

THE MINISTRY OF HOME AFFAIRS AND IMMIGRATION

NEWSLETTER

4th Edition – 2016



newsletter



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EDITOR'S NOTE



We are glad to mention that last year the Ministry underwent a turnaround strategy project which resulted in a high level of improvement in our service delivery.

As the editorial team of the ministerial newsletter we are motivated to see the annual planning activities achieved.

This year the Ministry aims to ensure the sustainability of our operation in order to meet the aims and objectives it has set for itself.

I am delighted to introduce to you the 4th edition of our Ministry newsletter; it will give you some highlights the annual planning retreat held in Oshakati early this year.

Inside you will also follow the story on a visit made to the border by the Minister of Home Affairs and Immigration, Hon. Pendukeni Iivula-Ithana to familiarize herself with the setup of the border post in the South and she took the opportunity to listen to the challenges the official staff experience.

The new editorial team is also introducing itself to our readers. All hands are on deck to improve service delivery in relation to customer demands and needs. I wish you well and hope you enjoy our newsletter.

I thank you.

A good day to you all, esteemed readers of the 4th edition of our newsletter at the Ministry of Home Affairs and Immigration. Our Ministry is one of the largest organizations in the country and it is charged with enormous responsibility of managing lawful migration and administering the national population register.

This newsletter is therefore intended to give you insight in the activities of the Ministry.

The staff and regional structures are charged with ensuring that all people in their regions are given the services needed.

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THE EDITORIAL TEAM

The Management nominated the following people to be on the editorial team:

Their responsibility is to compile necessary information to form part and parcel of the Ministry's

newsletter. They will also edit the gathered information and encourage managers heading different divisions, to always invite the Public Relations Officers to cover their events; for the purpose of inclusion in the ministerial newsletter.



Mr. Nehemia Nghishekwa
Director of Immigration
And border control



Mrs. Salome Kambala
Chief Public Relations
officer



Mr. Sakeus Kadhikwa
Public Relations
officer



Mr. Deon Scott
Director of Administration



FOREWORD BY THE MINISTER



The Ministry of Home Affairs and Immigration has rolled out a sustainable programme, in order to achieve its annual plan agenda for 2016/2017.

To achieve this, the Ministry has introduced various annual plans as well as the signing of a performance agreement to keep track of implementation.

It is clear to me as the Minister of Home Affairs and Immigration that early warning, where desired progress is not being achieved enables the Ministry to take collective measures so that stated goals

and targets can be achieved on the basis of the annual plan.

The Ministry has been working tirelessly to find ways to address our priorities such as civil registration, citizenship and immigration matters in order to meet the demands from the public.

It is very critical that we stay focused as we continue to sustain what the turnaround strategy has achieved in the past 18 months. We must work harder to continue this initiative aimed at empowering and improving our daily services within the slogan “Better Faster and Together.”

Our efforts to improve services have won us admiration in Namibia and SADC region. Such as Botswana, Zimbabwe, Zambia, Angola and Malawi have come to us to benchmark on the management of our ways of doing things, specifically our use of civil registration methods. Namibia as a country has been singled out as an example to the rest of the continent.

Together we can achieve the vision of service excellence and promote service delivery that is rated the best.



A WORD FROM THE DEPUTY MINISTER



Ministry of Industrialization, Trade and SME Developments and they were chosen according to the data registries they are responsible for managing.

With the recent Turnaround strategy, e-governance has brought about digital transformation; the use of ICT has radically improved performance and service delivery within the Ministry of Home Affairs and Immigration.

Some of the achievements with regard to the e-governance initiative record are a significant reduction in challenges such long queues, with the introduction of a ticketing system as well as the sms line for enquiries. We have also seen a reduction in the waiting period for services such as passports and ID applications, Visas, employment permits as well as repatriation forms for returnees – as these services have been fully automated and the Ministry has decentralized the much needed services to all regions by electronic and digital means.

Our border and alien control systems have been automated for the effective and efficient control of the population flow. Our National Population Register (NPRS) is 100% computerized with a web interface for its users.

As a Ministry, we strongly concur that the use of ICT is an important tool for improvement as well as transformation of any given organization. We therefore have a national responsibility to ensure that each and every Namibian citizen is registered and has the necessary documentation.

E-Governance has thus provided a roadmap to the future under the Harambee Prosperity Plan.

The Namibian government initiated the e-government project a few years into independence to enhance efficient public service delivery through the use of Information and Communication Technology (ICT).

It was in 2015 that Cabinet approved the e-governance Policy for the Namibian Public Service, after the review and development of legal and institutional frame works relevant to e-government.

Participants in the pilot phase of the project were the office of the Prime Minister, Ministry of Home Affairs and Immigration, Ministry of Finance,



A WORD FROM THE PS



As a driving force of the Ministry of Home Affairs and Immigration we have gained momentum from the successes we have achieved in the last 26 years of independence.

I would like to endorse and introduce our 4th edition of the Ministry's newsletter. Our role as leaders is to make sure that important activities are published in this newsletter in order for the public to read and be informed.

Last year we were busy with the turnaround strategy that enforced excellent service delivery.

We have so far maintained that standard and we are still forging ahead to greater achievement.

This newsletter disseminates information on the Ministry's actions and activities for the benefit of the public, employees, other government Ministries and the Namibian diplomatic missions.

I trust that as you read the information contained in this 4th edition.

The management has appointed an editorial team to form part of the information gathering and be the sub editors of the newsletter.

I would like to call upon all the divisions to work closely with editorial team to ensure success of this newsletter. Your input will add value to the publicity as the newsletter will carry your success within your divisions.

I would like to honor the courage, strength and determination of our staff who works tirelessly within the spirit of the Harambee (let us pull together).

Surely before the end of 2016 we will witness a very exciting eventful year that will lead us to the new headquarters, which is being built with the hopes of completion in the year 2018.



BUDGET AND ANNUAL PLANNING RETREAT



The management and middle management organized a week long retreat to plan the 2016/2017 budget as well as to execute the signing of the Performance Management Agreement.

The retreat was organized at the beginning of the year for management and middle management staff to give a clear direction on our operations and help us to meet ministerial targets as outlined in the strategic plan.

The Minister of Home Affairs and Immigration, Hon. Pendukeni Iivula-Ithana encouraged staff members to change and align their activities to the annual plans to ensure that what we implement is what we is planned and budgeted for.

She said in order for the Ministry to meet its targets every Department/Directorate's budget should have a positive impact on the lives of the citizenry.

She continued by adding that we must at all times remember that the purpose of our being in the Ministry of Home Affairs and Immigration is to ensure that services are rendered to the members of the public unconditionally. "The services rendered are key as they serve as a stepping stone to acquiring other services."

Through the issuance of national documents that serve as pre requisite for one, for example to be employed, to be registered in school or to access social grants and other amenities.





FAMILIARIZATION VISIT TO THE SOUTHERN BORDER POSTS



The Honourable Minister embarked on a familiarization trip to the Southern Border Posts and offices of the Ministry in // Karas and Hardap regions. She was accompanied by the Director of Immigration and Border Control (Mr. Nehemia Nghishekwa), Deputy Director of Immigration and Border Control- //Karas and Hardap Region (Mr Patrick Ntupi), her Personal Assistant (Mr. Willem Amutenya) and the Public Relations Officer (Mr. Sakeus Kadhikwa) from the 8th to the 11th February 2016.

The purpose of her visit was to get an insight on the operations and structural setup at the border posts, to assess the success of the Turnaround initiatives, and to engage with the officials on matters affecting them.



As part of efforts to strengthen her understanding of the operations of the Ministry in particular the Border Management and explore strategies geared towards the delivery on the promises she made on her Performance Agreement (Improving and providing staff accommodation at border posts), she visited the following border posts and offices:

- Noordoewer Border Post
- Velloorsdrift Border Post
- Ariamsvlei Border Post
- Klein Mannase Border Post
- Mata Mata Border Post

Regional and sub-regional offices visited:

- Keetmanshoop Regional Office
- Karasburg Sub-Regional Office
- Mariental Regional Office



During the consultation meeting with MHA officials at the various offices and border post the several challenges were identified.



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PHASING OUT OF SWA ID



Phasing out of South West Africa Identification cards (SWA ID) in 2017 is one of the initiatives that the Civil Registration Department would like to implement this year.

In March 2016, the Ministry of Home Affairs and Immigration sought Cabinet approval for SWA ID's to be phased-out by 31 March 2017. Addressing the Media in May 2016, the Minister delightfully announced to the public that Cabinet has approved the phasing out of the SWA ID by 31 March 2017.

The purpose of phasing out of the SWA ID is to adapt to international best practices that only one legal identity card should be in use within a given national territory.

The South West African ID was introduced in 1979 and administered under the South West Africa Act 37 of 1970 and Identification of Persons Act 2 of 1979. The holding of a SWA ID was compulsory for everyone who is sixteen years and older residing within the borders of the territory, regardless of

their nationalities. This means that, even non-citizens were issued with SWA IDs and are still in possession of the same.

The Identification Act, 1996 (Act No. 21 of 1996) enabled the establishment of the National Population Registration System (NPRS) and saw the introduction of the Namibian blue Identity Card in June 1994. The blue Namibian ID card is issued to Namibian citizens, while the pink one is for permanent residents. It is advisable to always carry your ID card as a citizen or a permanent resident.

SWA ID holders who are not Namibians but have been residing in the country since 1980s yet have not legalized their status in the country will be advised to apply for the correct citizenship- Citizenship by Neutralization/ Citizenship by Marriage/ Permanent Residence Permit, in accordance with the requirements of the constitution and the applicable Laws.

Many eligible Namibians have exchanged their SWA ID cards for the beautiful and colourful Namibian ID cards.



The Ministry has learned that many SWA IDs contain wrong particulars especially the date of births, names and surnames. “Our stakeholders like the Banking and other Financial Institutions experiences various challenges in assisting their clients who are in possession of the SWA IDs which have wrong particulars” said Hon. Pendukeni Ivula litana.



These services are obtainable at the following offices of the Ministry of Home Affairs and Immigration:

A. Regional offices:

- 1) Erongo (Swakopmund) Regional Office
- 2) Hardap (Mariental) Regional Office
- 3) Karas (Keetmanshoop) Regional Office
- 4) Kavango east (Rundu) Regional Office
- 5) Khomas (Windhoek Northern industrial area) Regional Office
- 6) Kunene (Opuwo) Regional Office
- 7) Ohangwena (Eenhana) Regional Office
- 8) Omaheke (Gobabis) Regional Office
- 9) Omusati (Outapi) Regional Office
- 10) Oshana (Oshakati) Regional Office
- 11) Oshikoto (Omuthiya) Regional Office
- 12) Otjozondjupa (Otjiwarongo) Regional Office
- 13) Zambezi (Katima Mulilo) Regional Office

B. Selected Sub-Regional offices.

- 1) Grootfontein Sub-Regional office
- 2) Okahandja Sub-Regional office
- 3) Okahao Sub-Regional office
- 4) Ondangwa Sub-Regional office
- 5) Outjo Sub-Regional office
- 6) Rehoboth Sub-Regional office
- 7) Tsumeb Sub-Regional office

The Phasing-out of SWA IDs provides an opportunity for the affected people to rectify wrong particulars given to them prior to independence; pensioners and vulnerable categories are exempted from any payment resulting from this process.

“In our efforts to enhance the credibility of our National Population Register System and create accurate information in our system, I hereby call all those who are in possession of the SWA IDs to come to our offices and apply for the Namibian Identification Card as soon as possible. I encourage the Regional Councillors, Traditional Leaders and Church Leaders to assist where possible and to mobilize the general public”. Plead the Minister.



TRAINING OF IMMIGRATION OFFICERS ON BORDER SECURITY MANAGEMENT



A total of 37 employees of the Ministry of Home Affairs and Immigration (thirty three (33) Immigration Officers, three Deputy Directors and the Public Relations Officer) received training from the 06-10 June 2016 on border security management in Windhoek facilitated by Mr. Peter Hampl of the German Federal Police. This training was carried out within The GIZ support to the African Union Border Program and the SADC Border management instruments.

it comes to the detection of fraudulent activities such as forged travel documents and or identifying victims of human trafficking/smuggling; including their perpetrators who come before them during the course of their duties.

Trainees were taken through security features of ID- documents, International Civil Aviation Organization (ICAO)'s check-list which includes machine readable zone, calculation of check-digit and passenger assessment as well as printing technologies so that the Immigration Officers can be conversant with the distinction between genuine and fake passports and or travel documents.



The training programme has been designed to prepare Immigration officers to become more vigilant and apply their minds cautiously when

The Embassy of the Federal Republic of Germany found it fit to invest in capacity building for Namibia's Immigration Officers through GIZ, who been a dependable Technical Partner of the Government of the Republic of Namibia through many projects.

The training course consolidate the achievements of the Ministry's Turnaround Strategy, the Mission and Vision statements, and His Excellency, the President's Harambee Prosperity Plan (HPP)'s objectives.



“Learning is a lifelong journey” stated Honorable Pendukeni Iivula-Ithana who officiates at the opening ceremony of the training course.

“We cannot achieve the above mentioned objectives if our men and women in uniforms at the Ports of entry and various regional offices, including the Head Office lack the technical know-how and security element towards the management of lawful migration into our country”, charged the Minister.

“The patterns and trends deployed by some migrants has a common denominator, for example, they sometimes come under hidden cargo trucks, carry with them huge amount of money with the view to bribe corrupt officials so that they (corrupt officials) can keep a blind eye on them and allow them to enter into our country or they (disguised migrants) immediately enter into marriages of convenience to legalize their status”, recite the Minister.

Honorable Pendukeni Iivula-Ithana call upon the colleagues to redouble their efforts in the fight against corruption, and stated that the cautious and vigilant approach can only be realized if the colleagues pay particular attentions to the training techniques like the ones which they received.



The Minister warned the officers to avoid placing temporary gains before long term gains which might have ever lasting devastating impact on the lives of their family members? “But I should make it clear to you dear Immigration officers and all officials in the Ministry of Home Affairs and Immigration that I will not entertain corrupt officials who compromise the security of this beautiful country. Namibia is

very precious that no one should exchange it with personal gains. I remind you to be women and man of principles and very patriotic to your country and its people”, Cautions the Minister.

The Ministry is busy with the upgrading of the Border Management System to empower it to efficiently respond to the current challenges associated with border security. This is projected to improve its operations and strengthen security measures at the ports of entry countrywide.



Mr. Ullrich Kinne, the Deputy Head of Mission at the Embassy of the Federal Republic of Germany, who addressed the participants at the official opening, stated that border safety and smooth border controls are crucial, especially in the relation between the two countries (Namibia and Germany).

Participants were advised that the training will yield successful results (fruits) if they pay attention to the facilitator who will provide them with the various technical know-how. The Minister trust and hope that after the training, trainees will put in practice the know-how they have received.

“The Ministry of Home Affairs and immigration expects trainees, especially managers and middle managers to cascade the knowledge they have tapped from the training to their colleagues who could not have this opportunity. Equally the Ministry will continue to support staff members by organizing similar training as part of human development strategy”, assured the Minister.



THE LAUNCH OF THE COUNTRY'S MIGRATION PROFILE



On 17 June saw the launch of the country's Migration Profile, in Windhoek, Namibia. The Migration Profile, funded by the IOM Development Fund, is a country-owned tool that was prepared in consultation with government and non-government stakeholders.

The Migration Profile was jointly launched by the Minister of Home Affairs and Immigration, Pendukeni Iivula Ithana and the IOM Regional Director for Southern Africa, Josiah Ogina at a high level event, attended by several government ministers, members of parliament, representatives from various ministries, the Migration Technical Working Group, Embassies, UN Head of Agencies and Civil Society Organisations.

Honourable Iivula-Ithana said that the profile that is based on national and international data will be used to formulate effective migration policies.

The migration profile, she said, is the first step towards drafting a migration policy.



"The information contained in the profile will ensure that the policy we intend coming up with is supported by data and thereby ensuring that it will be directed to address gaps which are identified in the profile," the minister said.

She said Cabinet has given its nod for the drafting of the policy because managing migration is close to the government of Namibia.

The event reflected 18 months' work put in by many stakeholders in Namibia to develop the Migration Profile and provide evidence for policy-making.



The launch of the Migration Profile demonstrated the commitment and leadership taken by the Namibian Government to use the Migration Profile for policy-development purposes and address the fifteen findings and recommendations, validated in December 2015.



The Validation meeting which was chaired by MHA Minister Pendukeni Iivula-Ithana was attended at the highest level possible by each Ministries, institutions and UN agencies dealing with migration-related portfolios in Namibia to discuss and build consensus on priorities for migration management and the development of a comprehensive migration policy. 15 recommendations listed in the Profile where some of the discussions, including better management of remittances, diaspora engagement and skills.

Migration challenges facing Namibia include: urbanization resulting in informal settlements; reliance on income from informal sectors; increased demand of services; poor sanitation, aggravated by overcrowded housing; climate change adaptation and its adverse impact on the population living in rural areas; increased risk of falling victim to human trafficking; border management, gender-based violence and irregular migration; health vulnerabilities and cross border movements of populations; and the arrival of refugees and asylum seekers.

UN Resident Coordinator in Namibia Kiki Gbeho stated that the Migration Profile will help Namibia in terms of achieving its Sustainable Development

and Poverty Reduction goals. “It can contribute to development by identifying population movement trends and gaps, in addition to forming the evidence base for an action plan to address challenges that may arise. In the longer term, a Migration Profile spurs dialogue and collaboration amongst various Ministries and agencies dealing with migration-related portfolios,” she said.



As a direct follow-up to the launch event, IOM Namibia organised a two-days training workshop in Swakopmund (20-21 June 2016). The workshop gathered members of the Migration Technical Working Group led by the MHA and focused on the usage of the migration profile to further support the Government in mainstreaming migration into National Development Plans and defining the way forward towards the development of a Migration Policy for Namibia.



Josiah Ogina, IOM Regional Director for Southern Africa, Rafele Robelin, IOM head of Namibia Office and Nehemia Nghishekwa, Director of Immigration and Border Control



OPENING OF THE WALVIS BAY SUB-REGIONAL OFFICE



Newsletter

It is yet another milestone achievement of the Ministry of Home Affairs and Immigration in its continued efforts to improve service delivery to the public. On July 11, 2016, the Ministry opened its new Sub-Regional office in Kuisebmond, Walvis Bay at a ceremony that was attended by the Deputy Minister of Home Affairs and immigration Honourable Erastus Utoni, regional governor, regional and local authority councillors, captains of industries, senior staff members of the ministry and other Ministries.



The office, which is in the old municipality building, was availed to the Ministry by the Walvis Bay Town Council with the focus of bringing services closer to

the people in order to serve the Namibian people with the following services:

- ✓ Birth registration
- ✓ Birth certificate duplicate
- ✓ Birth alteration/ corrections
- ✓ Death registration
- ✓ Death certificate duplicate
- ✓ Death certificate corrections
- ✓ ID application
- ✓ ID duplicate
- ✓ ID alteration/ corrections
- ✓ ID data update
- ✓ Marriage certificate duplicate
- ✓ Marriage certificate corrections
- ✓ Passport application
- ✓ Passport collection

The Honourable Deputy Minister of Home Affairs and Immigration who officially opened the new sub-regional office, stated that this demonstrates the commitment and dedication of the government, to ensure that the people of Namibia and its visitors



receive the efficient and timely Civil Registration Services, in a much more conducive environment.

The permanent Secretary, Ambassador Patrick Nandago in his remarks quoted His Excellency Dr. Hage Geingob, on the Harambee Prosperity Plan (HPP) by emphasizing that **“Namibians wants a house where everyone feels a sense of belonging, where everyone is presented with fair opportunity to prosper in an inclusive manner and by so doing, ensure that no one feels left out”**. The PS stated that this is precisely why the Ministry is opening its sub-regional office. The Ministry have rededicated its services to ensure that civil registration offices are expanded and the waiting period of identity documents, passports, permits and visas are reduced, though with limited resources.



Currently, the Ministry has twenty (20) offices with the ID upgraded services, and this office is among the six (6) offices that the ministry plan to advance with the full ID services during this financial year.

“I would like to inform staff members that will man this office that, the community of Walvis Bay and its surroundings are expecting your most needed service. Kindly serve them with respect, humane and dignified manner. Incidents of corruption should be avoided at all times”, Warned the PS.



Hon. Erastus Utoni, Deputy Minister of Home Affairs and Immigration and the governor of Erongo Region Hon. Cleophas Mutjavikua

Newsletter



WELCOME HOME



For many refugees, going home remains the strongest hope of finding an end to exile. Its every refugee's dream to return to a place they can call home, a place that they have not seen in years.

The Ministry of Home Affairs and Immigration on the 8th -12th of December 2015 successively repatriated sixteen Namibian refugees from the Dukwi refugee Camp in Botswana.



The delegation which comprised of Botswana Government Officials, United Nation High Commissioner for Refugee (UNHCR), Red Cross and Sixteen (16) Namibian returnees were officially received by Officials from the Government of Namibia and the Media at Ngoma Border Post.



Upon their arrival at Ngoma Boarder Post, the returnees were welcomed by the Acting Governor of Zambezi Region Hon. Beaven Munali whereby he expressed his gratitude towards the Government of Botswana and the UNHCR for ensuring that the repatriation exercise is realized.

As customary, voluntary repatriation in safety and dignity requires full commitment of the country of origin to help reintegrate returning citizens, it is at this junction that the Cabinet approved the returnees to be issued with building materials to locally integrate themselves with, while they are still settling in their respective areas of return. The process of returning and resettlement back into society was handled successfully with the aim to reintegrate returnees back into a stable



society. The following materials were given to each returnee:

- 6 sheets of Corrugated Roofing per family,
- 1 Pack of round Wire Nails per family,
- 1 pack of BI Roofing Nails per family,
- 6 CCA Treated Gum Poles per family and
- 3 Rafters per family.

Refugees also need the continuing support of the international community through the crucial post-conflict phase to ensure that those who make the brave decision to go home can rebuild their lives. UNHCR Botswana will be providing food rations for Three (3) months for re-establishment purposes consisting of Maize Meal 12.5 Kg, Oil 750 ml, Sugar 1 Kg, Soup EA, Sugar Beans 500g, Soap 250g, Tsabotlhe 2.5 Kg, Sanitary Pads 1 each per family.



In addition, each adult received 3, 250 Botswana pula per adults and 1, 083 per child, as a safety and dignity package grant from UNHCR Botswana. Apart from that, Returnees whose family members were present, were handed over to their family members and while others were escorted to their final destination together with their belongings.



Tekiso Bwitamo; Clement Siwile Sipopo; Sibongo Rodwell Lumeta; Susan Alumunwi; Obert Shatawana; David Sheokweni; Muyunda Joseph Kasenga; Ruben Divokwa Ogwe; Liswani Victor Liswani; Sharon Inonge Manyando; and Yavula Bollen Kuchilea, where some of those who returned home.





THE DAWN OF THE DIGITAL ERA



The Department of Civil Registration has a programme mandated to administer national documents which include birth certificates, identity cards, marriage certificates, death certificates as well as the management of records. The activities under this programme are aimed at ensuring that Government has the necessary demographic information it needs for planning purposes, identification of nationals and to facilitate the establishment of family basic unit.

As part of E-governance, the department continues its rapid and determined strides to digitalize all processes and records. In the past year the Ministry together with the Office of the Prime Minister has developed a new National Population Registration Front Office System (NPRFOS), which is to track and trace all applications submitted to the Department. This system will eliminate the probability of lost applications and tempering with applications by staff members. The system testing has been finalized, and the pilot will commence in the first financial quarter, 2016/2017. The Ministry has also rolled out electronic printed birth and death certificates in the Southern, Eastern and Central regions. Moreover the Office of the Prime Minister has almost finalized the component in the National Population Registration System (NPRS) to print e-marriage certificate and e-marriage licenses for Pastors.

The Automation Project, which purpose is to digitalize all historical birth, death and marriage records, is coming to an end and will be scaled down in mid-2016. The project has reached its

goal of automating all birth and death records from 1970's, and is currently finalizing the marriage records. All ID records have also been scanned and uploaded to the National Population Registration System (NPRS). The Department continues to lead the implementation of the 5 year Civil Registration and Vital Statistics (CRVS) Strategy together with Namibia Statistics Agency (NSA); and all stakeholders will be meeting on a regular basis to report on the progress.

In November 2015, the World Bank visited Namibia to conduct a feasibility study of the country's readiness to introduce e-IDs and a validation workshop was held in February 2016 for the final input of the stakeholders. The introductions of e-identities are in line with the Governments e-government policy. One of the questions yet to be answered is on privacy and data sharing. What data should be shared between public and private intuitions without jeopardizing constitutional right to privacy? Moreover, the Ministry has signed a MoU to host the ID4Africa Conference in June 2017, which key objective is to create a platform for African Governments to benchmark and discuss matters related to digital identity and implementation of e-IDs.

The Ministry expanded ID registration services through opening of four (4) new registration points, and preparing four (4) more registration points to be opened shortly. It (the Ministry) continually strives to expand its services to ensure timely registration of fellow citizens.



WOMEN IN POWERFUL POSITIONS

Women have gone a long way towards achieving equality with men. But has power been distributed dispersedly among the sexes?

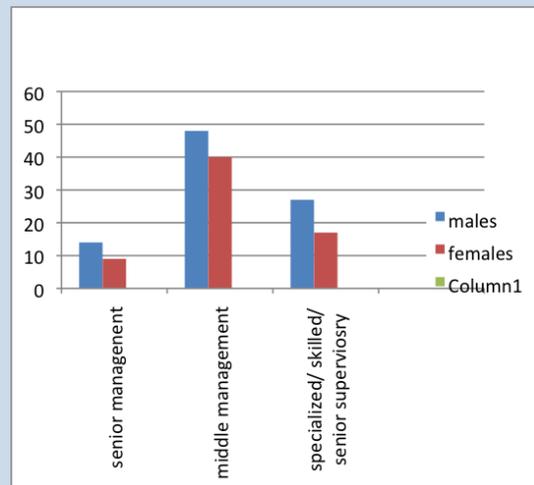
Power and powerful positions have been more often than not been associated with men as opposed to women, who have always been considered as being physical and emotional weaker.

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

In Namibia, statistics show that women are underrepresented among Permanent Secretaries, directors and other senior government officials. According to the Public Service Commission annual report for 2013/14, women represent 30% of the Management Cadre (Permanent Secretary, Directors and deputy Directors). The gender disparity in a workplace has for the past years been one of acknowledgement and reassurance: the government has implemented programmes to fix structural biases against women and support their full participation in leadership. Women are finally poised to make it to the top.

Women have made great progress raising the ladder in government. At the Ministry of Home Affairs and Immigration, females in the senior management represent 39. 1% and 45.5% in the Middle Management, according to the workforce profile report 01 April 2015- 31 March 2016.

Job category	Males	Females
Senior Management	14	9
Middle Management	48	40
Specialized/ skilled/ senior supervisory	27	17
Skilled	178	261
Semi-skilled	31	147
Unskilled	29	132
Casual/ temporary and seasonal	7	45
Total	334	651



Females make up more than half the workforce and increasingly occupying more of the skilled positions. The “playing field” has become more level in many ministries and women are able to compete directly with men as never before.

The Ministry has built programmes to move women into the management ranks and leadership pipeline for “gender balance”, the Minister and Deputy Permanent Secretary Positions among other top government posts are held by women and this is enough evidence to conclude that the Ministry has made considerable progress in the hastened 50/50 representation.





VOX POX

We interviewed the public on the services of the ministry and if we need to change what will it be

LIANA ESTEBETH



I can see major improvement in service delivery at the ministry, staff members are sometimes not that friendly and I have an issue with that. The general service, especially with the passport waiting period is excellent. What the Ministry can improve on is the operating time. The Ministry needs to operate through out and have staff members going for lunch on a rotational basis.

MOREEN GAINGOS



The service generally is very fast, we don't have to wait for 2 to 3 months any more for our passports. And we do not queue up as the Ministry has a proper queue management system. Now one can wait patiently under the comfort of the air condition waiting to be served. The staff members are very friendly. What the Ministry has to improve on, is to recruit more staff members at the counters.

BENJAMEN. M. NEHOYA



All is well, the only problem is the shortage of men power at the Ministry and I strongly recommend that the Ministry get the staff members uniform especially the counter staff members. Other than that, everything is 100%.

BONIFATIUS KAHAMBA



I very much like the service here; the staff members are helpful and friendly.



GRISELDA



It has shown improvement in some time, but seems like things are going back to old habits. People at the counters are always unpleasant, on their cellphones, leaving the counter with no explanation. Customer service can improve. Feel like we need to beg.

ZACKARIAS LUIS NANGACOVIE



I like the new strategy which is wonderful. Apart from employees, the service is faster and most documents are electronic filed. The rotation of staff members at the counter is an improvement in the Ministry. What needs to be change is the waiting period of permit endorsement and customer service as some staff members still needs to undergo training on how to work with the public.





PHOTO GALLERY



Newsletter



PHOTO GALLERY



Newsletter



PHOTO GALLERY



Newsletter



PHOTO GALLERY



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