



NAMIBIA

TRANSPARENCY ASSESSMENT 2017

The Citizens' Analysis of
Government Openness

INTRODUCTION

It is unfortunate that we have to release yet another assessment of Namibia's access to information environment, without the country actually having a law that legislates the public's right to access to information. Government on several occasions has indicated its intention to have this law passed by 28 September 2017, but sadly this does not seem to be the case.

It is highly questionable as to why this was not achieved, considering the amount of advocacy work done in 2016 by the media and civil society, in partnership with the Ministry of Information and Communication Technology (MICT).

The first draft of an Access to Information (ATI) Bill was developed during a consultation meeting. In addition to that, civil servants, civil society and media representatives revised the National Information Policy. Most recommendations related to updating Government's methods of sharing and receiving information in the age of the Internet and social media. The revised National Information Policy was adopted this year, and quite rightly, received very little criticism from the media, civil society and the public at large. We also set the foundation for a Communications Strategy for Government during this consultation, which, as far as we know, has not yet been adopted. It is important to note that the consultation was initiated by the MICT, for which they must be commended.

However, it is now more than a year later, and we are anxiously waiting for the ATI Bill to be tabled in Parliament. After the Bill's first tabling, it will go through a public consultation process. It is our hope that this will be broad-based and take place across the country. Historically, Namibians are not very engaged in the public consultation process. This can be ascribed to the fact that there is not sufficient public notification of when and where it will take place. The level of the public's engagement is dependent on how much awareness is raised on the issue through the media, and whether civil society has capacitated the public to understand the issue at hand. In this case, can we as media and civil society organisations confidently state that we have done our best in ensuring that citizens understand what access to information entails, as well as how its lack negatively affects the realisation of basic human rights?

We are also awaiting the repeal of several secrecy laws. These include the Protection of Information Act (1982), the Defence Act (2002), the National Security Act (1997) and the Public Service Act (1997). These laws limit citizens' ability to access information, as well as making the disclosure of public information without the permission of the Permanent Secretary a disciplinary offence. Additionally, the Communications Act (2009) permits the interception of e-mail, text messages, Internet banking transactions, and telephone calls without a warrant. This law threatens the media's independence and ability to conduct effective investigative journalism. Civil society and the media need to renew their efforts in calling for the repeal of these aforementioned laws and/or their problematic clauses.

Namibia also needs to ratify and domesticate the African Charter on Democracy, Elections and Governance and the African Statistics Charter. These instruments promote access to

information, accountability and transparency.

The Electronic Transactions and Communications Bill has been on the shelves for a number of years. When first tabled, the Bill received considerable resistance from civil society because, if passed, it would have resulted in Government legally violating citizens' right to privacy. The law gave Government the right to conduct search and seizure operations of databases and computers, intercept data and communications, and remotely monitor them for a period of up to three months. It also obliged telecommunications service providers, or any other entity that may have information relating to a matter of interest to Government, to cooperate and provide all relevant data. The Bill was referred back to the line ministry and we hope that legal drafters have in the meantime found a way to navigate between legislating surveillance and the seizure of personal data in the interest of national security, and constitutional provisions relating to freedom of expression and the right to privacy.

A major concern in regard to access to information, particularly for the media, is a November 2016 Cabinet Resolution directing all government departments to prioritise the dissemination of information and advertisement through the state-owned New Era Publication Corporation and Namibia Broadcasting Corporation (NBC). The resolution negatively affects the public's right to information, as not all citizens regularly access state-owned media, and because a reduction in advertising revenue will result in a decline of independent media's financial sustainability.

However, this year saw the passing of the Witness Protection Act and the Whistleblower Protection Bill. Government has to be commended for removing problematic clauses from the Whistleblower Protection Bill after intense lobbying by civil society. It is in such instances that one is reminded of the importance of a vibrant and responsive civil society, as well as a free and independent media for a thriving democracy. It is our hope that these sectors will remain committed and able to uphold their mandate, and that Government remains open and responsive to broad-based consultation.

RATIONALE AND RESEARCH PARAMETERS

This year's study focused on four government ministries and four government departments. The study's aim was to assess their accessibility and responsiveness to the public's demand for information. Research was conducted from July to September 2017. The study indicates how transparent each public institution is by applying prescribed tools that measure the level of responsiveness of each chosen institution within a specific period of time. The study's results will inform MISA's work in regard to the promotion and protection of freedom of expression, which cannot be realised without access to information.

The following public institutions were surveyed:

1. Ministry of Poverty Eradication and Social Welfare (MPESW)
2. Ministry of Environment and Tourism (MET)
3. Ministry of Industrialisation, Trade and SME Development (MTI)

4. Namibia Financial Institutions Supervisory Authority (NAMFISA)
5. Communications Regulatory Authority of Namibia (CRAN)
6. Namibia Statistics Agency (NSA)
7. Electoral Commission of Namibia (ECN)
8. Ministry of Justice (MoJ)

SUMMARY OF KEY FINDINGS

Category 1: Website analysis

- Of the eight institutions surveyed, six have fully functional websites. Two institutions have no websites.
- Six institutions have Facebook accounts, of which three are also active on Twitter. In addition to social media accounts, the Namibia Statistics Agency also has YouTube, LinkedIn and Google Plus accounts. The Electoral Commission of Namibia also has a YouTube account.
- Most of the information on the surveyed websites were not dated, this made it difficult to determine the exact date the information was uploaded.

Category 2: Requests for information

- All institutions had designated official(s) for information dissemination. The researcher had no face-to-face interviews.
- The majority of the institutions took their time to respond. As in previous years, some did not provide the information requested, although they did acknowledge receipt of the request for information.
- The institutions most willing to assist were the Ministry of Industrialisation, Trade and SME Development (MTI) and the Communications Regulatory Authority of Namibia (CRAN).

DETAILED FINDINGS

1. Ministry of Poverty Eradication and Social Welfare (MPESW)

CATEGORY 1: WEBSITE

Not available

The Ministry of Poverty Eradication and Social Welfare still does not have a website. It no longer has a Facebook account and has no Twitter presence either.

n = 20	Yes	No	Partial	Additional Information
1. Does this website contain up to date information?		•		
2. Does the website contain the following:				
a) A description of its powers, as well as data on the organisational structure, the functions, and the responsibilities of the administration?		•		
b) A list of laws, Acts etc. issued within the scope of its powers?		•		
c) Reports, policies, programmes?		•		
d) Budget and expenditure?		•		
e) Information about procurement procedures, signed contracts?		•		
f) Vacancy and employment procedures?		•		
g) The address, telephone number, and working hours of the institution?		•		
h) The contact details of specific public officials?		•		
i) A mechanism to request and receive a response to electronic messages and requests for information?		•		

Total Score: 0/20

CATEGORY 2: REQUESTS FOR INFORMATION

The following questions were sent to the Ministry of Poverty Eradication and Social Welfare:

1. What is the Ministry of Poverty Eradication and Social Welfare's mandate and how does it tie into Vision 2030?
2. What are some of the challenges the Ministry faced in the implementation of the Food Bank?
3. What were some of the Ministry's major achievements in 2016?
4. How can citizens contribute to the success of your Ministry's programmes?

n = 20	Yes	No	Partial	Additional Information
1. Is there an official designated to take and respond to information requests?	•			Permanent Secretary
2. Did the institution reply within 21 days?	•			
3. Did the institution respond to the request for information?	•			
4. Does the authority publish their procedures for dealing with information requests?		•		
5. Did the institution provide all of the information requested?	•			
6. Does the institution provide written reasons for the refusal of information?		•		
7. Did the institution disclose information about its operations, budgets, structure etc.		•		
8. Did the authority provide information without questioning the aims and motivations of the applicant?	•			

n = 20	Yes	No	Partial	Additional Information
9. Did the institution acknowledge your request for information within 7 days?	•			
10. Was the information received clear and understandable?	•			

Total Score: 14/20

2. Ministry of Environment and Tourism (MET)

CATEGORY 1: WEBSITE

www.met.gov.na

The website is finally up and running. It is well-organised, easy to navigate, and contains relevant, albeit outdated information. The MET has an active Facebook account, but it does not have a Twitter account.

n = 20	Yes	No	Partial	Additional Information
1. Does this website contain up to date information?		•		
2. Does the website contain the following:				
a) A description of its powers, as well as data on the organisational structure, the functions, and the responsibilities of the administration?	•			
b) A list of laws, Acts etc. issued within the scope of its powers?	•			
c) Reports, policies, programmes?	•			
d) Budget and expenditure?		•		
e) Information about procurement procedures, signed contracts?	•			
f) Vacancy and employment procedures?	•			
g) The address, telephone number, and working hours of the institution?			•	Does not display working hours
h) The contact details of specific public officials?	•			
i) A mechanism to request and receive a response to electronic messages and requests for information?		•		

Total Score: 13/20

CATEGORY 2: REQUESTS FOR INFORMATION

The following questions were sent to the Ministry of Environment and Tourism (MET):

- How many cases of protected wildlife poaching have been recorded in Namibia for the past three years?
- Does Namibia have agreements with neighboring countries to curb poaching?
- How involved is the Ministry with regards to tourism and environmental protection at community level? Please provide examples to support your case.
- What environmental regulation tool is in place to monitor the environmental pollution of various sectors, in particular the mining and manufacturing sectors, even after they have passed an EIA?

n = 20	Yes	No	Partial	Additional Information
1. Is there an official designated to take and respond to information requests?	•			Public Relations Officer (PRO)
2. Did the institution reply within 21 days?		•		
3. Did the institution respond to the request for information?		•		
4. Does the authority publish their procedures for dealing with information requests?		•		

n = 20	Yes	No	Partial	Additional Information
5. Did the institution provide all of the information requested?		•		
6. Does the institution provide written reasons for the refusal of information?		•		
7. Did the institution disclose information about its operations, budgets, structure etc.		•		
8. Did the authority provide information without questioning the aims and motivations of the applicant?		•		
9. Did the institution acknowledge your request for information within 7 days?		•		
10. Was the information received clear and understandable?		•		

Total Score: 2/20

3. Ministry of Industrialisation, Trade and SME Development (MTI)

CATEGORY 1: WEBSITE

www.mti.gov.na

The Ministry of Industrialisation, Trade and SME Development's website is well-organised and informative, although the information provided is not current. The Ministry's Facebook page is also not updated and it does not have a Twitter account.

n = 20	Yes	No	Partial	Additional Information
1. Does this website contain up to date information?		•		
2. Does the website contain the following:				
a) A description of its powers, as well as data on the organisational structure, the functions, and the responsibilities of the administration?	•			
b) A list of laws, Acts etc. issued within the scope of its powers?		•		
c) Reports, policies, programmes?	•			
d) Budget and expenditure?		•		
e) Information about procurement procedures, signed contracts?	•			
f) Vacancy and employment procedures?	•			
g) The address, telephone number, and working hours of the institution?	•			
h) The contact details of specific public officials?	•			
i) A mechanism to request and receive a response to electronic messages and requests for information?		•		

Total Score: 12/20

CATEGORY 2: REQUESTS FOR INFORMATION

The following questions were sent to the Ministry of Industrialisation, Trade and SME Development (MTI):

1. SMEs continue to lament the fact that they do not receive support from the formal financial sector; what is the Ministry doing to ensure that SMEs receive much-needed support from the financial sector?
2. How does Namibia benefit from agreements that allow for the ease of movement of goods across SADC member countries?
3. What are the Ministry's main focus areas to ensure the realisation of its mission?
4. What are some of the Ministry's major achievements over the last two years?

n = 20	Yes	No	Partial	Additional Information
1. Is there an official designated to take and respond to information requests?	•			Chief Corporate Communication
2. Did the institution reply within 21 days?	•			
3. Did the institution respond to the request for information?	•			
4. Does the authority publish their procedures for dealing with information requests?		•		
5. Did the institution provide all of the information requested?	•			
6. Does the institution provide written reasons for the refusal of information?	•			The public can acquire information via the new and helpful MTI website which provides email addresses of various section personnel, their telephone numbers and the address for in-person visits.
7. Did the institution disclose information about its operations, budgets, structure etc.	•			
8. Did the authority provide information without questioning the aims and motivations of the applicant?	•			
9. Did the institution acknowledge your request for information within 7 days?	•			Responded on the first day
10. Was the information received clear and understandable?	•			

Total Score: 18/20

4. Namibia Financial Institutions Supervisory Authority (NAMFISA)

CATEGORY 1: WEBSITE

www.namfisa.com.na

NAMFISA has a comprehensive and resourceful website with updated and relevant information. Its Facebook account is updated regularly. NAMFISA does not have a Twitter account.

n = 20	Yes	No	Partial	Additional Information
1. Does this website contain up to date information?	•			
2. Does the website contain the following:				
a) A description of its powers, as well as data on the organisational structure, the functions, and the responsibilities of the administration?	•			
b) A list of laws, Acts etc. issued within the scope of its powers?	•			
c) Reports, policies, programmes?	•			
d) Budget and expenditure?	•			
e) Information about procurement procedures, signed contracts?	•			
f) Vacancy and employment procedures?	•			
g) The address, telephone number, and working hours of the institution?			•	Working hours not displayed
h) The contact details of specific public officials?		•		
i) A mechanism to request and receive a response to electronic messages and requests for information?		•		

Total Score: 15/20

CATEGORY 2: REQUESTS FOR INFORMATION

The following questions were sent to the Namibia Financial Institutions Supervisory Authority (NAMFISA)

1. NAMFISA is slated as an independent institution, but it was established by an Act of Parliament and is accountable to the Minister of Finance, how do you maintain your independence from commercial and political influence?
2. How does NAMFISA hold transgressors of the Financial Intelligence Act accountable?
3. How does your institution balance supporting a stable, sustainable financial sector operating within a struggling economy, while ensuring that consumers are protected from malpractice?
4. Who are NAMFISA's most important partners/stakeholders, and why?

n = 20	Yes	No	Partial	Additional Information
1. Is there an official designated to take and respond to information requests?	•			Communications and Consumer Education Department
2. Did the institution reply within 21 days?		•		
3. Did the institution respond to the request for information?	•			
4. Does the authority publish their procedures for dealing with information requests?		•		
5. Did the institution provide all of the information requested?		•		
6. Does the institution provide written reasons for the refusal of information?		•		
7. Did the institution disclose information about its operations, budgets, structure etc.		•		
8. Did the authority provide information without questioning the aims and motivations of the applicant?		•		
9. Did the institution acknowledge your request for information within 7 days?		•		
10. Was the information received clear and understandable?		•		

Total Score: 4/20

5. Communications Regulatory Authority of Namibia (CRAN)

CATEGORY 1: WEBSITE

www.cran.na

CRAN's website is up-to-date, helpful and well-organised. It also has active Facebook and Twitter accounts.

n = 20	Yes	No	Partial	Additional Information
1. Does this website contain up to date information?	•			
2. Does the website contain the following:				
a) A description of its powers, as well as data on the organisational structure, the functions, and the responsibilities of the administration?	•			
b) A list of laws, Acts etc. issued within the scope of its powers?	•			
c) Reports, policies, programmes?	•			
d) Budget and expenditure?		•		
e) Information about procurement procedures, signed contracts?	•			
f) Vacancy and employment procedures?	•			
g) The address, telephone number, and working hours of the institution?			•	Working hours not displayed

n = 20	Yes	No	Partial	Additional Information
h) The contact details of specific public officials?	•			
i) A mechanism to request and receive a response to electronic messages and requests for information?		•		

Total Score: 15/20

CATEGORY 2: REQUESTS FOR INFORMATION

The following questions were sent to the Communication Regulatory Authority of Namibia (CRAN)

1. In 2016, CRAN introduced a proposed Broadcasting Code, which was resisted by the media and civil society; has the idea been completely scrapped, or are you still working on having it implemented? If yes, why? If not, why not?
2. Do you find that the industry you are responsible for regulating is responsive to disciplinary action taken by the Authority? Please give an example of one industry player that adhered to disciplinary action taken by CRAN?
3. Is CRAN involved in the promotion and strengthening of community radio, considering the financial and capacity challenges that this sector faces?
4. What are some of the main challenges CRAN faces with regards to the execution of its duties?

n = 20	Yes	No	Partial	Additional Information
1. Is there an official designated to take and respond to information requests?	•			Public Relations Officer (PRO)
2. Did the institution reply within 21 days?	•			
3. Did the institution respond to the request for information?	•			
4. Does the authority publish their procedures for dealing with information requests?	•			
5. Did the institution provide all of the information requested?	•			
6. Does the institution provide written reasons for the refusal of information?	•			The public can acquire information via the helpful CRAN website which provides e-mail addresses of various section personnel, their telephone numbers and the address for in-person visits.
7. Did the institution disclose information about its operations, budgets, structure etc.	•			
8. Did the authority provide information without questioning the aims and motivations of the applicant?	•			
9. Did the institution acknowledge your request for information within 7 days?	•			The institution responded on the first day.
10. Was the information received clear and understandable?	•			

Total Score: 20/20

6. Namibia Statistics Agency (NSA)

CATEGORY 1: WEBSITE

www.nsa.org.na

The NSA's website is updated with recent and pertinent information. It is user friendly and resourceful. It has active social media accounts which include Facebook, Twitter, YouTube, LinkedIn and Google Plus.

n = 20	Yes	No	Partial	Additional Information
1. Does this website contain up to date information?	•			
2. Does the website contain the following:				
a) A description of its powers, as well as data on the organisational structure, the functions, and the responsibilities of the administration?	•			
b) A list of laws, Acts etc. issued within the scope of its powers?	•			
c) Reports, policies, programmes?	•			
d) Budget and expenditure?	•			
e) Information about procurement procedures, signed contracts?	•			
f) Vacancy and employment procedures?	•			
g) The address, telephone number, and working hours of the institution?			•	No working hours are displayed.
h) The contact details of specific public officials?		•		
i) A mechanism to request and receive a response to electronic messages and requests for information?	•			

Total Score: 17/20

CATEGORY 2: REQUESTS FOR INFORMATION

The following questions were sent to Namibia Statistics Agency (NSA):

1. What are the main challenges faced by the NSA in the achievement of its mandate?
2. Are there strategies to promote the use of NSA data by the public, private and civil society sectors, as well as citizens, for sustainable development?
3. What are the NSA's most significant projects/programmes?
4. How can citizens contribute to the success of the NSA's projects/ programmes?

n = 20	Yes	No	Partial	Additional Information
1. Is there an official designated to take and respond to information requests?	•			The Communications Officer
2. Did the institution reply within 21 days?		•		
3. Did the institution respond to the request for information?		•		
4. Does the authority publish their procedures for dealing with information requests?	•			The institution has a resourceful website with an electronic mailing mechanism for complaints, suggestions and queries.
5. Did the institution provide all of the information requested?		•		
6. Does the institution provide written reasons for the refusal of information?		•		
7. Did the institution disclose information about its operations, budgets, structure etc.		•		
8. Did the authority provide information without questioning the aims and motivations of the applicant?		•		

n = 20	Yes	No	Partial	Additional Information
9. Did the institution acknowledge your request for information within 7 days?		•		
10. Was the information received clear and understandable?		•		

Total Score: 4/20

7. Electoral Commission of Namibia (ECN)

CATEGORY 1: WEBSITE

www.ecn.na

The ECN website contains relevant information regarding its mandate, but the remaining information is outdated. It however has active Facebook, Twitter and YouTube accounts.

n = 20	Yes	No	Partial	Additional Information
1. Does this website contain up to date information?		•		
2. Does the website contain the following:				
a) A description of its powers, as well as data on the organisational structure, the functions, and the responsibilities of the administration?		•		
b) A list of laws, Acts etc. issued within the scope of its powers?	•			
c) Reports, policies, programmes?	•			
d) Budget and expenditure?		•		
e) Information about procurement procedures, signed contracts?		•		
f) Vacancy and employment procedures?	•			
g) The address, telephone number, and working hours of the institution?			•	No working hours are displayed.
h) The contact details of specific public officials?		•		
i) A mechanism to request and receive a response to electronic messages and requests for information?			•	The website has a link, that when pressed, opens up your email with their email address already inserted.

Total Score: 8/20

CATEGORY 2: REQUESTS FOR INFORMATION

The following questions were sent to the Electoral Commission of Namibia (ECN):

1. What are your projections in terms of the number of people eligible to vote during the next elections?
2. Is the country ready for online voting? If not, what is delaying the process?
3. How does the ECN ensure that all citizens, regardless of whether or not they are old enough to vote, are informed on the role of regular elections in a democracy?
4. How will the ECN ensure that there are less questions regarding the credibility of election results in 2019?

n = 20	Yes	No	Partial	Additional Information
1. Is there an official designated to take and respond to information requests?	•			The Public Relations Officer
2. Did the institution reply within 21 days?		•		
3. Did the institution respond to the request for information?		•		
4. Does the authority publish their procedures for dealing with information requests?		•		

n = 20	Yes	No	Partial	Additional Information
5. Did the institution provide all of the information requested?		•		
6. Does the institution provide written reasons for the refusal of information?		•		
7. Did the institution disclose information about its operations, budgets, structure etc.		•		
8. Did the authority provide information without questioning the aims and motivations of the applicant?		•		
9. Did the institution acknowledge your request for information within 7 days?		•		
10. Was the information received clear and understandable?		•		

Total Score: 2/20

8. Ministry of Justice

CATEGORY 1: WEBSITE

Not available

The Ministry of Justice does not have a website, nor does it have a social media presence. Overall, it has a very minimal online presence.

n = 20	Yes	No	Partial	Additional Information
1. Does this website contain up to date information?		•		
2. Does the website contain the following:				
a) A description of its powers, as well as data on the organisational structure, the functions, and the responsibilities of the administration?		•		
b) A list of laws, Acts etc. issued within the scope of its powers?		•		
c) Reports, policies, programmes?		•		
d) Budget and expenditure?		•		
e) Information about procurement procedures, signed contracts?				
f) Vacancy and employment procedures?		•		
g) The address, telephone number, and working hours of the institution?		•		
h) The contact details of specific public officials?		•		
i) A mechanism to request and receive a response to electronic messages and requests for information?		•		

Total Score: 0/20

CATEGORY 2: REQUESTS FOR INFORMATION

The following questions were sent to the Ministry of Justice:

1. How has the establishment of the Office of the Judiciary affected the workings of the Ministry of Justice?
2. What role has the Ministry played in ensuring a reduction in the delay of court case/trial conclusions?
3. Besides ensuring that citizens have access to justice, what else does the Ministry focus on?
4. The courts have received a lot of criticism for their handling of cases involving violence against women and children, what has been done to ensure that survivors have access to improved service?

n = 20	Yes	No	Partial	Additional Information
1. Is there an official designated to take and respond to information requests?	•			The Public Relations Officer
2. Did the institution reply within 21 days?		•		
3. Did the institution respond to the request for information?		•		
4. Does the authority publish their procedures for dealing with information requests?		•		
5. Did the institution provide all of the information requested?		•		
6. Does the institution provide written reasons for the refusal of information?		•		
7. Did the institution disclose information about its operations, budgets, structure etc.		•		
8. Did the authority provide information without questioning the aims and motivations of the applicant?		•		
9. Did the institution acknowledge your request for information within 7 days?		•		
10. Was the information received clear and understandable?		•		

Total Score: 2/20

SUMMARY IN NUMBERS

Institution	Website	Request for information	Total score
1. Ministry of Poverty Eradication and Social Welfare (MPESW)	0	14	14
2. Ministry of Environment and Tourism (MET)	13	2	15
3. Ministry of Industrialisation, Trade and SME Development (MTI)	12	18	30
4. Namibia Financial Institutions Supervisory Authority (NAMFISA)	15	4	19
5. Communication Regulatory Association of Namibia (CRAN)	15	20	35
6. Namibia Statistics Agency (NSA)	17	4	21
7. Electoral Commission of Namibia (ECN)	8	2	10
8. Ministry of Justice (MoJ)	0	2	2

THE MOST SECRETIVE PUBLIC INSTITUTION IN NAMIBIA

The 2017 recipient of the Golden Padlock Award for the most secretive public institution is the Ministry of Justice. The Ministry is the poorest performer with a score of 2, which is the lowest score any institution has received in the past five years.

THE MOST OPEN PUBLIC INSTITUTION IN NAMIBIA

The 2017 recipient of the Golden Padlock Award for the most open public institution is the Communications Regulatory Authority of Namibia. CRAN scored 35 points, which equal 85% of the total possible score and is the highest percentage of points an institution has received in the past five years.

RECOMMENDATIONS

Some of the ICT targets set out in the Harambee Prosperity Plan include: covering 80% of the population with broadband services by 2020; 80% broadband connections and usage to all primary and secondary schools to allow e-learning by 2020; broadband connections and usage to 70% of health facilities to allow e-health by 2020; 100% broadband connections and usage to all public sector agencies to allow for e-governance by

2020; and 100% coverage by digital TV and radio broadcast to all households by 2020.

These are ambitious yet achievable targets which require a commitment from all public institutions to build their capacity on the Internet of things.

Further, we reiterate our call to Government for the appointment of competent individuals as communication officers. Apart from one exception, the institutions that have scored the highest since this project's inception have individuals who have the education and work experience in the areas of communication or public relations, and media or journalism.

Also, Government, civil society and the media need to continue working together as partners, as they have over the last few years. This can surely only result in an informed and empowered citizen who participates in the strengthening of the Namibian state and its democracy.