



# CRAN

Communications Regulatory Authority of Namibia

**WELCOMING REMARKS BY**

**MRS. EMILIA NGHIKEMBUA,  
CHIEF EXECUTIVE OFFICER**

**AT THE ANNUAL CEO'S BREAKFAST, LAUNCH OF CUSTOMER SERVICE  
CHARTER, ACCESS TO INFORMATION BROCHURE AND ANNUAL  
FINANCIAL AND BUSINESS PLAN**

**DATE:** TUESDAY, 27 FEBRUARY 2024

**VENUE:** AVANI HOTEL

**TIME:** 08H30

- Dr. Audrin Mathe, Executive Director, Ministry of Information and Communication Technology,
- Mrs. Linda Aipinge, Director, Ministry of Information and Communication Technology,
- Dr. Tulimevava Mufeti, Chairperson: CRAN Board of Directors,
- CRAN Executive Management and Team,
- Invited Guests,
- Director of Ceremonies,

Good morning Team Wi-Fi 4.0!

### **Condolence Message to our late President, Dr. Hage Geingob**

Before I start with the welcoming remarks, I would like to offer our sincere condolences to the people of Namibia and to all those who have been mourning the loss of His Excellency President of the Republic of Namibia, Dr. Hage G. Geingob on behalf of the Communications Regulatory Authority of Namibia (CRAN).

As he was laid to rest on Sunday, 25 February 2024, may his legacy of leadership and dedication to his country continue to inspire us all. Our thoughts have been with the entire Namibian nation during the time of grief, and we extend our deepest sympathies to his family, friends, and the Namibian nation at large.

May his soul rest in peace!!!

### **The New Year 2024**

As we welcome the promising prospects of 2024, I find myself reflecting on the incredible journey we have embarked upon together as CRAN. It is with great pleasure and optimism that I extend my heartfelt New Year's greetings to each and every one of you. Additionally, I would like to express my sincere

appreciation for your unwavering dedication, hard work, and commitment to the noble mission of CRAN. Throughout the past year, we have faced numerous challenges, both anticipated and unexpected. However, it is through our collective efforts that we have not only overcome these obstacles but also emerged as a stronger and more resilient organisation.

As we embark on this new year, let us embrace the opportunities that lie ahead with enthusiasm and determination. Similarly, I encourage you to nurture a collaborative and inclusive work environment. Our success lies not only in the knowledge and expertise of our individual employees but also in our ability to work together as a team. Let us leverage our diverse backgrounds, skills, and experiences to create an atmosphere of mutual respect and support, where everyone feels valued and empowered.

### **Annual CEO's Breakfast**

I am thrilled to announce that we will launch our Customer Service Charter, a document that embodies our unwavering commitment to delivering exceptional service and support to our valued customers. At CRAN, we have always placed a high priority on customer satisfaction, and this charter serves as a formal declaration of our dedication to providing the best possible experience for every individual who interacts with our brand.

Furthermore, our charter outlines our core values, service standards, and the responsibilities we uphold in ensuring that each customer interaction is met with professionalism, courtesy, and efficiency. It is a testament to our pledge to prioritise customer needs, listen attentively, and strive for excellence in every aspect of our service delivery. Each of us will be held accountable for the way in which we interact with our customers.

Additionally, our Access to Information (ATI) Brochure is a valuable resource that underscores CRAN's commitment to transparency, communication, and

accountability. This brochure will serve as a guide for both our employees and stakeholders, outlining the processes and channels through which information can be accessed within our organisation.

At CRAN, we believe that open and transparent communication is essential for fostering trust, collaboration, and a strong sense of community within our organisation. The ATI Brochure reflects our dedication to providing clear and accessible information to all individuals who interact with our company, whether they are employees, customers, partners, or members of the public.

Moreover, our Annual Financial and Business Plan for 2024/2025 will outline our financial performance, and strategic objectives for the upcoming financial year. This is a pivotal moment for our organisation as we reflect on our progress, assess our challenges, and set a clear direction for the future. These objectives can only be met through hard work and dedication. We have printed this document and is making it available to each employee so that we as employees can take ownership of our mandate and strive every day for excellence.

### **Way Forward/Conclusion**

To conclude, I want to emphasise the importance of teamwork, communication, and a shared sense of purpose in driving our organisation forward. Each of you plays a vital role in our collective success, and it is through our combined efforts that we can achieve our goals and realise our vision for CRAN's future.

I am confident that with our shared commitment to excellence, our willingness to embrace change, and our dedication to continuous improvement, we will chart a course that propels CRAN to new heights of success and sustainability.

Thank you once again for your participation, your dedication, and your unwavering support. Let us carry the momentum of our discussions forward, continue to collaborate, and work together to shape a bright and prosperous future for CRAN.

I Thank You!