



REPUBLIC OF NAMIBIA

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

The background of the cover is a photograph of a dead, gnarled tree in a desert landscape. The tree is in the foreground, and the background shows rolling sand dunes under a clear blue sky. The image is partially obscured by large, diagonal, geometric shapes in shades of blue and grey.

# **ANNUAL REPORT** **2019/2020**



## MANDATE

To manage the National population Register and facilitate lawful migration.

## MISSION

To manage the National Population Register and facilitate lawful migration.

## VISION

Population Register and Migration Management that is rated amongst the best in the world.

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## CORE VALUES

### COMMITMENT

We demonstrate commitment towards Service Delivery through our actions and the decisions that we take.

### SYNERGY

We work as a team; we value effective communication, and all our efforts are coordinated towards archiving our vision.

### ETHICS

In all our dealings we are guided and principled through our punctuality, customer focus, professionalism, and transparency.

### EFFICIENCY

We strive to achieve more with limited resources whilst maximising output.



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## ACRONYMS/ABBREVIATIONS

<b>ACS</b>	Alien Control System
<b>Covid-19</b>	Coronavirus Disease of 2019
<b>e-BMS</b>	Electronic Border Management System
<b>e-NPRS</b>	Electronic National Population Registration System
<b>IDs</b>	Identity Documents
<b>IDS</b>	Identification System
<b>IT</b>	Information Technology
<b>MHAI</b>	Ministry of Home Affairs and Immigration
<b>NAFIS</b>	Namibia Automatic Fingerprint Identification System
<b>NAMPOL</b>	Namibian Police Force
<b>NAMPP</b>	Passport Personalisation System
<b>NCS</b>	Namibian Correctional Service
<b>NPRS</b>	National Population Registration System
<b>NRAB</b>	Namibia Refugee Appeal Board
<b>NRC</b>	Namibia Refugee Committee
<b>SWA</b>	South West Africa
<b>UNICEF</b>	United Nations International Children's Emergency Fund

## FOREWORD



Hon. Frans Kapofi  
**Minister, MP**

The year under review has demonstrated the rapid pace at which the world can change. Despite unforeseen challenges, the Ministry of Home Affairs and Immigration (MHA) remains resolute in its goals. With a dedicated focus on the circular economy, sustainability is now even more deeply ingrained in the core of our activities. Our unwavering commitment to our customers is stronger than ever, and we are grateful for the unwavering support of our employees. We have proven that we possess the necessary determination to succeed, even in the face of adversity.

As you peruse this report, you will encounter numerous achievements that showcase our capacity to serve the public and contribute to the development of a vibrant, inclusive, and thriving Ministry of Home Affairs and Immigration.

I am pleased to emphasise that workforce transformation is of utmost importance to us. We are actively driving organisational and cultural change initiatives to ensure that our workforce is well prepared to embrace new methodologies and adopt more innovative approaches to our work.

Despite challenging economic circumstances, our revenue streams showed stability with a collection of N\$94 million for the fiscal year 2019/2020. Additionally, we welcomed 1,546,231 individuals to the country during this period.

The Ministry issued 48,817 Namibian passports and processed 1,195 applications for citizenship. We handled 21,668 work visa applications and granted 1,396 Permanent Resident Permits. Moreover, we produced a total of 110,258 Identity Documents (IDs) and converted 3,689 South West Africa (SWA) IDs to Namibian National IDs.

Notably, our hospital-based offices experienced a significant increase in the timely registration of births, with a total of 43,110 recorded.

Throughout the year under review, we have dedicated ourselves to the management and promotion of the voluntary repatriation of refugees, as well as the successful integration of former Angolan refugees. We take great pride in informing our esteemed stakeholders that the Ministry achieved successful repatriation and integration of former Namibian refugees from the Dukwe Refugee Camp in Botswana.

We have made substantial progress in automating our line functions, which is a commendable accomplishment. Currently, 97% of all our border posts have remote access to the Electronic Border Management System (e-BMS) and Head Office.

I would like to extend my heartfelt gratitude to our officials and partners who have enabled the Ministry to fulfil its mandate, resulting in favourable outcomes despite the challenges we encountered. We have significantly expanded our services, establishing a countrywide presence. Finally, I wish to express sincere appreciation to all our clients and stakeholders for their invaluable support, oversight, and contributions throughout the reporting period.

## EXECUTIVE SUMMARY



Mr. Etienne Maritz  
**Executive Director**

I am pleased to present the Executive Summary of the 2019/2020 Financial Year Report for the Ministry of Home Affairs and Immigration (MHA). Our vision is to establish a globally acclaimed Population Register and Migration Management system that is globally recognised as one of the best. This report highlights our achievements and outlines the challenges encountered in achieving our Ministerial targets and implementing our Strategic and Annual Plans.

In the previous financial year, the Ministry extended its reach across the country, including the establishment of a new Sub-regional Office in Cheto, Zambezi Region, dedicated to births and death registrations. We have observed a rise in prompt birth registrations, particularly through our hospital-based offices. Furthermore, the Department of Immigration Control and Citizenship efficiently processed and facilitated 49,817 passport applications and recorded 1,195 applications for citizenship.

Despite challenging economic conditions, Namibia welcomed 1,546,231 individuals and generated N\$94 million in revenue during the 2019/2020 Financial Year. The Ministry has made noteworthy advancements in automating and digitising its manual records, achieving connectivity between all Regional Offices and the Headquarters. This connectivity allows for seamless access to information stored in the systems at the Head Office. Additionally, 97% of our border posts now have access to the e-BMS and can effectively communicate with the Head Office.

In line with international conventions and protocols, the Ministry has fulfilled its obligations in supporting and protecting asylum seekers and refugees. We recorded a total of 9,252 refugees and asylum seekers. Additionally, 776 former Namibian refugees were safely and respectfully repatriated from the Dukwe Refugee Camp in the Republic of Botswana and successfully integrated into their communities.

Despite the numerous challenges faced, the Ministry has made significant strides in improving service delivery. This progress is a testament to the visionary leadership provided by the Honourable Minister and the Honourable Deputy Minister, as well as the dedication and hard work of Team Home Affairs and Immigration.



## ORGANOGRAM



**Hon. Frans Kapofi**  
Minister, MP



**Hon. Dr. Daniel V.H Kashikola**  
Deputy Minister, MP



**Mr. Etienne Maritz**  
Executive Director

## DEPARTMENT CIVIL REGISTRATION





## INTRODUCTION

The Department of Civil Registration is responsible for managing the National Population Register, which contains records of vital events such as births, adoptions, marriages, divorces, and deaths. It is also responsible for issuing relevant certificates and national identity documents. Birth, death, and ID registration, as well as the issuance of birth and death certificates, are decentralised to 58 Regional Offices across the country. However, the production of ID cards and the amendment of birth, marriage, death, and ID records are centralised at the Head Office in three divisions.

**The Department of Civil Registration comprises two Directorates, which are further divided into six Divisions:**

**1: Directorate National Population Register, Identification, and Production**

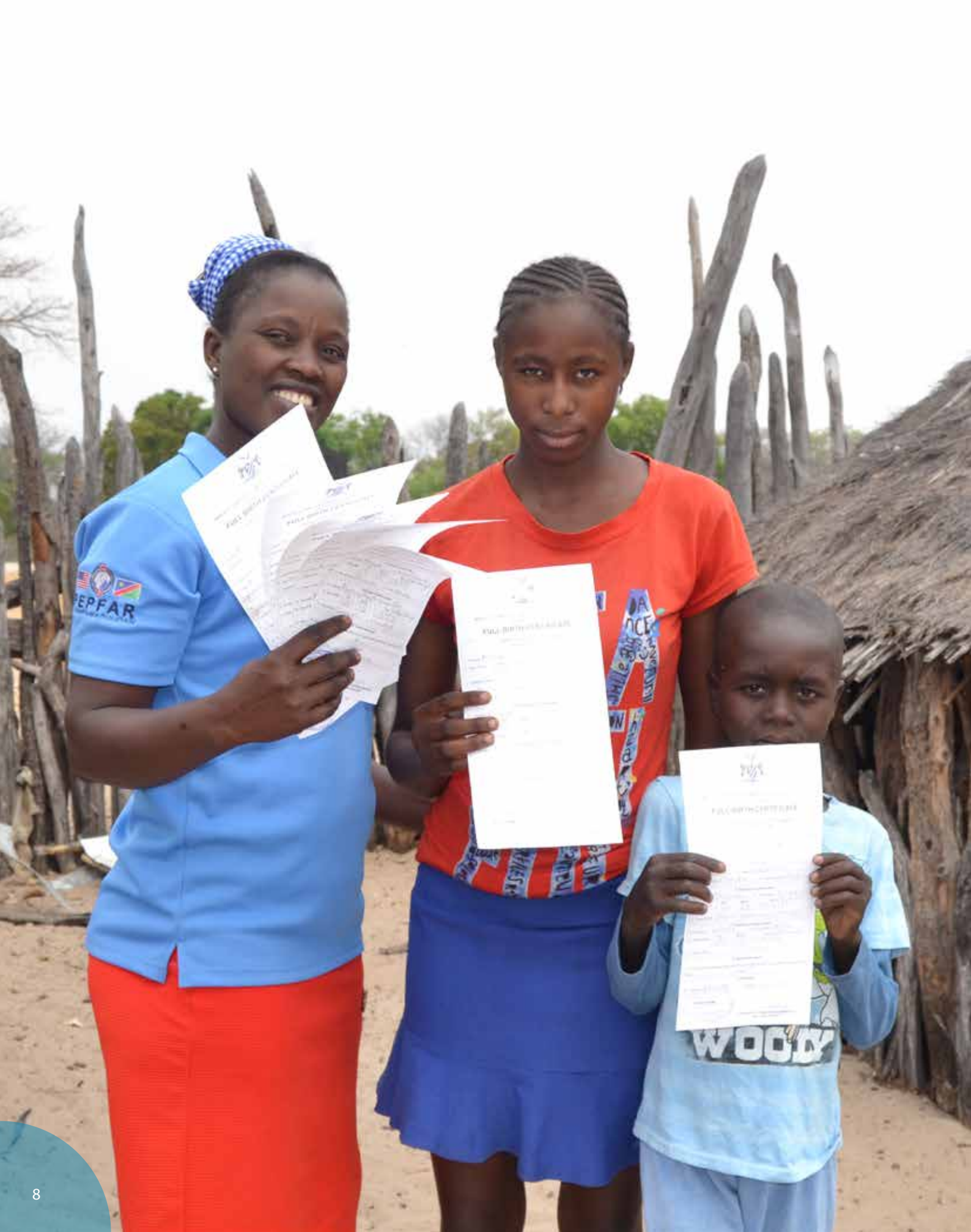
- National Population Identification and Production Division
- National Population Register Division

**2: Directorate National Civil Registration**

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



**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 capture of demographic information and fingerprints (biometrics) and the production of national identification cards under the Identification Act, Act 21 of 1996.

### The mandate of the division includes:

- Receiving ID applications from all Regional and Sub-regional offices for processing.
- Registering and classifying fingerprints on the ID application forms.
- Capturing the demographic data provided on the application forms.
- Scanning imported images, thumbprints, and signatures at scanning stations.
- Verifying and considering applications.
- Producing, ensuring quality control, and dispatching identity documents to various Regional and Sub-regional offices.

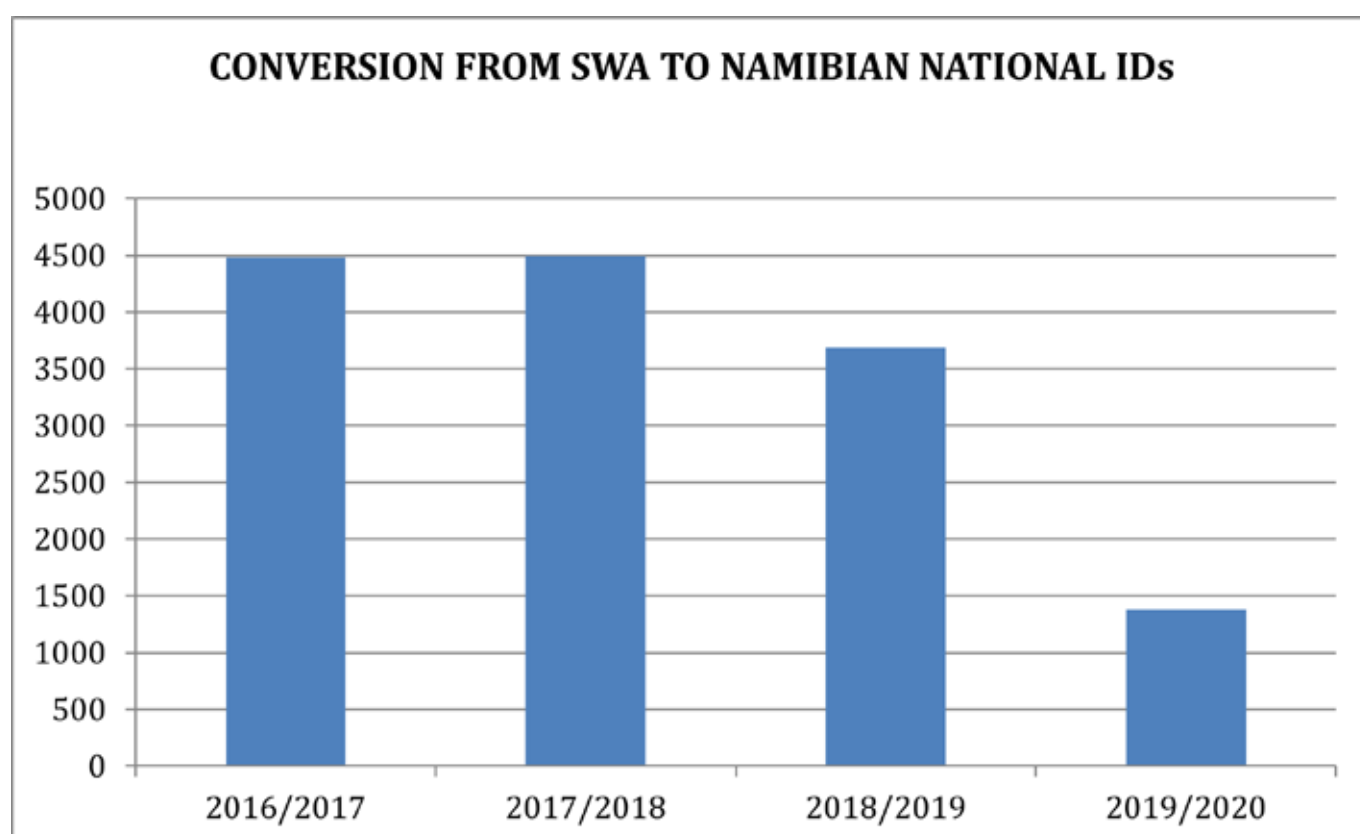
### Number of id cards produced and issued

Namibian citizens and Permanent Resident Permit holders become eligible for ID cards at the age of 16. To facilitate timely applications, the Ministry annually registers eligible pupils for IDs at secondary schools, as mandated by the Identification Act of 1996. However, a significant number of individuals still delay their initial ID applications. During the reviewed financial year, the Directorate produced a total of 110,258 ID cards. The aim was to achieve a turnaround time of 16 working days for ID applications. Unfortunately, challenges such as staff shortages, recurring technical errors, and configuration/setup issues hindered the Directorate from meeting this target consistently.

### Phasing out of the South West Africa (SWA) ID card

Many SWA ID records are inconsistent with the birth records, requiring an amendment before the issuance of a Namibian National ID card. Processes are in place to expedite these applications and ensure prompt resolution. In the reviewed period, 3,689 SWA IDs were converted to Namibian National IDs

### Number of individuals who have converted their SWA IDs to the National ID cards over four years (2016/2017 to 2019/2020).





## Production Statistics

### Number of IDs processed and issued during 2017/2018, 2018/2019 and 2019/2020

Type of application	2017/2018	2018/2019	2019/2020
The first application for an ID	63,147	68,990	51,224
The first application for PRP ID	108	120	172
Change of particulars	4,010	5,389	3,834
Change of citizen	53	43	79
Duplicate ID	20,367	25,494	19,291
Application of ID of SWA ID holders	4,351	3,561	1,382
<b>Total</b>	<b>92,036</b>	<b>103,597</b>	<b>75,982</b>

### Number of ID Applications per Office

Office	Total	Office	Total
Ohangwena (Eenhana) Regional Office	10,247	Mariental Regional Office	3,470
Omaheke (Gobabis) Regional Office	5,438	Kavango West (Nkurenkuru) Regional Office	2,303
Grootfontein Sub-regional Office	2,781	Okahandja Sub-regional Office	2,621
Zambezi (Katima Mulilo) Regional Office	5,627	Okahao Sub-regional Office	1,305
/Karas (Keetmanshoop) Regional Office	4,854	Okakarara Sub-regional Office	617
Khomas (Windhoek) Regional Office	28,713	Okongo Sub-regional Office	979
Khorixas Sub-regional Office	548	Omaruru Sub-regional Office	1,252
Lüderitz Sub-regional Office	734	Omungwelum Sub-regional Office	3
Oshikoto (Omuthiya) Regional Office	5,271	Ondangwa Sub-regional Office	7,285
Kunene (Opuwo) Regional Office	3,433	Oshana (Oshakati) Regional Office	10,807
Otavi Sub-regional Office	355	Otjozondjupa (Otjiwarongo) Regional Office	4,305
Omusati (Outapi) Regional Office	8,199	Outjo Sub-regional Office	1,336
Rehoboth Sub-regional Office	3,059	Ruacana Sub-regional Office	1,219
Kavango East (Rundu) Regional Office	11,488	Erongo (Swakopmund) Regional Office	5,587
Tsumeb Sub-regional Office	2,940	Tsumkwe Sub-regional Office	186
Usakos Sub-regional Office	313	Walvis Bay Sub-regional Office	6,524
Mobile Registrations	2,118	Karibib Sub-regional Office (Temporarily closed)	13
Karasburg Sub-regional Office	578	Kahenge Sub-regional Office (Closed and moved to Nkurenkuru)	8

**Change of date of birth on ID record**

Approved cases	144
Rejected cases	99
Deferred cases	211
Pending cases	841
<b>Total</b>	<b>1,295</b>

**Confirmation letters, fingerprint verifications and SWA ID copies issued**

Confirmation letters signed by office of the Permanent Secretary/Executive Director	1,383
SWA ID copies	2,901
Fingerprint verifications	2,881
Total	7,165
<b>Total</b>	<b>1,295</b>

**Achievements**

- Effective utilisation of technology and technology infrastructure within the section.
- 95% of Confirmation Letters were prepared on time.
- Application forms are tracked and traceable.
- Rejected forms on T&T are now traceable

**Challenges**

- 90% of change of age cases pending.
- Q-Management System is not operational since March 2018 as the service provider. suspended services due to outstanding payment.
- Many ID applications are still without images

## DIVISION: NATIONAL POPULATION REGISTER

### Sub-Division: Birth

#### Objectives

The objectives of the Sub-division Birth are:

- To manage the Birth Register by facilitating alterations of birth records and capturing approved amendments.
- Confirming the status of vital events.
- Issuing copies of repatriation forms.

A total of 8,282 applications were received for alterations of surnames, first names, date of birth, parents' particulars, and sex. Many of these cases involve inconsistencies between the birth records and the SWA records.

The Department is continuously improving its processes to prevent any inaccuracies in the birth records that could compromise the integrity of the system.

#### Number of applications on Birth Register received and processed during 2019/2020

Type of application	2019/2020
Re-registration (from mother/father's surname to new surname)	730
Correction of date of birth	872
Corrections of surname	520
Alteration or insertion of parents' particulars	2,395
Change of surname	211
Alteration of surname (misspelling)	
Alteration of place of birth	231
Alteration of gender	175
Registration of adoption	64
Correction/alteration/insertion of first names	2,458
Total	7,656
Confirmation letters	780
Ordinarily Residence Committee	172
<b>Total</b>	<b>8,237</b>



## Sub-Division: Marriages and Deaths

### Objectives

The mandates of this sub-division are:

- Receiving of new applications for designation as Marriages Officers, issuing study materials and conducting examinations.
- Coordination and training of Marriage Officers.
- Issuing of designation letters for marriage licenses.
- Registration and filing of marriage records.
- Issuing amendment of marriage registers and duplicate marriage certificates.
- Confirmation of marital status.
- Correction of death certificates, facilitation of late registration of death, and enquiries from the regions countrywide.

Marriages are solemnised by marriage officers throughout the country, including magistrates ex officio and ministers of religion who have been designated by the Minister. All marriage registers received are captured in the Population Register. During the reviewed period, a total of 5,332 marriage records were registered. Out of these, 444 Namibians married foreigners, with a significant number coming from neighbouring countries such as Angola, South Africa, and Zimbabwe. Additionally, two ministers of religion were designated as marriage officers.

### Number of marriage records received per month during Financial Years 2016/2017 to 2019/2020

Month	2016/2017	2017/2018	2018/2019	2019/2020
April	575	380	338	322
May	153	481	425	506
June	374	314	360	327
July	484	326	367	407
August	771	853	986	1,045
September	407	595	535	470
October	678	514	472	592
November	473	552	629	828
December	1,271	1,286	955	1,198
January	206	130	63	167
February	357	184	92	221
March	763	258	110	254
<b>Total</b>	<b>6,512</b>	<b>5,873</b>	<b>5,332</b>	<b>6,337</b>

### Digitalisation Project

The Department is actively working towards the digitalisation of all records and processes. In the reviewed year, significant progress was made in implementing the e-birth notification system, including the identification of locations and assessment of network connectivity. Additionally, the installation of computer equipment, which was funded by the United Nations International Children's Emergency Fund (UNICEF), was successfully completed. Moreover, training sessions were conducted for staff members from the MHAI, the Ministry of Health and Social Services, and the Ministry of Safety and Security (NAMPOL).

**e-birth notification system**

The purpose of the e-birth notification system is to electronically notify the e-National Population Registration System (e-NPRS) when a vital event such as a birth occurs at a hospital, health centre, or clinic. This system ensures the secure capture of the child's birth details and verifies the mother's identity against the NPRS.

The system was successfully implemented at the following sites for the reporting period:

- Swakopmund Central Hospital
- Walvis Bay State Hospital
- Opuwo State Hospital
- Okahao State Hospital
- Tsandi State Hospital
- Okongo State Hospital
- Nkurenkuru Health Centre
- Ondangwa Private Hospital
- Ongwediva Medi Park Hospital
- Gobabis Health Centre
- Mariental State Hospital
- Usakos State Hospital
- Lüderitz State Hospital
- Karasburg State Hospital
- Tsumeb State Hospital
- Grootfontein State Hospital
- MediClinic Hospital Otjiwarongo
- MediClinic Hospital Swakopmund
- Welwitschia Private Hospital (Walvis Bay)
- Rhino Park Hospital (Windhoek)
- MediClinic Hospital (Windhoek)
- Lady Pohamba Private Hospital (Windhoek)

### e-death notification system

All deaths should also be notified electronically in the line with the electronic notification of births.

The system was successfully implemented at the following sites:

- Oshakati State Hospital
- Onandjokwe State Hospital
- Eenhana State Hospital
- Engela State Hospital
- Oshikuku State Hospital
- Walvis Bay State Hospital
- Outapi State Hospital
- Okahao State Hospital
- Oshakati State Hospital
- Omuthiya State Hospital
- Keetmanshoop State Hospital
- Mariental State Hospital
- Gobabis State Hospital
- Rundu State Hospital
- Katima Mulilo State Hospital
- Opuwo State Hospital
- Otjiwarongo State Hospital
- Police Mortuary (Windhoek)
- Windhoek Central Hospital
- Katutura State Hospital
- Medi-clinic Hospital (Windhoek)
- Roman Catholic Hospital (Windhoek)
- Lady Pohamba Private Hospital (Windhoek)
- Rhino Park Hospital (Windhoek)
- Namibia Oncology Centre (Windhoek)
- Paramount Health Centre (Windhoek).

### Scanning and Archiving of Records

Since 2010, the Department has undertaken a digitalisation process, scanning and electronically archiving 4.3 million records, equivalent to 15 million sheets of paper. As part of this initiative, a new scanning unit has been established specifically for scanning all application forms captured in the NPRS. The forms, which are barcoded, can now be automatically uploaded through an interface, streamlining the process and enhancing efficiency

Type of form	Number of documents
Births	231,692
Marriages	500,698
IDs	47,786
Deaths	39,211
<b>Total</b>	<b>819,387</b>

### Civil Registration Legislation

The Department has been diligently reviewing its legal framework and the Marriage Bill was submitted to Legal Support Services Division during the period under review. A consultative workshop on the National Population Registration Bill was also held. A final consultative workshop still needs to be conducted in the second (2nd) quarter before the Bill can be submitted to Legal Support Services Division.



## DIRECTORATE: NATIONAL CIVIL REGISTRATION



## INTRODUCTION

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

### Main tasks and responsibilities:

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



### Statistical Overview of birth registrations per region (2019/2020)

Region	TIMELY AND LATE BIRTH REGISTRATION (2019/2020)								Total
	1-30 days	<1 year	1-2 years	3-5 years	6-10 years	11-15 years	16- 20 years	>20 years	
//Karas Region	1,061	691	299	22	42	130	117	375	<b>2,737</b>
Erongo Region	3,023	1,202	587	26	17	9	16	347	<b>5,227</b>
Hardap Region	732	749	433	26	13	7	4	74	<b>2,038</b>
Kavango East	889	1,641	1,061	104	11	5	3	9	<b>3,723</b>
Kavango West	172	508	516	19	2	4	1	2	<b>1,224</b>
Khomas Region	5,149	6,591	1,049	11	5	5	8	368	<b>13,186</b>
Kunene Region	625	852	1,000	55	17	5	4	14	<b>2,572</b>
Ohangwena Region	1,007	2,158	1,597	24	15	8	7	7	<b>4,823</b>
Omaheke Region	554	396	464	50	31	56	41	149	<b>1,741</b>
Omusati Region	1,201	1,715	1,006	20	31	21	14	27	<b>4,035</b>
Oshana Region	4,395	2,983	1,477	27	6	4	5	4	<b>8,901</b>
Oshikoto Region	623	649	504	5	4	0	1	18	<b>1,804</b>
Otjozondjupa Region	1,000	1,107	986	21	20	20	14	48	<b>3,216</b>
Zambezi Region	592	845	993	20	13	13	14	16	<b>2,506</b>
<b>Total</b>	<b>21,023</b>	<b>22,087</b>	<b>11,972</b>	<b>430</b>	<b>227</b>	<b>287</b>	<b>249</b>	<b>1,458</b>	<b>57,733</b>
<b>Timely Birth Registrations</b>		<b>43,110</b>	<b>Late Birth Registrations</b>						<b>14,623</b>

**Graphical comparative analysis for timely and late birth registrations (2019/2020)****Statistical Overview for birth registrations in hospitals (2017 – 2020)**

Hospital	Total number of Children (2017/2018)	Total number of Children (2018/2019)	Total number of Children (2019/2020)
Andara	219	311	229
Eenhana	1,605	1,604	1,258
Engela	2,603	2,125	1,775
Gobabis	972	928	843
Grootfontein	150	460	586
Katima Mulilo	1,813	1,039	933
Katutura Hospital	4,985	3,855	4,458
Keetmanshoop	516	715	786
Nankudu	153	165	144
Nyangana	100	74	153
Onandjokwe	3,546	3,698	2,794
Opuwo	676	930	758
Oshakati	4,930	4,760	4,160
Oshikuku	1,332	1,099	977
Otjiwarongo	988	1,224	462
Outapi	18	1,931	1,527
Rundu	3,409	3,557	2,517
Swakopmund	1,410	1,245	895
Tsandi	257	614	337
Walvis Bay	842	713	506
Usakos	394	398	158
Windhoek Central	6,711	4,915	4,416
<b>TOTAL</b>	<b>37,629</b>	<b>36,360</b>	<b>30,672</b>

**Graphical presentation for birth registrations for hospitals (2017 – 2020)****Comparative Number of deaths registrations per region for 2018/2019 and 2019/2020**

Region:	Death registrations		
	2017/2018	2018/2019	2019/2020
Zambezi	669	734	1,003
Kavango East	1,685	1,544	1,624
Kavango West	456	306	487
Oshikoto	1,602	1,655	934
Otjozondjupa	964	1,168	1,286
Kunene	162	305	753
Oshana	2,354	2,479	3,324
Ohangwena	1,343	1,456	1,488
Omusati	1,594	1 703	2,066
Khomas	3,510	3,506	3,567
Erongo	964	1,093	1,025
Omaheke	688	737	882
Hardap	815	884	469
//Karas	636	665	644
<b>TOTAL</b>	<b>17,442</b>	<b>18,235</b>	<b>19,552</b>

**Graphical presentation for death registrations per year (2017 – 2020)****Graphical presentation of annual death registrations (2017 - 2020)****Achievements**

- Expansion of services by creating a footprint countrywide was realised with the opening of the Cheto Sub-regional Office.
- Significant registrations were recorded during general mobile registrations in most regions.
- The Intensified Outreach Programme has proven to be a notable success, recording significant civil registrations compared to relatively few registrations recorded in the past years.
- Significant increase in timely birth registrations as compared to the previous year, especially in hospital-based offices, as well as an increase in overall birth registrations recorded.
- The notable adherence to clearance of backlogs in most regions is commendable as all required records were captured in NPRS.

**Challenges**

- The lack of connectivity to NPRS in a number of Sub-regional Offices continues to impede the timely capturing of records into NPRS as well as delaying the verification of records for issuance of duplicate documents.
- A significant number of late registrations are still being experienced by many offices, especially within the Eastern and Northern border regions.
- A persistent trend of forged documents, especially birth certificates, being found in possession of the public when applying for ID cards.
- A rising trend of home deliveries of babies makes it difficult to determine the actual biological parents and the correct dates and places of births.
- The ever-increasing demand for duplicate documents, which indicates a lack of information relating to the value of national documents.
- A persistent trend of registration of children born to non-Namibian nationals, especially mothers, without identification documents.



DEPARTMENT IMMIGRATION CONTROL AND CITIZENSHIP



## INTRODUCTION

The core mandate of the Department of Immigration Control and Citizenship is to facilitate lawful migration. This is achieved by issuing visas, permits, entry/departure stamps, and various type of Namibian citizenships.

The Department consists of two Directorates, which are sub-divided into four Divisions.:

### **Directorate of Immigration and Border Control**

- Central Regions Division (Erongo, Khomas and Omaheke Regions)
- Northern Regions Division (Oshikoto, Oshana, Ohangwena, Omusati and Kunene Regions).
- North-Eastern Regions Division (Kavango East, Kavango West and Zambezi Regions).
- Southern Regions Division (Hardap and //Karas Regions).

### **Directorate of Visas, Permits, Passports and Citizenship, which is sub-divided into two Divisions**

- Visas and Permits Division.
- Passports and Citizenship Division.

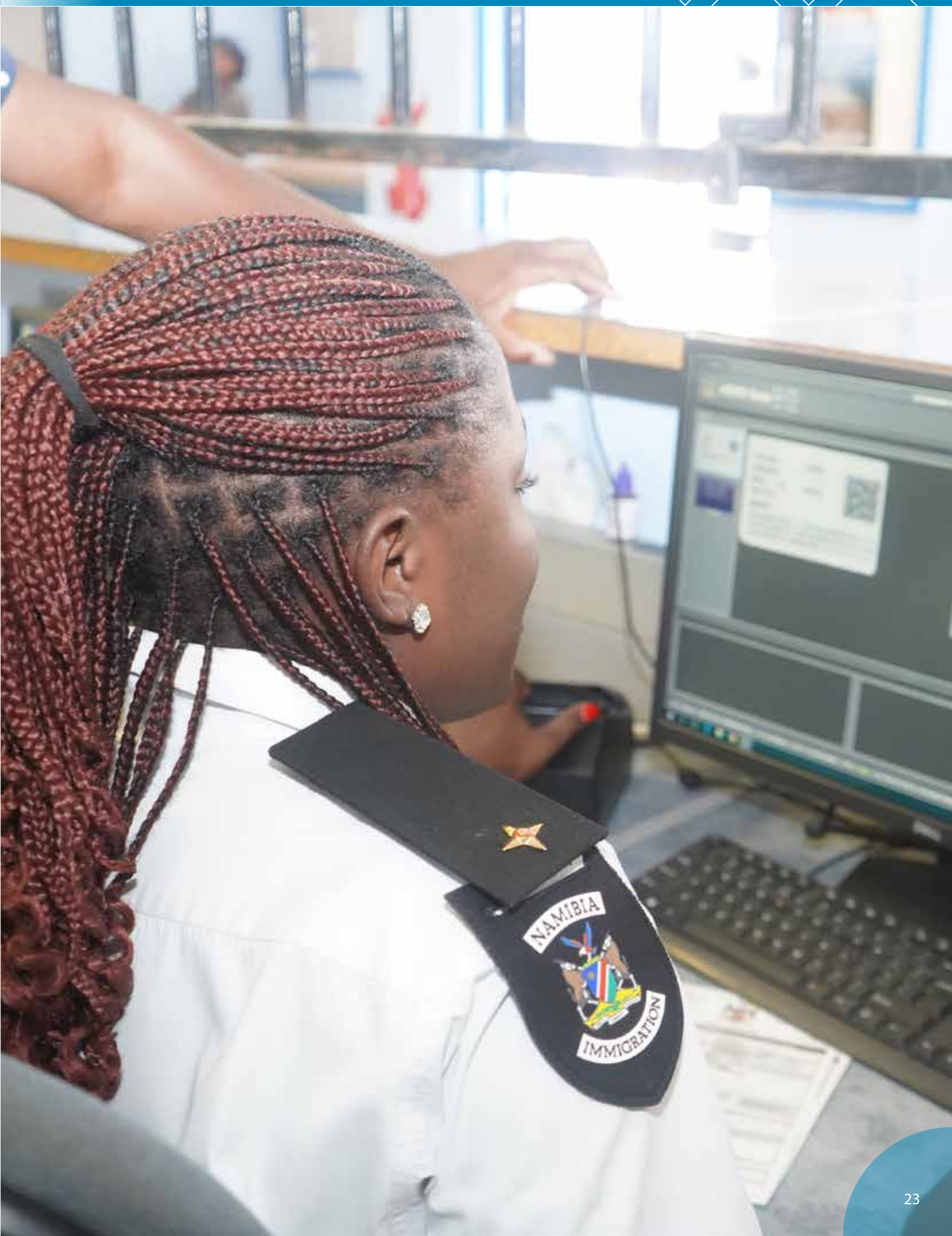
### **The Directorate of Visas, Permits, Passports and Citizenship is Headquarters based.**

The report gives an overview of the activities, achievements, challenges, constraints, and future plans of the Department during the 2019/2020 financial year, which is presented mainly in statistical format





## DIRECTORATE: IMMIGRATION AND BORDER CONTROL



## INTRODUCTION

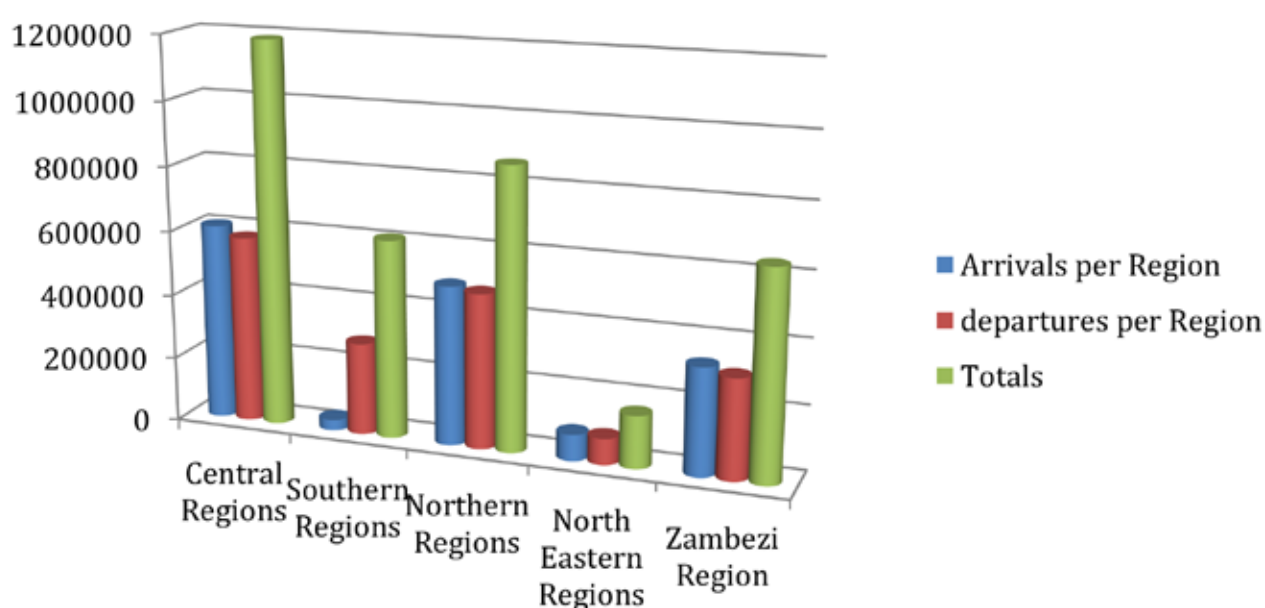
The Directorate is responsible for facilitating and controlling the movement of individuals entering and leaving the country via land, air, and sea. It exercises discretionary decision-making authority regarding entry permissions, including the power to grant or refuse entry. The Directorate is also 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 serves as Immigration Attachés at Namibian Diplomatic Missions.

Furthermore, the Directorate conducts visits and inspections of various premises such as institutions, companies, and schools. It is involved in surveillance, investigations, arrest, detention, and deportation of 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 Amendment Regulation Act (Act No. 4 of 1993) fall under its purview. The Directorate also presents evidence in court cases on behalf of the State and requests Immigration Tribunals to authorise the removal of prohibited immigrants from Namibia to their countries of origin. 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.

REGION	ARRIVALS	DEPARTURES	TOTAL MOVEMENTS PER REGION
Central Regions	608,879	578,875	1,187,754
Southern Regions	32,913	284,577	613,710
Northern Regions	491,602	478,428	869,030
North-eastern Regions	81,309	81,068	162,377
Zambezi Region	331,528	309,748	641,276
<b>Grand Total</b>	<b>1,546 231</b>	<b>1,732 696</b>	<b>3,474,147</b>

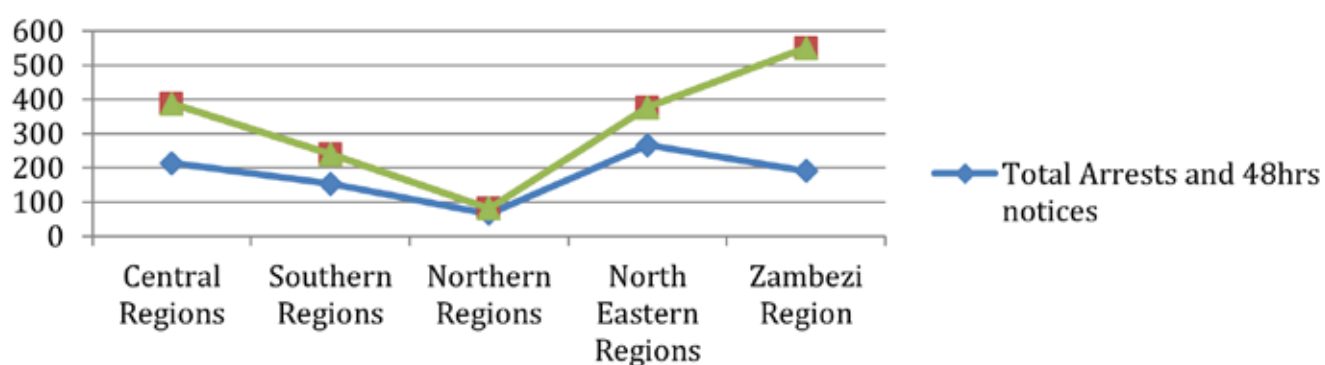
The following chart provides a comparison of arrivals and departures among different regions.



**Arrests and 48-hour notices issued**

REGION	ARRESTS	REFUSED ENTRY	48-HOUR NOTICES	TOTALS
Central Regions	213	34	174	421
Southern Regions	153	342	87	582
Northern Regions	65	0	16	81
North-eastern Regions	266	62	111	439
Zambezi Region	190	27	360	577
<b>Grand Total</b>	<b>887</b>	<b>465</b>	<b>748</b>	<b>2,100</b>

The below chart makes a comparison between regions on arrest and 48hrs notices

**Challenges**

The Directorate faces several key challenges. Firstly, acquiring funding for uniforms for immigration officials, providing training (particularly in immigration customer care), and ensuring accommodation for those stationed in remote areas. Additionally, the porosity of the borders between Namibia and its neighbouring countries poses a significant concern. This vulnerability allows for unnoticed illegal migration and poses a significant security risk.

Moreover, the shortage of vehicles severely hampers the Directorate's ability to promptly respond to cases reported by the public.



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



## INTRODUCTION

The Directorate of Visas, Permits, Passports, and Citizenship remains instrumental in the processing of visa, permit, passport, and citizenship applications in accordance with its mandate. During the reporting period, a total of **35,998** applications for visas and permits were received. Out of these, **33,877** were approved, while **2,121** were rejected.

Likewise, **48,817** applications for passports were received and processed, with **48,543** being approved and **1,274** being rejected due to non-compliance with the specified requirements. Additionally, the Ministry received and processed **1,195** applications for citizenship, of which **1,181** were processed successfully and **14** were rejected due to non-compliance with the stipulated requirements.

The primary reason for the rejection of these applications was non-compliance with some of the prescribed criteria.

**Table 1. PERMITS AND VISAS**

The table below shows the number of employment permits, permanent resident permits, students' permits, and work visa's received and processed during the period under review.

No.	Type of Permit	Total number approved	Total number rejected	Total number of applications received and processed
1.	Permanent residence permit	1,396	227	1,623
2.	Employment permit	2,027	240	2,167
3.	Students' permit	5,087	266	5,353
4.	Work visa	21,668	1,388	23,056
	<b>Total</b>	<b>30,178</b>	<b>2,121</b>	<b>32,299</b>

**Table 2. Statistical information for citizenship applications processed during the period under review**

No.	Types/Category of citizenship	Certificates issued (new applications)	Duplicates certificates issued	Applications rejected	Total number of applications received and processed
1.	Descent	818		9	827
2.	Marriage	30			30
3.	Naturalisation	272		5	277
4.	Registration	24			24
	<b>Total</b>	<b>1,144</b>		<b>14</b>	<b>1,158</b>

The Ministry recorded a total number of 1,158 applications for citizenship, including 1,144 new applications which were approved and 14 applications which were rejected.

### Renunciation of Namibian Citizenship

Renunciation is a voluntary act of relinquishing one's citizenship or nationality. During the financial year under review, a total of five Namibians renounced their Namibian citizenship in favour of other countries.

### Restoration of Namibian Citizenship

Restoration is the process of restoring or regaining citizenship by those who had renounced their Namibian citizenship in favour of other countries. During the period under review a total of two Namibians restored their Namibian citizenship.

**Table 3. Statistical information for travel documents processed during the period under review**

No.	TYPES OF PASSPORTS OR TRAVEL DOCUMENTS	NUMBER OF APPLICATIONS APPROVED	NUMBER OF APPLICATIONS REJECTED	NUMBER OF SPOILED PASSPORTS /ETC	TOTAL NUMBER OF APPLICATIONS RECEIVED AND PROCESSED
1.	Ordinary passport	43,713	1,040	-	44,753
2.	Diplomatic passport	261	33	-	294
3.	Official passport	501	35	-	536
4.	Travel document (brown passport)	4,068	166	-	4,234
	<b>TOTAL</b>	<b>48,543</b>	<b>1,274</b>	<b>-</b>	<b>49,817</b>

During the 2019/2020 financial period, **49,817** applications for passports and emergency travel certificates were received and processed. The table above indicates the number of such applications received, approved, rejected, and spoiled during processing.

### Lost and stolen passports

While the Ministry continues driving efficiency in the processing of passports, concerns are increasing regarding the high rate of passports being lost or stolen. The Ministry therefore strongly urges citizens to handle and safeguard their travel documents with care. During the reporting period **3,867** passports were reported lost or stolen.

### Staff matters

The Directorate expresses satisfaction with the overall performance of its staff members and the progress made in filling vacant positions. Efforts will continue to be made to further enhance the quality of service provided.

### Achievements

- Progress made in the implementation of automation of line functions is commendable.
- Passports and visas continue to be processed within the prescribed period of two to three working days.
- The crucial role of the Immigration Selection Board and the dedication of its members and supporting staff in handling and consideration of employment permits for critical foreign skills made it possible to process thousands of applications.

### Challenges

- One of the main challenges facing the Directorate is the insufficient budgetary provisions to fund some of the intended projects and activities, including automation of line functions.
- Due to insufficient funds, the Directorate may find it difficult to allocate adequate resources to the in-service training of staff members.

### Conclusion

The Directorate expresses satisfaction with the performance and provision of services and is eager to achieve the set targets for the upcoming financial year.



DEPARTMENT ADMINISTRATION AND REFUGEE MANAGEMENT





## DIRECTORATE: ADMINISTRATION

The Directorate of Administration is mandated to provide administrative support services through coordination, financial management, human resources, legal support services, information technology, general support services, and security and risk management services in accordance with relevant legislation. Its role is to ensure the efficient functioning and smooth operation of the Ministry by providing essential support across various areas.



The Directorate of Administration consists of the following six Divisions, namely:

- Human Resource
- Legal Support Services
- Financial
- Information Technology
- General Support Services
- Security and Risk Management Services
- Public Relations Section

## DIVISION: HUMAN RESOURCES MANAGEMENT AND DEVELOPMENT

### Introduction

HR is mandated to provide administrative support services through coordination, Human Resources Management and Development, and ensuring employee wellness.

The following activities pertaining to Human Resource Management occurred during the review period :



**Staff Movement**

Action	Total Cases
New appointments	6
Promotions	6
Resignations	5
Retirements (at age 60)	10
Early retirement (at age 55)	4
Discharged on misconduct	3
Discharged (medical)	2
Demises	2
Transfers out	4
Transfers in	16
<b>Total</b>	<b>58</b>

**Staff Development**

Location of Training and Financial Assistance	Quantity
Staff on special study leave	0
Local – short courses/workshops (Windhoek/Omaruru)	73
Financial assistance	3
<b>Total</b>	<b>76</b>

**Affirmative Action**

Report	Quantity
Report submitted to the Office of the Prime Minister and the Employment Equity Commission	1

**Wellness**

Activity	Quantity
Covid-19 Pandemic	<ul style="list-style-type: none"> <li>• PPEs distributed to all staff members</li> <li>• Offices fumigated</li> <li>• Circulars on decongestion of offices and shifts to be implemented</li> <li>• Covid-19 Operational guidelines issued</li> <li>• Testing facilitated 1</li> </ul>

**Achievements**

- 137 of vacancies activated and advertised
- 69 interviewed and sent for security vetting
- 21 vacancies filled
- 48 awaiting vetting outcomes
- The Ministry contained the spread of Covid-19 extremely well
- The Ministry submitted an Affirmative Action report

**HUMAN RESOURCES CAPACITY 2019/2020 (as at 31 March 2021)**

Approved Establishment	Positions currently filled	Positions vacant	Funded in FY 2020/2021
1653 + 14 from Namibian Correctional Service (NCS) = 1,667	1,011	656	1,667

**Challenges:**

- The most notable challenge HR is currently experiencing is the extensive security vetting process for all positions within the Ministry. This has resulted in significant delays in filling vacancies, preventing the completion of an approved recruitment plan for the current financial period.
- The implementation of sufficient training programmes has been hindered by the nationwide lockdown and restrictions on public gatherings. Consequently, HR has been unable to conduct the necessary training sessions to meet the Ministry's needs.
- The Ministry has experienced a high level of staff turnover, primarily due to instances of misconduct and other terminations. This turnover has posed significant challenges for HR in maintaining a stable workforce.
- There has been a notable increase in the number of misconduct cases within the Ministry. HR is currently grappling with managing and addressing these cases effectively, as they have become more frequent and require careful handling.

**DIVISION: LEGAL SUPPORT SERVICES****Introduction**

The Legal Support Services Division is the legal support arm of the Ministry under the Office of the Executive Director.

**Mandate**

The Division plays a crucial role in supporting various Departments and Directorates to ensure compliance with relevant legal instruments. This includes collaborating with the Office of the Government Attorney and the Office of the Attorney General, managing litigation and potentially litigious matters, facilitating legislative enactments and amendments, and offering legal guidance during the decision-making process.

**Legislative Amendments**

Throughout the year under review, extensive consultations were conducted on multiple legislative matters pertaining to the Department of Civil Registration, the Department of Immigration Control and Citizenship, and the Directorate of Refugee Administration. The following legislation was specifically addressed during these consultations:

**Department of Civil Registration**

- In May 2019, the Ministry and the Legal Assistance Centre signed an Agreement for consultancy to finalise the Civil Registration and Identification Bill ("CRIB"). The purpose of this consultancy was to thoroughly review the draft Civil Registration and Identification Bill and incorporate chapters related to the e-birth and e-death notification and registration system. Additionally, a consultancy exercise was launched to address data protection concerns and improve interoperability with other e-governance systems. Additionally, a consultancy exercise was launched to address data protection concerns and improve interoperability with other e-governance systems.
- As part of the redrafting process of the parts referred to above, consultations also commenced with the banking and financial sector on Part 10 of the Civil Registration and Identification Bill, which deals with the verification of information and authentication for identification purposes and access to said information. The Bill has since remained in draft status with the Legislative Drafters, Ministry of Justice. The consultations with the banking and financial sector are aimed at

enhancing the private sector's much needed access to information in the Population Register in compliance with statutory obligations.

- The Marriage Bill was tabled at the Cabinet Committee on Legislation on 19 August 2019. This Bill, when signed into law, will repeal the Marriage Act, 1961.

### **Directorate of Refugee Administration**

The drafting of the Migration Bill is on-going, and once finalised and signed into law, it will repeal the Immigration Control Act, 1993, and the Departure from Namibia Regulation Act, 1955. Currently, the draft Bill is awaiting submission to Legislative Drafters for further processing.

### **Department of Immigration Control and Citizenship**

A comprehensive assessment was conducted to identify loopholes in the Namibia Refugees (Recognition and Control) Act of 1991, aimed at drafting the necessary amendments to address these gaps.

### **Challenges**

The Division continues to face challenges due to limited human resources, as the current structure is relatively lean for fulfilling its mandate. The vacancy of the Deputy Director position since May 2019 has further intensified this issue

## **DIVISION: FINANCE**

### **Objectives**

- Overall financial administration of the ministry.
- Budget execution and control.
- Reconciliation of all suspense and expenditure accounts.
- Timely payments to all creditors and staff members.

### **Achievements**

- Unqualified audit opinions on both votes (05 & 06).

### **Challenges**

- Cumbersome procurement procedures.
- Insufficient budget allocation.

## BUDGET BREAKDOWN

Expenditure items	2019/2020	
	Estimates (N\$)	Actuals (N\$)
Personnel Expenditure	269,222,000.00	270,822,088,14
Goods and Other Services	235,013,387.00	221,215,659,87
Subsidies and other Current Transfer	1,162,000.00	76,952,57
Acquisition of Capital Assets (Operational)	455,000.00	292,354,06
Capital Transfer (Operational)	0.00	0.00
<b>Operational Budget</b>	<b>505,852,387.00</b>	<b>492,407,054.64</b>
Operational Capital	0.00	0.00
Acquisition of Capital Asset (Development)	170,641,613.00	169,256,288,76
Capital Transfers (Development)	0.00	0.00
<b>Development Budget</b>	<b>170,641,613.00</b>	<b>169,256,288.76</b>
<b>Total State Revenue Fund Appropriation</b>	<b>676,494 000.00</b>	<b>661,663,343.40</b>
Development Partners	0.00	0.00
<b>Grand Total</b>	<b>676,494 000.00</b>	<b>661,663,343.40</b>

## REVENUE COLLECTION

Revenue items	2019/2020	
	Estimates (N\$)	Actuals (N\$)
Passport Controls	20,200,000.00	13,073,936.00
Visas and Permit	70,100,000.00	71,672,756.00
Duplicate identity documents, birth, death, and marriage certificates	4,000,000.00	6,176,054.00
Miscellaneous	100,000.00	3,915,120.00
<b>GRAND TOTAL</b>	<b>94,400,000.00</b>	<b>94,837,866.00</b>

## DIVISION: INFORMATION TECHNOLOGY

### Introduction

The Division is mainly responsible for the maintenance of the various application systems, including their databases, Regional Offices' network infrastructure, user management, and support.

Below are the systems that the IT Division supports and maintains:

- Alien Control System (ACS).
- National Population Register System (NPRS).
- Namibian Automatic Fingerprint Identification System (NAFIS).
- Passport Personalisation System (NAMPP).
- Identification System (IDS).
- M-Files.
- Citizenship Registration System (CRS).
- Electronic Border Control Management System (e-BMS).
- e-Notification System (for e-birth and e-death).



### Achievements

- 97% of all border posts have access to the e-BMS and access to the Head Office.

### Challenges

- Outdated software and hardware for the Blade Server.
- Old IT Equipment (Servers hosting the ACS and NAFIS).
- Lack of internal specialised IT skills.
- Slow network connectivity to the Regional Offices.

### Planned Activities

- Upgrading and strengthening network connectivity to the Regional Offices.
- Upgrading the Blade Server for both the Production and Disaster Recovery sites.

## DIVISION: GENERAL SUPPORT SERVICES

### Introduction

#### Objectives

- Provide and maintain fleet.
- Procure goods and services.
- Maintain offices.
- Manage contracts.
- Provide registry services.
- Manage assets and stock.
- General office support.



### Main functions

- Procurement management and contract administration.
- Stock Control and Assets management.
- Transport and fleet management.
- Registry management.
- Capital projects and building maintenance.
- Office support services

### Achievements

On 27 March 2020, the contract with Afrikuumba Construction (Pty) Ltd for the completion of the Kunene Regional Office was signed. The site was officially handed over on 29 May 2020, and the construction of the building has been successfully completed.

### Capital projects, highlights on your capital projections

Kunene Regional Office has been completed.

### Challenges encountered

According to the Procurement Act 15 of 2015, Departments are obligated to submit their annual procurement plans. Unfortunately, our Departments often request goods without adequate planning, leading to ad-hoc procurement practices. This unplanned procurement undermines the proper adherence to established procedures and guidelines.

### Financial management

Procurement for goods, works, consultancy, and non-consultancy services are requested by Departments without proper budgeting during the financial year.

## DIVISION: SECURITY RISK MANAGEMENT

### Main Duties

- The Division is responsible to ensure strict implementation and adherence to security directives within the Ministry.
- Investigate incidence of security breaches and provide advice to the Executive Director on necessary actions resulting from such investigations.
- Act as the principal security liaison officer between the Ministry and Law enforcement Agencies.
- Conduct regular assessments on security arrangements and systems to ensure effectiveness.

### Responsibilities

- The Executive Director serves as the highest authority in terms of security within the Ministry, accountable for all security services and functions.
- Ensure security remains the collective responsibility of all employees, contractors, and visitors.
- It remains the duty of all 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 emergency services providers.
- 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 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.
- Protect high value assets, high-risk facilities, equipment, persons, and classified information.
- Make provision and/or installation of security equipment in sensitive areas and/or operations as a measure to guard against any security threat.

**Achievements**

- Implemented security vetting.
- Successfully coordinated security vetting.
- Conducted Threat and Risk Assessment on Rundu Regional Office.
- Investigated offences and security incidents and made recommendations to the Executive Director
- Provided feedback and/or information to other interested stakeholders.
- Managed and maintain the security system.

**Challenges**

- Inadequate training in Cyber Security and Security Audits.
- Shortage of manpower.

**Planned activities**

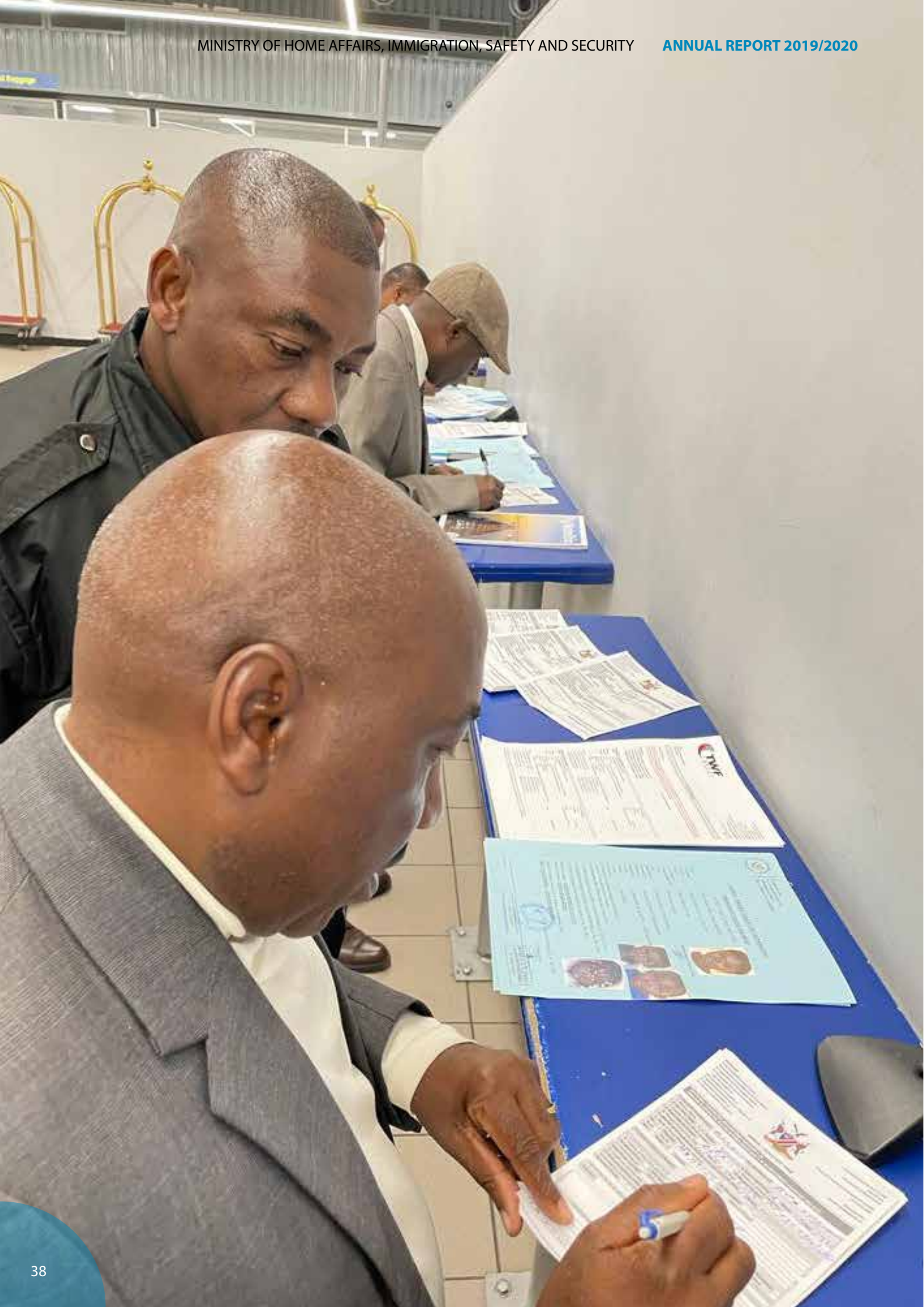
- Conduct threat and risk assessments.
- Implement security vetting.
- Conduct security audits.
- Conduct investigation on security incidents/breaches.
- Conduct regular checks/ inspection on security arrangements and systems.
- Implement Performance Management System.

## PUBLIC RELATIONS SECTION

The mandate of the Public Relations Section is to improve the image of the Ministry, information dissemination, as well as ensuring that the Ministry always offers excellent service delivery.

**Responsibility**

Issuing Media Release  
Issuing Public Notice  
Responding to media enquiries  
Responding to general enquiries  
Ministerial events coordination  
Arranging and attending Trade Fairs and Exhibitions as well as outreach activities  
Arranging TV, Newspaper and Radio interviews  
Counter's observation and interaction with clients and ensure that clients receive quality services  
Provide website contents and  
Compiling the Ministerial publications





DIRECTORATE: REFUGEE MANAGEMENT



## INTRODUCTION

The mandate of the Directorate encompasses providing international protection and support to asylum seekers and refugees. It plays a crucial role in coordinating and facilitating the three durable solutions, namely voluntary repatriation, integration, and resettlement of refugees.



### Main functions

- To make decisions on granting or denying refugee status.
- Manage Osire Refugee Settlement and Katima Mulilo Reception Centre.
- Registration of asylum seekers and management of statistical data.
- Facilitating the determination of refugee status through the Namibia Refugee Committee (NRC) and the Namibia Refugee

### Appeal Board (NRAB)

- Providing protection and support to asylum seekers and refugees.
- Promoting, coordinating and facilitating three durable solutions, namely voluntary repatriation, integration, and resettlement.

### Planned activities

- Promotion of voluntary repatriation for Burundian, Congolese, Kenyan, Rwandan and Zimbabwean refugees in Namibia.
- Identification and registration of Statelessness and Internal Displaced Persons (IDPs) in the country.
- Automating refugee records.
- Linkage of refugee system (records) to NPRS and to the e-BMS.
- Upgrading and construction of a Reception Centre in Katima Mulilo.

### Progress and achievements

- Conducted a stakeholder workshop to identify loopholes in the Namibia Refugee (Recognition and Control) Act, No. 2 of 1999, with to the aim of amending the Act.
- Procured 20,000 refugee travel documents (e-passport booklets) with enhanced security features.
- Procured 10,000 virgin ID cards for refugees, incorporating a machine-readable Zone (MRZ) and a Quick Response Code (QRC).
- Integrated 371 former Angolan refugees to selected areas of integration in Namibia.
- Repatriated and integrated 776 former Namibian refugees from the Dukwi Refugee Camp in Botswana.
- Assisted three asylum seekers in their spontaneous return to their respective countries.
- Facilitated the resettlement of 30 refugees to the United States and Canada.



## Challenges

- Some asylum seekers and refugees have been involved in criminal activities, including drug dealing, gender-based violence, and cases of sexual assault.
- Instances of marriage of conveniences by some asylum seekers, those who have been finally rejected, marrying recognised refugees to obtain derivative status.
- Reluctance by some refugees, especially those from countries that have attained peace, to register for voluntary repatriation.
- Proliferation of churches in the Osire Refugee Settlement.
- Asylum seekers entering the country hiding in trucks without notifying border authorities.
- Unaccompanied minors and separated children.

## Statistical data

The table below depicts the statistics of refugees and asylum seekers in Namibia

Refugees		Asylum Seekers	
Male	3,200	Male	2,208
Female	2,144	Female	1,700
Total	5,344	Total	3,908
<b>Grand total</b>		<b>9,252</b>	

## Conclusion

Despite experiencing economic turbulence, the MHAISS successfully executed its mandate. The MHAISS expresses its gratitude for the commitment and contributions of all staff members, stakeholders, and donor partners

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REPUBLIC OF NAMIBIA

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



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