



CRAN
Communications Regulatory Authority of Namibia

KEYNOTE ADDRESS BY

**HONOURABLE DR. PEYA MUSHELENGA,
MINISTER**

**MINISTRY OF INFORMATION AND COMMUNICATION
TECHNOLOGY (MICT)**

AT THE

**COMMUNICATIONS REGULATORY AUTHORITY OF NAMIBIA
(CRAN) STAKEHOLDER ENGAGEMENT EVENT: LAUNCH OF THE
INTEGRATED STRATEGIC PLAN**

Date: Thursday, 23 March 2023

Venue: Windhoek Country Club Resort

Time: 08h00

- Members of Parliamentary Standing Committee on ICT,
- MICT Executive Management and Representatives,
- Mr. Heinrich Mihe Gaomab II, Chairperson of the CRAN Board of Directors,
- CRAN Board Members,
- Mrs. Emilia Nghikembua, Chief Executive Officer CRAN,
- CRAN Executive Management and Team,
- Esteemed Captains of Industry,
- Members of the Media,
- Distinguished delegates,
- Director of Ceremonies,

Good morning.

It is my distinct honour and privilege to address everyone this morning as we officially launch the Communications Regulatory Authority of Namibia (CRAN) Integrated Business Strategic Plan (IBSP) for the period 01 April 2023 to 31 March 2026, in line with the provisions of the Communications Act (No. 8 of 2009) and the Public Enterprises Governance Act (No. 1 of 2019).

The Ministry of Information and Communications Technology (MICT) strives to attain high quality service delivery through sustainable, affordable public systems and infrastructure. To achieve these goals, the MICT's primary function is to set direction, develop legislations,

policy and standards, allocate funding, and act to improve performance where necessary. These strategic and national objectives are achieved through our Ministerial Strategic Plan and the strategic and business plans of the various State-Owned Entities (SOE) reporting to the MICT such as CRAN.

CRAN, as a key strategic partner of the MICT, shall identify Information and Communication Technology (ICT) regulatory needs of the Namibian nation, to plan and develop regulations for the effective roll out of telecommunication services and networks, broadcasting services, postal services and the use and allocation of radio spectrum across the country.

Moreover, CRAN's 2023 to 2026 Integrated Strategic Business Plan aims to improve service provision to customers and address the affordability of ICT services in the sector. Enhancement of legislative services also features prominently in areas of electronic transactions, postal, data protection, cyber security laws, implementation of Part 6 of the Communications Act (No. 8 of 2009), as well as the establishment of the Cyber Incidence Response Team in the country with provision for resources to operationalise it.

Director of Ceremonies,

Comprehensive national development documents such as Vision 2030, Fifth National Development Plan (NDP5), and Harambe

Prosperity Plan II (HPP II) recognise digital transformation as an enabler of economic growth. Vision 2030 specifically stipulates that ICT must be elevated to being the most important sector in the country's economic development by 2030. Additionally, the two pillars of the HPP II that fall under CRAN's mandate and the strategic goal of expanding coverage for ICT include to improve performance and service delivery through various efforts, one of which is digitalisation; and to promote infrastructure development as a catalyst for economic growth, social progression, and a contributor to global competitiveness and investment attraction.

Furthermore, HPP II plans to accelerate the rollout of essential e-governance services at national and regional levels, which includes functional e-procurement, e-health, e-learning, e-business, social protection, and civil registration and identification systems. Similarly, the Government has an ambitious Broadband Policy aimed at providing 95% of the population with coverage by 2024.

As part of the strategic planning process, stakeholder consultation sessions were conducted to elicit the views of the relevant stakeholders on their service expectations from CRAN, the challenges they face in the process of the service exchange and recommendations on improvements to enhance service delivery and deliver efficient and effective ICT services to the Namibian people. In addition, MICT was consulted to obtain an in-depth perspective of the

Ministry's vision for ICT in the coming years. The National Planning Commission (NPC) was also consulted to ensure that the strategy is aligned to Namibia's National Development Agenda specifically regarding how the ICT can contribute to the realisation of this Agenda.

Distinguished delegates,

The CRAN 2023 to 2026 Strategic Plan focuses on the following strategic themes, which I will highlight, and which will be provided in detail in the presentation to follow later in the programme.

The strategic themes are:

- i. **Organisational Sustainability** – Ensuring that CRAN has sufficient resources, skills, and systems to deliver the full scope of its mandate;
- ii. **Strategic Partnering and Collaborations** – Ensuring effective engagement of stakeholders and satisfactory service to consumers;
- iii. **Digital Transformation** – Ensuring integration of digital technologies into all areas of business, commerce, and Government; and
- iv. **Market Development and Consumer Protection** – Ensuring consumer protection in the ICT sector and promoting the widespread coverage and use of ICT services for national development across all sectors.

The implementation of this Integrated Strategic Business Plan shall have a favourable impact in 2023 and beyond as we foresee the sector to improve on the provision and offering of a variety of affordable services and wider range of ICT products as a result of the enhancement of the legislative frameworks pertaining to the electronic transactions, postal, data protection, and cyber security laws, implementation of Part 6 of the Communications Act (No. 8 of 2009), and new regulations for the importation of telecommunications equipment into Namibia, as well as the establishment of the Cyber Incidence Response Team in the country with provision for resources to operationalise it.

Director of Ceremonies,

The roll-out of 5G through the 800 MHz and 700 MHz spectrum bands will increase the current population coverage from 85% to 88% without adding any towers reducing the cost to the operators and the consumers. These two spectrum bands will allow operators to roll-out 5G services in addition to 4G services ensuring optimal use of the spectrum to foster digital inclusivity throughout Namibia and shall be utilised as a tool to develop communications services and access to ICT infrastructure as a basis for social and economic development.

To conclude, while the ICT environment is highly complex and challenging, yet it has made significant strides in making a tangible contribution to all sectors of the Namibian economy. The rapid 120%

penetration of mobile access has resulted in considerable improvements in the lives of those less affluent living in rural and urban contexts. The sector has made immense contributions towards Namibia's socio-economic development through impactful frameworks that benefit the ICT consumers in respect of price, quality, and access. I herewith thus, congratulate the Authority for developing and most importantly implementing this robust Integrated Strategic Business Plan that shall benefit our Namibian house.

In conclusion, I today officially launch the CRAN Integrated Strategic Business Plan for the period 2023 to 2026.

I thank you!