Total Allocation	641 116 577

Figure 19: Budget Breakdown 2024/25 Financial Year

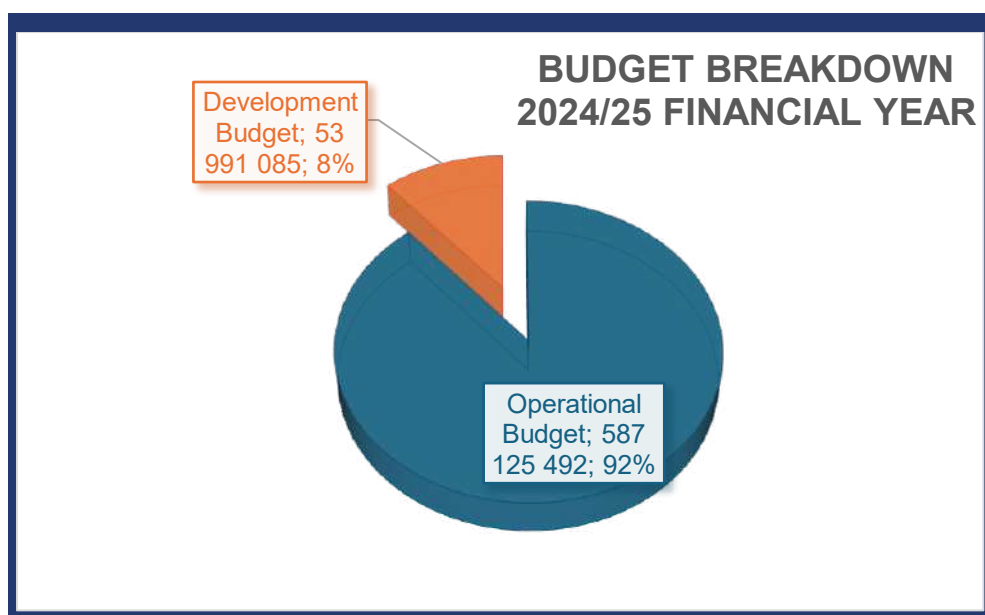


Table 25: Total Budget, Total Expenditure and Budget Variance

Operational Budget		Total Budget	Total Expenditure	Budget Variance
Office of the Minister	01	5,710,682	5,348,989	361,692.90
Office of the Executive Director	02	143,133,212	139,015,206.72	4,118,005.28
Civil Registration	05	135,498,997	132,963,472.76	2,535,524.24
Visas, Permits, Passport and Citizenship	06	37,899,000	36,030,618.39	1,868,381,.61
Information Technology	07	115,472,295	114,735,701.83	736,593.17
Immigration Control	08	191,805,091	187,317,357.27	4,487,733.73
Refugee Management	09	11,597,300	11,111,799	485,500.95
Total		641,116,577	626,523,145.12	14,593,431.88

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 General Services is to provide administrative 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

- Renovation of Ariamsvlei border post office and staff accommodation (flats)
- Renovation of flats at Noordoewer
- Renovation of houses at Oranjemund
- Renovation of offices and houses at Mata Mata border post
- Renovation of houses and barracks at Klein Manasse

CAPITAL PROJECTS

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

PROJECT NAME	DESCRIPTION	REGION	STATUS	CONTRACTOR
//Karas Regional Office	Construction of //Karas Regional office	//Karas Region	Done	August 26 (Pty) Ltd
Zambezi Regional Office	Construction of Zambezi Regional Office	Zambezi Region	Expected completion date of 30 March 2026	August 26 (Pty) Ltd
Kavango West Regional Office	Construction of Kavango West Regional Office	Kavango West	To be completed by 30 March 2026	August twenty-Six Construction (Pty) Ltd

Achievements

- Completion of Kunene Regional Office
- Completion of Dobe border post
- Prefabricated houses at Impalila, Kasika, Machenje and Kashamane Border Post
- Construction of prefab staff houses at Osire
- Secured contract for Upgrade of existing Identity Personalization System
- Secured contract for Reprint and delivery of Namibian Chip-less identity cards
- Secure approval for the installation of solar system at Mata - Mata border post

Transport

New vehicles were acquired for the following offices

- Dobe
- Rosh pinah
- Walvis Bay Harbor

Planned Projects

- To acquire land and commence with feasibility for Ohangwena (Eenhana), Otjozondjupa (Otjiwarongo) and Oshikoto (Omuthiya) Regional Offices
- Extension of existing Omusati Regional Office
- Feasibility for Walvis Bay-sub-regional office

Challenge And Constrains

- Cumbersome procurement process

DIVISION: LEGAL SUPPORT SERVICES

MANDATE OF THE DIVISION:

The Division's role is to assist the different Departments and Divisions 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 ADVICE

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

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 stakeholders to ensure legal compliance on various projects initiated by the Ministry.

PLANNED ACTIVITIES

- Capacity building and staff training through training courses.
- Employee wellness and team building activities.

CAPITAL PROJECT

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

CHALLENGES

- Lack of resources in terms of research material.
- Lack of comprehensive or detailed instructions from internal stakeholders requesting for legal advice and contract reviews.
- Constant reminding of internal stakeholders to provide written submissions/requests when deferring matters to Legal Division. Said written submissions/requests are required for record keeping purposes and are therefore mandatory.

DIVISION: SECURITY AND RISK MANAGEMENT

MANDATE

- The Division is responsible for ensuring strict implementation and adherence to security directives within the Ministry.
- 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.

RESPONSIBILITIES

- The Executive Director of the MHA serves as 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 MHA employees, contractors, and visitors.
- It remains the duty of all MHA employees, contractors, and visitors to promptly report any suspicious activity, criminal acts, or any misconduct to the SRMS or the relevant Law Enforcement Agencies, whichever is most convenient.
- SRMS is mandated to conduct investigation of security breaches within the MHA.
- SRMS is responsible for 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.

- SRMS is responsible for keeping records of all keys issued to staff, contractors or visitors and to ensure that keys are returned once used.
- All staff members of the MHAf are obliged to co-operate with directives from SRMS staff, especially in cases of emergency.
- Enforce reasonable measures to prevent unauthorised access.
- Enforce assets removal security control measures.
- Exercise and reserve the right to limit access to its buildings/facilities exclusively to selected persons as deemed relevant and necessary.
- Additional security measures to protect the MHAf's high value assets, high-risk facilities, equipment, persons, and classified information.
- Provision and/or installation of security equipment in sensitive areas and/or operations.
- Provision and/or installation of security equipment as a measure to guard against any security threat.
- Facilitating the contracting or hiring of a private security contractor.
- Conduct and coordinate security vetting of potential and/or current staff.

ACHIEVEMENTS

- Implemented security vetting.
- Successfully coordinated security vetting.
- Conducted Threat and Risk Assessment at Outapi and Eenhana Regional Offices.
- Investigate offences and security incidents and make recommendations to the Executive Director

- Provide feedback and/or information to other interested stakeholders.
- Manage and maintain the security system and physical security of the Ministry.

CHALLENGES

- Lack of training in Security and Risk Management Services.
- Lack of training in Cyber Security and Security Audits.
- Lack of training in Policy Development.
- Shortage of manpower.
- Problem with Human Resources not providing names of the staff members who left the Ministry to be deactivated from the Access control Systems.

PLANNED ACTIVITIES

- To Conduct threat and risk assessments at Lüderitz, Roshpinah, Karasburg, Keetmanshoop, Mariental and Rehoboth Sub-Regional Offices.
- Implement security vetting's.
- Conduct security audits.
- Conduct investigation on security incidents.
- Submit quarterly reports to the Executive Director.
- To conduct regular checks/ inspection on security systems.
- Implement Performance Management System.
- To be trained on Emergency Marshalls and First Aid

DIVISION: INTERNAL AUDIT

MANDATE

The mandate of internal audit is to provide independent, objective assurance and advisory services, add value and improve Ministry's operations.

MAIN FUNCTIONS IS TO:

- Provide Assurance, Advice, Insight and Foresight, add value
- Evaluate and improve the effectiveness of the governance, risk management and control processes within the Ministry including the business processes.
- Perform various internal audit engagements.
- Communicate the results of the engagement, recommend appropriate courses of action and follow-up

NATIONAL PAYROLL VERIFICATION

National Payroll Verification for Department of Immigration Control and Citizenship, Civil Registration, Administration and Refugee Management was conducted and an overpayment of N\$ 24 500-was discovered during the payroll verification exercise.

THE DIVISION CONDUCTED TWENTY-NINE (29) INTERNAL AUDITS DURING 2024/2025 FINANCIAL YEAR AS FOLLOW:

1. Revenue-Mariental Police Station issued on 28 June 2024
2. Conduct Certificate-Windhoek Police Station issued on 28 June 2024
3. Stock-Control-Hardap PRHQs issued on 19 June 2024
4. Stock-Control-Mariental Police Station issued on 19 June 2024
5. Case Dockets-Windhoek Police Station issued on 21 June 2024
6. Stock-Control-Mariental Sub-Regional Office issued on 24 December 2024
7. Revenue-Mariental Sub-Regional Office issued on 05 May 2024.
8. Revenue-Walvis Bay Police Station issued on 30 September 2024
9. Revenue-Mondesa Police Station issued on 30 September 2024
10. Duplicate Full Birth Certificate- Outjo Sub-Regional Office issued on 27 September 2024
11. Revenue-Outjo Sub-Regional Office issued on 30 September 2024
12. Stock-Control- HAI Katima Mulilo Regional Office issued on 25 September 2024
13. Stock-Control-HAI Kavango West Regional Office issued on 28 August 2024
14. Duplicate Full Birth Certificate-Kunene Regional Office issued on 30 September 2024
15. Stock-Control-HAI Kavango East Regional Office issued on 22 August 2024
16. Stock-Control-HAI Erongo Regional Office issued on 30 September 2024
17. Revenue-Erongo Regional Office issued on 30 September 2024
18. Daily Subsistence Allowance -NCS Head Office issued on 09 October 2024.
19. Overtime-HAI issued on 15 April 2025
20. Revenue-Otjiwarongo Police Station issued on 19 November 2024

21. Stock-Control-Otjozondjupa PRHQs issued on 19 November 2024
22. Stock-Control-Otjiwarongo Police Station issued on 24 December 2024
23. Stock-Control-HAI Oshana Regional Office issued on 18 February 2025
24. Birth Certificate System-HAI Head office issued on 19 December 2024
25. NamPol-Pretoria preliminary report on special audit issued on 30 October 2024
26. Stock -Control-HAI Omaheke Regional Office issued on 25 March 2025
27. Revenue -HAI Omaheke Regional Office issued on 25 March 2025
28. Work Visa and Holiday Head Office issued on 24 April 2025
29. Payroll Verification -HAI -issued on 19 September 2024

OTHER ACHIEVEMENTS:

- Deficit of N\$25 053.77 and surplus of N\$91 793.56 discovered in stores due to ineffective administration of stores.
- Namibian Police Force (NamPol) implemented internal audit recommendation for E-Class items to be accounted for in the Annual Stock-Taking.
- Management of Mondesa Police Station implemented internal audit recommendation to provide services for conduct certificates and motor vehicle clearance certificates after banking hours.
- An overpayment of N\$ 12 319.94 for Daily Subsistence Allowance (DSA) has been recorded.
- Conduct Certificates to an amount of N\$ 4 700.00 has been issued without payments.

CHALLENGES

Non implementation of audit recommendation and delay by audit client to provide information.

SECTION: PUBLIC RELATIONS

MAIN FUNCTION

To manage communication between the ministry and the public.

RESPONSIBILITIES

- Issuing Media Releases
- Information Dissemination
- Media Relations
- Public Engagement
- Crisis Communication
- Reputation Management
- Issuing Public Notices
- Responding to media enquiries
- Responding to general enquiries
- Ministerial events coordination
- Attending Trade Fairs and Exhibitions as well as outreach activities
- Arranging TV, Newspapers and Radio interviews
- Counter's observation and interaction with clients and ensure that clients receive quality services
- Compiling the Ministerial publications and
- Provide Website content amongst others
- Providing the public with information and answering their questions

ACHIEVEMENTS - UPDATE

- Produced radio and TV Mass Registration awareness advertisement in all local languages.

- Produced radio and TV advertisement focusing on uncollected IDs in all local languages.
- Produced Ministerial Documentary for Civil Registration and Immigration Episodes
- Provided Responses to the Media
- Monitored and analyzed Media platforms as well as social media.
- Produced Annual Report 2023/2024
- Placed Newspaper strip advertisement
- Successfully facilitated Ministerial interviews on the Government Communication Centre and on radio and TV.
- Successfully participated in 15 Annual Trade Fairs and Exhibitions.
- Created awareness about the Ministry's products and services through social media and website contents.
- Successfully planned and covered Ministerial events.
- Golden Award for Best Service Provider at Windhoek Show
- Successfully sent out Media Invitation, media press releases and media responses in a timely manner.
- Successfully attended trade fairs and exhibitions, promoting and rendering ministerial services as a results.
- Promptly attended to all urgent public notices timely.

CHALLENGES

- Misinformation
- Managing Public Expectations
- Unverified Reporting

DIRECTORATE OF REFUGEES MANAGEMENT

MANDATE

The mandate of the Directorate Refugee Management is to provide international protection and support to asylum seekers and refugees. To coordinate and facilitate the three durable solutions (voluntary repatriation, local integration, and resettlement).

MAIN FUNCTIONS

- Grant and or refuse to grant refugee status.
- Manage Osire Refugee Settlement Centre and Katima Mulilo Reception Area.
- Receive and register asylum seekers.
- Conduct Refugee Status Determination procedures through the Namibia Refugee Committee (NRC) and the Namibia Refugee Appeal Board (NRAB).
- Provide protection and support to asylum seekers and refugees.
- Promote, coordinate, and facilitate three durable solutions namely voluntary repatriation, integration, and resettlement.

PLANNED ACTIVITIES

- Promote voluntary repatriation for asylum seekers and refugees to return to their home countries after peace has returned.
- Automate refugee records.
- Upgrade and develop the Katima Mulilo Reception Area.
- Coordinate and facilitate meetings of the Namibia Refugee Committee and Namibia Refugee Appeal Board.
- Integrate former Angolan refugees who were approved for local integration in the Namibian society.

PROGRESS AND ACHIEVEMENTS

- During the period under review, 646 asylum seekers were received and registered on the system.
- During the reporting period, 163 refugee statuses were granted.
- Similarly, 16 refugees were resettled to Canada and 16 to America.
- Facilitated registration of 1240 refugees for Africa Guest identity Cards (refugee ID Cards).
- The Directorate continue to conduct refugee status determination procedures through meetings of NRC and NRAB.

CHALLENGES

- Asylum seekers and refugees involved in criminal activities, such as dealing in drugs, gender-based violence and rape.
-
- Reluctance by some refugees especially those that came from countries that retain peace to register for voluntary repatriation.
- Mushrooming of churches in the Osire Refugee Settlement.
- Unaccompanied minors and separated children.
- Reluctance by some former Angolan refugees to leave Osire Refugee Settlement.
- Unwillingness by some final rejected asylum seekers to leave Osire Refugee Settlement.
- Reduction of UNHCR's budget result in insufficient food rations for asylum seekers and refugees.
- Absence of fully fledged Reception Area in Katima Mulilo (Currently new arrivals are kept at an old dilapidating building of the Ministry).
- Lack of willingness by some refugees to voluntarily return to their home countries after peace has returned.
- Hiring of some refugees as cheap labours in some farming and agricultural sectors, especially charcoal industry in the vicinity of Okahandja, Otjiwarongo, Okakarara, Otjinene, Otavi, Grootfontein, Tsumeb and Outjo.

DIRECTORATE OF REFUGEES MANAGEMENT

STATISTICAL DATA

Table 27: Statistics of asylum seekers and refugees in Namibia 2024/2025

Refugees		Asylum Seekers	
Male	2842	Male	711
Female	2509	Female	520
Total	5351	Total	1231
Grand total		6582	

The Directorate of Refugee Management will continue to collaborate with sister Departments of Civil Registration and Immigration Control and Citizenship on documentation for asylum seekers and refugees. Equally, the Directorate will coordinate with stakeholders such as UNHCR, Ministries of Education, Arts and Culture, Health and Social Services, Agriculture, Water and Land Reform, Youth, Sport and National Services, Gender Equality, Poverty Eradication and Social Welfare on the management of asylum seekers in the reception area and settlement centre.









REPUBLIC OF NAMIBIA

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



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