



Staff members warmly welcome Theofelus, bid farewell to Amutse

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FROM THE EDITOR'S DESK

Dear MICT Family,

What a quarter it has been! As we close yet another financial year (2024/2025), we reflect on a period filled with both challenges and achievements.

Despite the sorrowful events of February, as we remembered the passing of President Hage Geingob and mourned the loss of our Founding President Sam Nujoma in the same month, we came together as a team and remained steadfast in fulfilling our duties. Our ability to persevere and deliver at the end of this quarter is really commendable. Bravo, team!

As we turn the page to a new chapter, we do so with immense gratitude and pride, celebrating the milestones we have reached. The ministry has been actively engaged in various initiatives and accomplishments.

Following a period of heightened anticipation and uncertainty regarding the appointment of our government's new administration, Hon. Emma Theofelus has been reappointed as the Minister of Information and Communication Technology. This is our lead story in this edition of MICT Update and we extend our heartfelt congratulations to the Honourable Minister on her well-deserved reappointment.

In alignment with our mandate to lay the foundation for the accelerated use and development of ICT in Namibia, as well as to coordinate information management across government, the ministry has achieved significant milestones. One notable achievement is the establishment of the Electronic Information System Management Advisory Council. This council will oversee the full implementation of the Electronic Transactions Act, Act No. 4 of 2019, which came into force on 16 March 2020.

Additionally, the ministry, along with its affiliated State-Owned Enterprises (SOEs), has finalised a five-year strategic plan. This plan prioritises the expansion of digital infrastructure, support for ICT sector start-ups and the growth of the digital economy.

Furthermore, in accordance with Section 56 of the Communications Act No. 8 of 2006, the Communications Regulatory Authority

of Namibia (CRAN) launched the Universal Service Fund. This fund is dedicated to providing subsidies to licensees for service provision and infrastructure development, reinforcing our commitment to broadening ICT access.

There is a saying that goes, "If you want to go fast, go alone. If you want to go far, go together." True to this spirit, the MICT leadership has actively engaged various stakeholders and international counterparts in several ICT-related areas to strengthen bilateral relations and enhance service delivery.


Another notable milestone is the fulfilment of our commitment to the residents of Impalila Island. Following the successful commissioning of radio services on the island, residents can now access radio broadcasts, a significant step in bridging the information gap in remote areas.

Lastly, the MICT Update team warmly welcomes new colleagues who have joined the MICT family and congratulates those who have been promoted to new positions. We wish you all the best in your new roles and look forward to your contributions towards achieving our collective vision.





Staff members warmly welcome Theofelus, bid farewell to Amutse

By  Memory Mutenda

Following the reappointment of Emma Theofelus as Minister of Information and Communication Technology (MICT) by President Netumbo Nandi-Ndaitwah, staff members at the Ministry's head office in Windhoek

gathered at the entrance to welcome and celebrate her return to the ministry for a new five-year term. Theofelus previously served as Deputy Minister of MICT for four years before being appointed as Minister on 9 February 2024 by former President Nangolo

Mbumba, a position she retained under the new administration. In her address at the welcoming event, Theofelus expressed gratitude for the warm reception and urged MICT staff to support the President's vision and national goals for the betterment of

Namibians. She emphasised their role as catalysts in executing the Ministry's mandate and contributing to the greater good. She encouraged staff members to familiarise themselves with the 6th National Development Plan (NDP 6) and the Swapo Party Manifesto, reiterating her commitment to the Namibian people and stressing that each individual should make a meaningful contribution.

She encouraged the team to be innovative, think outside the box and enhance efficiency and effectiveness of the ministry's systems. "We have a new leader who leads differently and has a vision for our country. I am sure if we work hard, are dedicated, consistent and relentless, we will be a ministry that

once again scores highly in terms of service delivery," said Theofelus. During the 2024 ministerial staff meeting, Theofelus stressed MICT's growing reputation as Namibia's preferred information partner, noting the increasing demand for the Ministry's live streaming and sound services across government institutions and the private sector.

On 22 March 2025, President Nandi-Ndaitwah underscored the responsibility of elected leaders to consolidate democracy, peace, stability and good governance while ensuring the efficient delivery of quality public services to all Namibians. She emphasised key government priorities, including enhancing

food security, improving public health, expanding access to affordable housing, providing quality education and creating job opportunities for thousands of unemployed Namibians. Targeted interventions in priority sectors such as agriculture, mining, tourism, sports and the creative industries, she stated, would be essential in accelerating the country's socio-economic development.

In the same vein, the ministry also bade farewell to former Deputy Minister Modestus Amutse, who served the ministry for the past year. Amutse was appointed Deputy Minister on 9 February 2024. The Ministry extends its best wishes to Amutse in his future endeavours.



WARM WELCOME - Minister Emma Theofelus addresses staff members after welcoming her back following her reappointment.

Photos by Petrus Katonyala

Govt establishes electronic information management council



By **Ngaevarue Katjangua**

The Ministry of Information and Communication Technology has launched the Electronic Information System Management Advisory Council (EISMAC), which will oversee the full implementation of the Electronic Transactions Act (ETA).

The Electronic Transactions Act, Act No. 4 of 2019, came into force on 16 March 2020, with the exception of Section 20, Chapter 4 and Chapter 5. Section 5 of the Act mandates the Minister of ICT to appoint a five-member Council to exercise the powers and perform the functions assigned under the Act.

The primary objective of the ETA is to establish a

legal framework for the use of electronic transactions, ensure their legal recognition, facilitate the admission of electronic evidence, enhance consumer protection in e-commerce and regulate the liability of service providers for their clients' actions.

EISMAC has now been officially appointed, inaugurated and gazetted to carry out its mandate. Its responsibilities include advising the Minister of ICT on necessary amendments to the Act, proposing new or revised regulations and assisting in monitoring compliance with the law.

Additionally, EISMAC is tasked with establishing an

Committee, which must consist of three members, including at least one Council member. This initiative, according to ICT Minister Emma Theofelus, is an "urgent matter for the protection of digital consumers."

Theofelus urged the newly appointed EISMAC members to ensure that their work delivers tangible benefits to all Namibians in their daily digital interactions.

EISMAC members will serve a five-year term. Upon the expiry of their tenure, the Minister may either appoint new members or reappoint existing ones to ensure continuity in implementing the Electronic Transactions Act.

Ministry finalises five-year strategic plan



By **Ngaevae Katjangua**

Photo by **Petrus Katonyala**

Over the five-year period from 2025 to 2030, the Ministry of Information and Communication Technology (MICT) will prioritise the expansion of digital infrastructure, support for innovative start-ups in the ICT sector and the growth of the digital economy.

These priorities were outlined in the Ministerial Strategic Plan, developed under the leadership of the Minister and Public Enterprises during a recent policy retreat at Gross Barmen. The SWAPO Party Manifesto and the Sixth National Development Plan (NDP6) provided strategic direction for the plan.

The Strategic Plan is built on four key pillars, namely: Digital Government, Digital Infrastructure, Digital Economy and Digital Society.

The first pillar on Digital Government pillar focuses on modernising public service delivery through technology.

MICT envisions a more efficient, transparent and citizen-centred government, ensuring seamless access to e-services.

The second pillar, Digital Infrastructure, focuses on both physical and software-based technologies that enable digital operations and communication within organisations. Under this pillar, robust and secure digital infrastructure is envisioned as the backbone of Namibia's digital transformation. To achieve this, MICT seeks to prioritise investments in expanding broadband connectivity, developing a national data centre and enhancing cybersecurity frameworks to safeguard critical information systems.

The third pillar, Digital Economy, aims to position Namibia as a hub for technological innovation and economic growth. By promoting entrepreneurship, attracting investment and

enabling a conducive environment for ICT-driven industries, the plan seeks to enhance productivity and create jobs in key sectors. Under this pillar, MICT also seeks to support start-ups and innovation hubs in sector fin-tech, agri-tech and edu-tech, while also expanding electronic payments and financial technologies to enhance financial inclusion.


Under the fourth pillar, Digital Society, MICT ensures that citizens not only have access to ICTs but can also use them effectively. This pillar emphasises the importance of fostering a digitally literate and empowered society by expanding ICT literacy programmes, integrating technology into education and establishing Community Access Points (CAPs) to bridge the urban-rural digital divide. Furthermore, this pillar highlights policy reforms to create an enabling



LAUNCHED - From left: Chairperson of MTC Board, Theo Mberirua, Executive Director of MICT, Dr Audrin Mathe, Minister of ICT, Emma Theofelus, Former Deputy Minister of Education, Arts and Culture, Faustina Caley, Chief Executive Officer of CRAN, CRAN Board Chairperson, Dr Tulimevava Mufeti and Chief Executive Officer of MTC, Dr Licky Erastus

Photo by CRAN

CRAN launches Universal Service Fund

By  Memory Mutenda

The Communications Regulatory Authority of Namibia (CRAN) has launched the Universal Service Fund (USF) in accordance with Section 56 of the Communications Act No. 8 of 2009. This provision empowers the government, through CRAN, to establish a Universal Service Fund and impose a universal service levy. The fund is dedicated solely to covering administrative expenses and providing subsidies to licensees for service provision and infrastructure development, with the aim of ensuring universal access to communication services. The government has allocated N\$145 million to the USF over the next three years. These funds will be used to construct network towers and deploy digital

infrastructure to achieve 100% connectivity across the country. Speaking at the launch of the USF on 19 March 2025, the Minister of Information and Communication Technology, Emma Theofelus, emphasised that the initiative marks more than just the beginning of a new initiative. It represents the realisation of a long-standing vision shared by many stakeholders: the government, civil society and the private sector.

"The goal is not just to increase the number of towers but to ensure that these towers are strategically placed in underserved regions to effectively bridge the digital gap, with priority being given to unconnected schools and clinics," said Theofelus.

According to the minister, Namibia has made significant strides in expanding access to telecommunications services. Mobile network coverage now exceeds 90% of the population and internet penetration continues to rise steadily. In urban areas, nearly 85% of households have access to reliable internet, while rural areas are beginning to see improvements.

The population coverage

for 4G services in Namibia increased from 79% in 2021 to 88.4% in 2024. Nine out of Namibia's 14 regions have achieved 4G coverage above 80%. However, some regions, including Karas, Erongo, Hardap, Kavango East, Kavango West, Omaheke and Omusati, still lag behind. The Kunene region lags the most with the lowest 4G coverage, at just 49%.

To address these disparities, CRAN has conducted a comprehensive mapping of underserved and rural areas to ensure resources are allocated where they will have the greatest impact. This mapping exercise will guide targeted investments to provide

effective and sustainable communication solutions to the communities that need them most. "The objectives of our Universal Service Policy are clear. We envision a nation where every Namibian has access to a robust communication network that fosters inclusion, innovation, and growth. This policy outlines our commitment to bridging the digital divide that has historically marginalised rural and underserved communities," Theofelus concluded.





MICT leadership strengthens stakeholder relations

By  *Ngaevarue Katjangua*

The Ministry of Information and Communication Technology's leadership engaged with various stakeholders and international counterparts to improve ICT infrastructure, strengthen bilateral relations and enhance service delivery within its mandate. The engagements focused on a few areas such as training, bilateral relations, courtesy visits and e-government portal.

TRAINING -The Minister of Information and Communication Technology, Emma Theofelus, has welcomed potential partnerships with the University of Wales, Trinity St David in Swansea in the field of information technology. Theofelus recently met with Namibia's





Photo by Petrus Katonyala

High Commissioner to the United Kingdom, Linda Anne Scott, the Namibian Honorary Consul to Wales, Prof. Dominic McVey, and the Founder and Owner of INFO University Partnerships, Andrew Colin. During the meeting, Scott and her delegation expressed interest in exploring partnerships and securing funding for programmes related to information technology, cybersecurity and training for Namibian journalists.

BILATERAL RELATIONS - Theofelus also met with Algeria's Minister of Communication, H.E. Mohamed Meziane, to discuss new areas of cooperation and strengthen existing bilateral ties between the two countries. She emphasised her Ministry's commitment to strengthening and expanding collaboration in communication and sharing best practices in managing press agencies, especially in light of global

challenges. Meziane visited Namibia as a Special Envoy to deliver an official letter from Algeria's President, H.E. Abdelmadjid Tebboune and to seek Namibia's support for Algeria's candidacy for the African Union Commission Chairmanship.


COURTESY VISIT - Minister Theofelus received a courtesy visit from the Cuban Ambassador to Namibia, Sergio Vigoa De La Uz. Their discussions focused on bilateral cooperation in areas of information technology and cybersecurity.

E-GOVERNMENT PORTAL - The ministry is advancing plans to establish a one-stop e-government portal for online government services. To this end, ICT Executive Director Audrin Mathe met with his Estonian counterpart to strengthen collaboration in ICT and the creative industry. Their discussions centred on sharing best practices in the digitalisation of cultural heritage and developing the Government Portal.





Govt takes radio network coverage to Impalila

By  Moses Haufiku

Residents of Impalila Island, located at the far eastern tip of the Zambezi region, now have access to radio network coverage following the successful commissioning

of radio services by the Ministry of Information and Communication Technology (MICT). For years, the island's more than 3,500 inhabitants struggled with inconsistent radio signals due to its

geographical location. However, they can now tune in to National FM and Nwanyi FM, enabling them to access vital information that will help them make informed decisions and

positively impact their lives.

A year ago, the Namibian Broadcasting Corporation (NBC) was allocated approximately N\$90 million to expand its infrastructure nationwide, including on Impalila Island, where a transmitter was built to facilitate radio and television broadcasting. Today, a newly constructed NBC tower is operational on the island.

Speaking at the launch, MICT Minister Emma Theofelus acknowledged the longstanding challenges the people of Impalila Island and surrounding areas have faced in accessing reliable and consistent radio signals. She noted that due to its remoteness, the island had limited access to timely news, educational programmes and entertainment. However, with the launch of FM Radio Services, this has now changed. "We are bridging the communication divide and reaffirming our dedication to fostering inclusivity and national unity," Theofelus said.

She emphasised that bringing radio services to the island underscores the government's commitment to ensuring no citizen is left behind, regardless of their geographic location. "This is not just an achievement for NBC or the Ministry of

ICT but for the people of Impalila Island and the entire nation of Namibia. You are our fellow citizens; you are ours, and we are yours. Your voices matter, and we have ensured that they will be heard from now on," the minister said.

This initiative, spearheaded by NBC under the leadership of MICT, became a reality after the minister's commitment to the island a year ago. She recalled her visit to the island a year ago, when she instructed NBC to ensure that radio services reached the community. "Ba Induna Muluti, we have fulfilled that promise, and today, we are here to witness its realisation," she said.

Beyond radio services, the minister highlighted ongoing efforts to achieve 100% network coverage through Direct-to-Home (DTH) services, ensuring that even the most remote communities can access NBC television broadcasts in high definition.

"This process is progressing well, and soon, NBC Television services will be accessible to all Namibians, regardless of their location," she said.

Meanwhile, the Headwoman of Impalila Island, Muluti Emelda, expressed gratitude to the government for bringing radio coverage

closer to the community. "The introduction of the radio signal helps us to receive information which we were not used to receiving in the past. In the past, we only used to receive information through cellphones; you could only listen to the radio unless you were in Katima Mulilo," she said.

She added that Impalila residents can now watch live television and keep up with what is happening throughout the country.

Radio remains the most reliable, affordable, accessible and timely medium of communication used to reach a large number of audiences in Namibia.

With 16 community radio stations and 18 commercial radio stations, 98% of the population in the country has access to radio.

According to the 2023 Population and Housing Census, about 50.5% of Namibians live in rural areas, where access to modern communication technologies is very limited.

HR CORNER

We warmly welcome the new colleagues who joined the MICT team this quarter and wish them continuous productivity in their respective roles.



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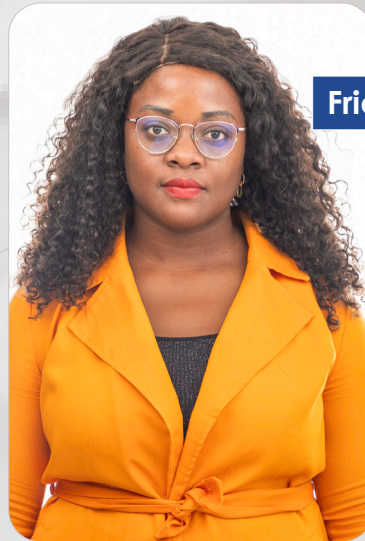
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