



WELCOME AND OVERVIEW BY

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

**AT THE COMMUNICATIONS REGULATORY AUTHORITY OF
NAMIBIA (CRAN) NAMPOST STAKEHOLDER ENGAGEMENT
MEETING**

Date: 20 November 2023

Venue: Moth Centre, Unit 21

Time: 09h00

- Mr. Festus Hangula, Chief Executive Officer, Nampost,
- Nampost Executive Management and Team,
- CRAN Executive Management and Team,
- Ladies and Gentlemen,
- Director of Ceremonies,

Good morning! I am delighted to be here today, as Chief Executive Officer of the Communications Regulatory Authority of Namibia (CRAN), for this stakeholder engagement meeting with Nampost. This gathering signifies the importance of collaboration and partnership in driving the growth and development of the postal sector in Namibia.

I would like to express my gratitude to NAMPOST for accepting our invitation to this event and providing us with the opportunity to discuss crucial matters that impact both our organisations. Today's discussions will focus on three key areas, namely inspections and Quality of Service (QoS) standards, E-commerce Strategy Digitalization, and the Outcomes of the 4th Universal Postal Union (UPU) Extraordinary Congress.

Director of Ceremonies,

Inspections and QoS standards are critical aspects of our regulatory responsibilities. As the Information and Communications Technology (ICT) regulator, CRAN is committed to ensuring that service providers

meet the required standards to deliver reliable and high-quality services to the Namibian people. Through regular inspections and monitoring, CRAN can identify areas for improvement and hold service providers accountable for their performance.

E-commerce strategy digitalisation is another crucial area that requires our attention. The digital revolution has transformed the way we do business, and E-commerce has become an essential part of our economy. CRAN recognises the potential of E-commerce in driving economic growth, creating job opportunities, and improving efficiency. CRAN is committed to supporting Nampost and other stakeholders in their digitalisation efforts, ensuring that Namibia remains competitive in the global marketplace.

Additionally, the Universal Postal Union (UPU) plays a vital role in coordinating and promoting cooperation among postal operators worldwide. The 4th UPU Extra Ordinary Congress held in Riyadh, Saudi Arabia in October 2023 addressed various challenges and opportunities in the postal sector, including digital transformation, cross-border E-commerce, and emerging technologies. CRAN's presence at the congress reaffirmed its commitment to global collaboration and innovation in the postal industry. Additionally, CRAN's participation in the congress demonstrated its commitment to staying at the forefront of technological advancements and adapting to the evolving needs of its stakeholders.

Director of Ceremonies,

I want to emphasize that the success of our discussions today relies on the active participation and engagement. Your insights, experiences, and recommendations are invaluable in shaping the future of our postal sector. Let us use this platform to exchange ideas, share best practices, and identify areas where we can collaborate to drive growth and innovation.

In conclusion, let us seize this opportunity to work together, share our knowledge, and pave the way for a postal sector that not only meets international standards but exceeds them. I would like to express my gratitude to Nampost for their continued corporation and support. Together, CRAN and Nampost can create an enabling environment that fosters connectivity, enhances service quality, and promotes the digitalisation of the Namibian economy.

I am confident that our collaborative efforts today will yield fruitful results for the benefit of Namibia and its people.

Thank you.