



**KEYNOTE REMARKS BY**

**HEINRICH MIHE GAOMAB II, CHAIRPERSON CRAN  
BOARD OF DIRECTORS**

**AT THE**

**COMMUNICATIONS REGULATORY AUTHORITY OF  
NAMIBIA'S (CRAN) 10<sup>TH</sup> BIRTHDAY ANNIVERSARY  
CELEBRATIONS**

**Date:** 18 May 2021

**Venue:** Droombos Estate

**Time:** 13h00

- Directors of Ceremonies,
- Dr. Stanley Shanapinda, Chief Executive Officer Telecom Namibia, and former first CRAN CEO,
- Mr. Festus K. Mbandeka, Attorney General of the Republic of Namibia, and former second CRAN CEO,
- Mrs. Alisa Amupolo, Chief Executive Officer PowerCom,
- Ms. Vivienne Katjiuongua, Deputy Chairperson of the CRAN Board of Directors and Fellow CRAN Board Members,
- Mrs. Emilia Nghikembua, Chief Executive Officer CRAN,
- CRAN Executive Management and team,
- Invited guests,
- Ladies and Gentlemen,

Good afternoon and thank you all for gracing us with your presence at the Communications Regulatory Authority of Namibia's (CRAN) 10<sup>th</sup> Birthday Anniversary celebrations.

I would like to take this opportunity to extend my heartfelt appreciation for your continuous team efforts at CRAN and the support towards the Information and Communication Technology (ICT) industry. Our collective collaborations resulted in CRAN achieving numerous milestones over a decade and meeting its obligations as set out in our mandate.

CRAN was established in terms of the Communications Act (No. 8 of 2009), as an independent regulator that regulates, supervises and promotes the provision of telecommunications services and networks, broadcasting, postal services and the use and allocation of radio spectrum in Namibia.

It is not by chance that the Authority has reached a 10-year milestone with a lot to celebrate. CRAN opened its doors with a mere 5 employees in 2011, and now has a workforce of 63 employees. Since inception, CRAN has promoted 20 active employees to various roles and employed 8 interns on a permanent basis and boasts a mere 2% staff turnover.

Through commitment and determination, by working together, both from within the Authority and with stakeholders, CRAN has seen the results of its vision statement *“Access, quality and affordability for all”*; its mission statement *“To regulate the ICT and Postal sector for the socio-economic benefit of all Namibians”*; and value statement *“Accountability, Passion, Teamwork, Respect and Innovation”*, become a reality.

10 years is a relatively short time for an instrumental regulatory body such as CRAN to have substantial and significant milestones to celebrate but CRAN certainly has cause to celebrate because it has undertaken and completed several projects in-line with its mandate.

## **Ladies and Gentlemen, Directors of Ceremonies,**

Consumer protection and advocacy is an integral part of CRAN's mandate and therefore need to ensure that consumers receive the full benefits of competitive electronic communication services, and are protected from any exploitation or abuse. In the past decade, CRAN has launched three Consumer Education Campaigns entitled "*Paying by the Rules*", "*Consumer is King*" and "*OWN it! The Right to Connect*".

In line with the commitment to be visible to stakeholders and the public in general, CRAN managed to successfully roll out, in an increasingly digital society, a revamped website which provides much needed, in-depth and detailed critical information, news and documents and online consumer protection submission functionality. The revamped website has been a new basis to allow stakeholders to engage CRAN. The website also provides for wider outreach to inform, engage and interact with the public.

Another very impactful milestone was the successful conclusion and signing of a Memorandum of Understanding (MoU) with the Namibian Civil Aviation Authority (NCAA) that enables the regulations and governing relationship between CRAN and NCAA pertaining to all communications on route, during approach, when landing and taking-off of aircrafts in the Namibian skies.

Likewise, the signing of the Performance and Governance Agreement between CRAN's Board of Directors with the Ministry of Information and Communication Technology (MICT) serves as a tool through which the Government of the Republic of Namibia holds public office bearers accountable, for terms as listed under the agreement, and allows for a continuous maintenance of checks and balances on the affairs of a public entity and brings about an ease in monitoring and evaluating performances of a State-owned entity, showcases CRAN Board Members' undertaking to proactively account to robust, timely and transparent delivery on its mandate in the best interest of all Namibians.

**Ladies and Gentlemen, Directors of Ceremonies,**

An important initiative to CRAN has been the growing utilisation of E-learning. The current pandemic has added a strain on especially educational institutions to provide access to digital resources to ensure learners are receiving education through online platforms. The year 2020 saw an increase in the demand for accessing information as it became a matter of importance for issues relating to health, education and communication. There has never been a greater need for the ICT sector to create an easier, affordable and quality access to ICT products and services to be the enabler of e-learning, information dissemination and for connecting people who could not meet face-to-face. CRAN has thus recognised the need for further

development in this field and commits itself to adjusting its policy and regulations to provide for this need.

Moreover, CRAN received an award for the company that employed the most student interns in the country from the Institute of People Management (IPM), and the Golden Key Award for being the most open and transparent public institution with universal access to information by the Media Institute of Southern Africa (MISA), as some of its milestone over a decade.

**Ladies and Gentlemen, Directors of Ceremonies,**

In conclusion, it is important to note that celebrating CRAN's 10 years' milestones has been achieved through observance to governance by the Board of Directors who adhere to the King IV Code and NamCode on Corporate Governance. The decisions taken by the Board have been in the interest of CRAN and its stakeholders. Coupled with sound leadership by the Chief Executive Officer, Emilia Nghikembua, and supported by various Heads of Departments, CRAN has been able to achieve many of its mandates and undertake projects with your hard work and determination.

I applaud and thank you!