



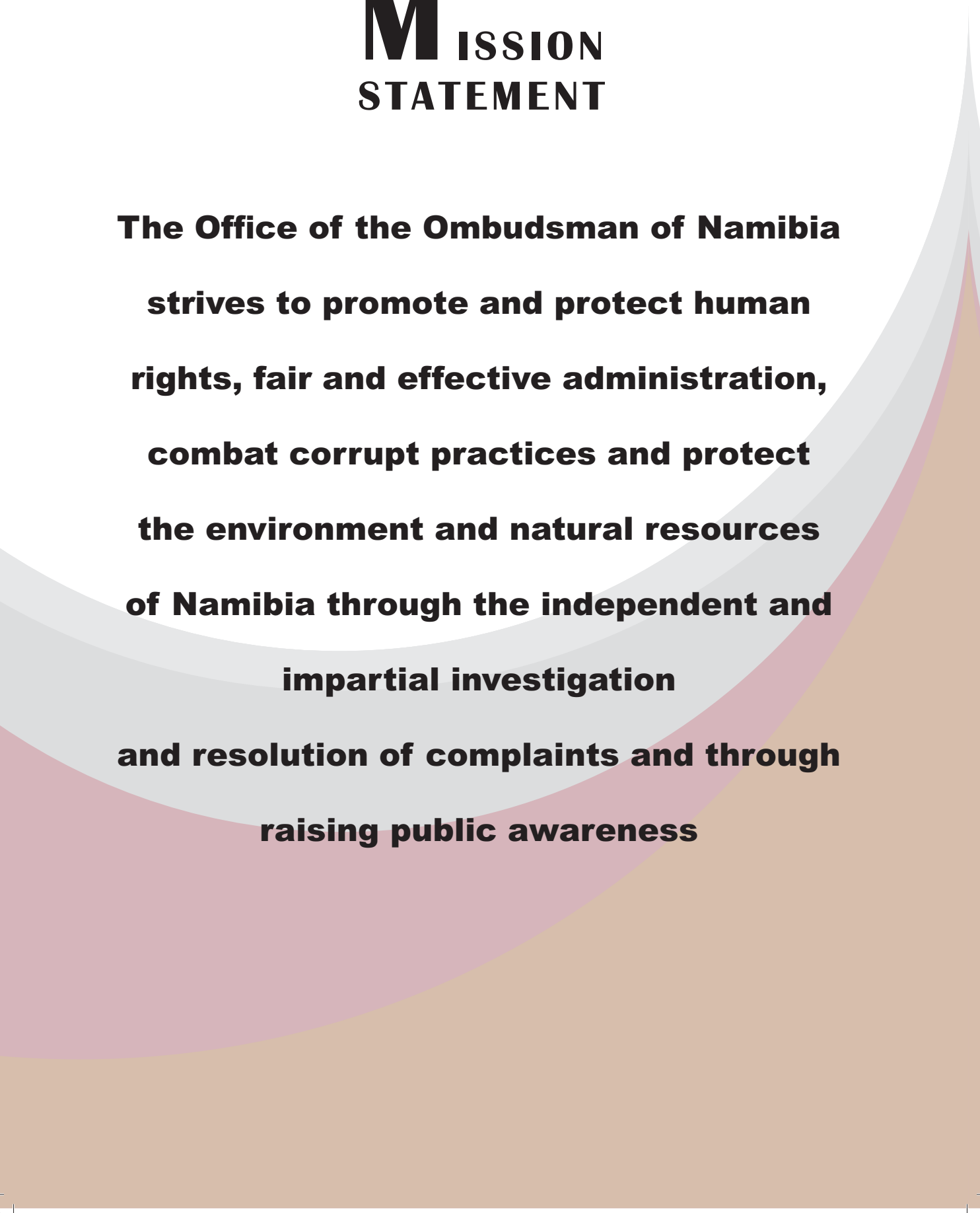
2009

ANNUAL REPORT



M ISSION STATEMENT

**The Office of the Ombudsman of Namibia
strives to promote and protect human
rights, fair and effective administration,
combat corrupt practices and protect
the environment and natural resources
of Namibia through the independent and
impartial investigation
and resolution of complaints and through
raising public awareness**



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MESSAGE FROM THE OMBUDSMAN



You will notice on our cover page this year that we are now accommodated in a brand new building which is rented for us by the Ministry of Works and Transport and I would like to use this opportunity to extend a special thank you to the Permanent Secretary of the Ministry of Works and Transport for his assistance in acquiring proper accommodation for the Office of the Ombudsman.

It is my sincere hope that this also signals new beginnings in terms of our service delivery and commitment to the public that we serve.

When I was appointed as Ombudsman in July 2004, the Office had a strategic plan in place covering the period 2003-2007; another strategic plan was developed for 2008-2012 but was shelved because the activities of the Office were now incorporated into the strategic plan of the

Ministry of Justice due to the fact that the Office of the Ombudsman is linked to the Ministry of Justice for administrative purposes and as such is reflected as a directorate of the Ministry on its establishment, an untenable situation at best.

A strategic plan is a plan of action that depicts the vision of where one expects your Office to be in five years' time, in line with our constant endeavours to improve our service to the public. Our complainants are at the heart of what we do, therefore our core values of independence, impartiality, fairness, accessibility, responsiveness and service to all members of the community remain constant. The goals, strategies and actions of the strategy plan is the "how" and the vision the "job"; but taking into account the different realities of 2003 up to 2012, our goals and strategies will have to change to ensure that we remain focused and aligned to the needs of our customers. The vision in the strategic plan is the "good job" we are trying to do; but how do we know that we are doing a good job? Before we can answer the question, we have to know what a "good job" is for our Office and how to measure it?

There are very few, if any, direct instruments to measure whether your vision was achieved. Internal measurements which generally focus on whether or not one achieved one's vision can be used and that is indeed what we have done for all these years up

to now. However, while we strive to be a learning office we must actively seek feedback from our complainants and the authorities that we investigate; the time has arrived for us to conduct surveys to address public awareness, to address service to complainants and authorities respectively and to address staff satisfaction. I hope to report on the result of the surveys in the 2011 report.

Being an Ombudsman is a difficult role to fill; it requires the office holder to dig deep into the operations of government when it is said to have ill-functioned. But, I must hasten to add, it is an immensely satisfying role to perform. That is, to help citizens achieve substantive justice when faced with problems in their interaction with public administration.

Therefore it is important to recognize that the successes of the Office are the result of the hard work of staff members. There have been a number of changes in the work environment due to resignation of key personnel, relocation of the Office, budget shortages, etc. Despite these challenges, the staff remained committed and focused on providing quality service. It goes without saying that the quality of work done by this Office is a direct reflection of the quality of staff who perform it. I wish to commend and thank them for that.

As stated in previous reports, we do not work in isolation; many organizations, ministries, institutions, individuals and our donors have played an important part in making our role in assisting the citizens immensely satisfying. I also wish to commend and thank them for that, especially the French Embassy, the Konrad Adenauer Stiftung, the US Embassy and the Raoul Wallenberg Institute.

I also want to use this opportunity to welcome all new staff members on board. I trust that the quality of work delivered by them will contribute to the success of the Office.

Lastly, I wish to express my gratitude to everybody whose efforts contributed to the appearance of this Report.

SCOPE OF ACTIVITIES

OVERVIEW

The major activity of the Ombudsman remains the receiving and investigation of complaints, but during the past year we tried to comply with the demands of a changing world and aligned our business to our new proactive approach by engaging in large scale public education efforts, notably the human rights training for prison officials conducted over a period of 40 days and from which 877 prison officials benefited, the National Human Rights Conference which was the starting point for the development of a national human rights action plan and the national multi-media human rights campaign.

COMPLAINTS

We received 1608 complaints during 2009, 43 more than the previous year. Although we deal mostly with individual complaints, the complaint investigation should ultimately lead to a positive change in practices, policies, statutes or regulations by the authorities and behaviour or change in attitude by officials; unfortunately this is not determined by what the Office does, but rather by the actions of the authorities responding to us. But if we want to be truly effective, we must have an impact on the administrative process, not simply in identifying the unfairness, but having the unfairness remedied and removed.

I wish to borrow Sir Brian Elwood's (Former Chief Ombudsman of New Zealand) simple and basic strategy for an effective Ombudsman investigation: *"let the facts speak for themselves. This requires that an Ombudsman-*

- *identifies the problem;*
- *listens to the affected parties;*
- *ascertains the facts; and*
- *recommends a resolution as justified by those facts and in language that is not likely to offend but enables all the parties to move on"*

PARTICIPATION IN EVENTS/WORKSHOPS/SEMINARS

INTERNATIONAL & REGIONAL

1-4 April 2009

Maputo, Mozambique: Attended a Stakeholders' Workshop on Administrative Law; organized by Konrad Adenauer Stiftung Rule of Law Program for Sub-Saharan Africa

20-24 April 2009

Geneva, Switzerland: Attended the Durban Review Conference of the United Nations

8-12 June 2009

Stockholm, Sweden: Attended the International Ombudsman Institute World Conference



25-26 September 2009

Cape Town, South Africa: Attended a Stakeholders' Workshop on Administrative Law, organized by Konrad Adenauer Stiftung

12-16 October 2009

Kigali, Rwanda: Attended the Ombudsman International Conference and 200th Anniversary of Parliamentary Swedish Ombudsman Celebrated in Africa. Delivered a paper on : The Role of the Ombudsman in SADC

2-6 November 2009

Rabat, Morocco: Attended the 7th Conference of the Network of African National Human Rights Institutions. Delivered a paper on: Human Rights Defenders' Situation in Africa: The Namibia Experience

7-9 December 2009

Cairo Egypt: Attended the Permanent Forum of Arab-African Dialogue on Democracy and Human Rights: 2009 Edition; Theme: Migration in the Arab-African World

LOCAL

15 April 2009

Okahandja: Attended a Workshop on Commitments under the Convention Against Torture

13 May 2009

Windhoek: Attended a Workshop on the Development of Namibia's Global Fund Proposal for Submission under the Rolling Contribution Channel for HIV, TB and Malaria

15 May 2009

Windhoek: Attended the Stakeholders' Strategic Plan Conference of Parliament

27-28 May 2009

Windhoek: Attended the National Human Rights Conference of the Ombudsman

18 June 2009

Windhoek: Presentation of the Ombudsman Report on the Successes and Challenges of the Ombudsman to the National Assembly's Standing Committee on Constitutional and Legal Affairs

- 8 July 2009* *Windhoek:* Attended a Workshop to Discuss the Namibia Tourism Bill
- 14-16 July 2009* *Windhoek:* Attended the National Conference on the Status of Disability Issues in the country. Delivery a paper on: Human Rights of Persons with Disability focusing on:
- Strategies to Ensure Protection of Human Rights of Persons with Disabilities
 - Progress Made
- 9 September 2009* *Windhoek:* Attended the Public Hearings of the Standing Committee on Foreign Affairs, Defence & Security of the National Council. Delivered a presentation on Part 6 of the Communication Bill
- 10 September 2009* *Swakopmund:* Attended the Magistrates' Training Workshop. Delivered a presentation : Human Rights in the Administration of Justice
- 16 September 2009* *Heja Lodge:* Attended a Workshop on Consumer Protection organized by the Law Reform and Development Commission
- 17 September 2009* *Windhoek:* Attended the 11th Annual Symposium of the Bank of Namibia
- 10 November 2009* *Windhoek:* Attended a Workshop of Sister Namibia: Claiming our Sexual Citizenship
- 20 November 2009* *Windhoek:* Attended the Launch of the Book: Children's Rights in Namibia. Delivered a Presentation on Children's Rights

MEETINGS

- 17 February ;
30 June 2009* Attended the meetings of the Law Reform and Development Commission (the Ombudsman serves as Acting Chairperson of the Commission)
- 20 January;
14 April 2009* Attended the meetings of the Judge-President's Advisory Committee (the Ombudsman serves as co-opted member of the Committee)

PAPERS WRITTEN

1. The Role of the Ombudsman in Promoting Tolerance: Published in a newspaper insert in the Republikein
2. Is Membership to a Political Party a Requirement For Employment or Promotion in the Public Service? Published in a newspaper insert of the Republikein
3. Report on Activities undertaken Towards the Implementation of the Nairobi Declaration - for the Network of African National Human Rights Institutions

4. Report on measures of Prevention, Education and Protection Aimed at Eradication of Racism, Racial Discrimination, Xenophobia and Related Intolerance at the National Level in regard to the Durban Declaration and Programme of Action
5. A study on “Lessons Learned and Challenges to Achieve the Implementation of the Right of Indigenous Peoples to Education”: Namibia’s Human Rights Based Approach to Indigenous Education For the Office of the High Commissioner for Human Rights

VISITORS TO THE OFFICE

Lalli Metsola: Helsinki University

H.E. Alfonso Barnuevo: Ambassador of the Kingdom of Spain to Namibia

Fillipa Neto Marques: Protection Coordinator of the International Committee of the Red Cross, stationed in Harare, Zimbabwe

Justice Cowan: Ombudsman of Sierra Leone and *Mr Charles Wise*

Hon Dr Jimmy Wongo, Hon David Tut, Hon Dr Richard Mulla, Hon Adam Dito, Hon John Miskin and Ms Harriet Judua: Members of the Sudanese Parliament

A delegation from the *Botswana Police*

A delegation from the *Ministry of Finance*



The Ombudsman and members of his staff with Justice Cowan and Mr Wise



The Ombudsman with a delegation from the Ministry of Finance



Ms Rakow with some staff members and a delegation from the Botswana Police

REGIONAL VISITS

All prison institutions in the North, West and the East were visited to conduct human rights training workshops for prison officials (reported on in more detail elsewhere in the report).

INTERNATIONAL MEMBERSHIP

The Ombudsman: Namibia is a member of the following international organizations whose conferences and meetings are regularly attended:

- The International Coordinating Committee of National Human Rights Institutions for the Promotion and Protection of Human Rights
- The Commonwealth Forum of Human Rights Institutions
- The Network of African Human Rights Institutions (NANHRI)
- The International Ombudsman Institute (IOI)
- The Africa Ombudsman and Mediators Association (AOMA)

FORTHCOMING ACTIVITIES

- Celebration of Constitution Day 9 February 2010
- Celebration of the 20th Anniversary of the Ombudsman: Namibia
- Community training relating to Domestic Violence
- Continuation of the development of the National Human Rights Action Plan
- Printing of the Training Manual on Human Rights for Prison Officials
- Attending the Conference of the African Ombudsman and Mediators Association (AOMA) in Luanda, Angola
- Attending the 10th Conference of the International Coordinating Committee of National Human Rights Institutions for the Promotion and Protection of Human Rights (ICC) Scotland
- Submission of amendments to the Ombudsman Act to the Honourable Minister of Justice for tabling in Parliament
- Establishment of regional offices in Swakopmund and Rundu

MAJOR ACTIVITIES

INVESTIGATIONS

GENERAL OVERVIEW

The Ombudsman exists to help citizens to achieve substantive justice, when faced with problems in their interactions with public administration. However, it is the role of the Ombudsman to act as mediator in a dispute, to actively pursue basic, fundamental truth and fairness based on his own personal framework of integrity, reasonableness and reliability, without any subservience or fear to act against any party, if necessary. Let us remember that the Ombudsman does not win, but convinces; does not decide, but affects.

MANDATES

1. *Human Rights*
- 1.1 *Overview*

The Ombudsman has a statutory duty to enquire into and investigate any complaint concerning alleged or apparent or threatened instances or matters of violations or infringements of fundamental rights and freedoms. People must know their rights before they can claim their rights or know that a right has been violated or infringed. Fundamental human rights and freedoms are the birth right of all human beings; protection and promotion thereof is the first responsibility of government.

Does the Ombudsman have a duty to promote human rights, i.e. to inform and educate the citizens about their rights? Neither the Constitution nor the Ombudsman Act, no 7 of 1990 expressly places a duty on the Ombudsman to promote or protect human rights. The Ombudsman assumes the duty to promote, protect, educate and to disseminate information about human rights. Because it is not a statutory duty, but an assumed duty, no provision is explicitly made in the Ombudsman's budget for such purpose.

The following is budgeted for projects of the Ombudsman which vaguely resembles the promotion of human rights:

Outreach programmes	:	N\$ 20 000,00
Advertisements	:	N\$ 30 000,00
Printing	:	N\$ 40 000,00
TOTAL	:	N\$ 90 000,00

The printing of this report amounts to approximately N\$ 20 000,00, leaving a mere N\$20 000,00 to print thousands of information pamphlets and brochures. Twenty thousand dollars are barely enough to visit two regions to reach out to communities in meetings and the amount for advertisements is meager if considering that one appropriate advert in all daily newspapers may come to approximately N\$15 000,00.

In its concluding observations, after consideration of Namibia's state report (22/09/08), the Committee on the Elimination of Racial Discrimination "expresses its concern about the limited mandate of the Ombudsman and encourages the state party to take all necessary steps to strengthen the legislative mandate and the capacity of the Office of the Ombudsman, so that it effectively fulfill its mandate".

To strengthen the legislative mandate of the Ombudsman, the Ombudsman Act should be amended to include the following duties and powers:

- to develop an awareness of fundamental rights among all people through public education and dissemination of information about human rights including through publication and distribution of brochures and pamphlets and the holding of public conferences, workshops and national enquiries;
- to develop and conduct information programmes, to foster public understanding of Chapter 3 of the Constitution, the Ombudsman Act and the role and functions of the Ombudsman;
- to promote respect for human rights and a culture of human rights;
- to promote the protection, development and the attainment of human rights;
- to monitor and assess the observance of human rights in Namibia;
- to require relevant organs of state and private enterprises to provide the Ombudsman with information on the measures which they have taken towards the realization of the rights contained in the Constitution as well as international instruments concerning housing, food, health care, water, education, work, social security, non-discrimination, women, children and people with disabilities, ratified by Namibia;
- to access all places of detention and regularly examine the treatment of people deprived of their liberty in such places.

The expenditure in connection with the performance of above duties and powers must be paid from money especially appropriated for that purpose.

1.2 *Promotion of Human Rights*

1.2.1 Stakeholders meeting to address the problem of overcrowding in police cells and the delays in finalization of criminal cases:

Having realized that the prison population can only be reduced by a concerted strategy, the Ombudsman and the Minister of Safety and Security, Honourable Nicky Iyambo, convened a stakeholders' meeting to address the problem of overcrowding and delays.

The Honourable Minister submitted the recommendations of the meeting to Cabinet, who approved that:

- combating of crime be listed as Priority No 5, after Education, Health, Agriculture and Housing;
- the Ministry of Safety and Security (MSS) budgets for Remand Prisons, starting with Windhoek;
- the salaries of Magistrates and Prosecutors be harmonized;
- MSS must budget for the upgrading of the Forensic Laboratory and the recruitment of experts;

- MSS must look into the salaries, danger and professional allowances of Police and Prison Service within the available financial resources.

Cabinet also concluded that reduction strategies should be ongoing and target both sentenced and trial awaiting prisoners. It therefore requested stakeholders to meet under the auspices of the Ombudsman to plan an effective delivery of justice.

1.2.2 Human Rights Training for Magistrates

At a Magistrates' Training Workshop, held on 10 September 2009, the Ombudsman presented a paper on Human Rights in the Administration of Justice. The following topics were discussed:

1.2.2.1 Trials within a reasonable time (delays)

To ensure that trials take place within a reasonable time, the Ombudsman advised that magistrates should take control over court rolls and take a more active role in the postponement of cases. In this regard it is essential for magistrates to:

- adhere to court hours as prescribed by law;
- manage court hours and hold all role players accountable, in open court, for any deviations;
- ensure that as a general rule, no cases are postponed unless a proper charge sheet has been completed and that all envisaged charges are included before the matter is set down for trial;
- record reasons for all postponements in full;
- hold prosecutors and police accountable for the conduct of the investigative process and to initiate delay management in accordance with the provisions of the CPA where applicable. Similarly all role players must be held accountable for unreasonable delays during the conduct of court proceedings;
- schedule trials in collaboration with the relevant role players, taking into account the various factors influencing the duration thereof;
- maintain court diaries to ensure maximum utilization of court hours;
- identify and intervene in all cases on the roll for over 90 days;
- monitor the progress of cases at every stage of the proceedings;
- manage the court and court role;
- encourage the use of pre-trial conferencing;
- uphold the decorum of the court.

1.2.2.2 Reviews and Appeals

Section 303 of the Criminal Procedure Act (CPA) prescribes the procedure which must be followed after the disposal of cases which are subject to review in terms of section 302. It is the mandatory duty of the Clerk of Court to submit within one week after the case has been finalized, the record of proceedings to the Registrar of the High Court for review.

Undue delays by the Clerks of Court in the preparation of appeal and review records of proceedings infringe on the right to a fair trial, which is the right to appeal or review, free

access to the courts and the right to a trial within a reasonable time. Time begins to run under Article 12(1)(b) of the Constitution when a person is charged and ends when the proceedings are over, including any appeal or review. The workload of the court is not a good reason for delay, neither is a shortage of resources. Article 12(1)(a) imposes a duty on the state to make whatever arrangements are necessary to avoid rights violations. Here, I am more concerned about individual failings of state's servants to do their duties, rather than systemic delays. If reasonable time ends with the hearing of an appeal or review, it places a duty on the Magistrate to ensure that the Clerk of Court complies with his/her duty to prepare the appeal or review record and any prescribed time limits, e.g. by regular checking of the appeal or review register, letters of enquiry to the transcribing company or any other measures to prevent individual failures.

1.2.2.3 Lost or incomplete Record of Proceedings

The Clerks of the Court are expected to submit to the court of review or appeal the best secondary evidence of the lost or imperfect record which they could find. Delays usually occur because the Clerks of Court do not know how to reconstruct a lost or incomplete record. The Ombudsman called on Magistrates to bring the guidelines on the reconstruction of lost or incomplete records of proceedings, as stated in the case of *State v Lesley 2000 (1) SACR 347 (W)*, under the attention of Clerks of Courts.

1.2.2.4 Overcrowding of Prisons and Police Cells

Police cells

Failure to conduct trials within a reasonable time is one of the direct causes of overcrowding of police cells. The Ombudsman called on Magistrates to play a more active role in the postponement of cases and where possible to grant bail or release an accused on warning. The Ombudsman further cautioned Magistrates not to set the amount of bail so high that it amounts to refusal of bail.

Prisons

A contributing factor to the overcrowding of prisons, is Magistrates' reluctance to impose sentences other than a small fine or short imprisonment for less serious offences. People cannot even afford a small fine. Statistics show that 1502 persons served prisons sentences of up to 6 months during 2007/2008, while for the same period 1228 persons served sentences of over 6 month up to 2 years. The total number of prisoners for this period amounted to 3301. The Ombudsman called on Magistrates to look at alternatives, e.g. community service orders.

1.2.2.5 Visiting Justices under the Prisons Act

In terms of Section 112(1) of the Prison Act 17 of 1998, a Magistrate is a visiting justice in respect of all prisons within his/her area of jurisdiction and the functions of visiting justices are the following:

1. A visiting justice may at any time visit a prison in respect of which he or she is a visiting justice, and may –

- a) inspect every part of the prison and visit every prisoner in solitary confinement or in a separate cell: Provided that a female visiting justice shall not visit a part of the prison set aside for the detention of male prisoners unless she is at all times escorted by a male prison member;
 - b) inspect and test the quality and quantity of food ordinarily served to prisoners;
 - c) inquire into any complaint or request made by a prisoner;
 - d) ascertain as far as possible, whether the rules, standing orders and administrative directives issued under section 4(3) for such prison are being observed;
 - e) inspect any book, document, or record relating to the management, discipline and treatment of prisoners; and
 - f) perform such other functions as may be prescribed.
2. On the completion of each visit, a visiting justice shall enter in the visiting justices' book, to be kept by the Officer in charge for that purpose, such remarks, suggestions and recommendations about his or her findings, as he or she may deem necessary for the attention of the Commissioner.
 3. The Officer in charge shall as soon as is practicable notify the Commissioner of all remarks, suggestions and recommendations entered into the visiting justices' book by a visiting justice.

The Ombudsman called on Magistrates to visit prisons (including police cells) regularly and to report their findings also to him.

1.2.2.6 Judicial Training

The Principles and Guidelines on the Right to a Fair Trial and Legal Assistance in Africa formulated by The African Commission on Human and Peoples' Rights provide that:

- a) States shall ensure that judicial officials have appropriate education and training and should be made aware of the ideals and ethical duties of their office, of the constitutional and statutory protections for the rights of accused persons, victims and other litigants and of human rights and fundamental freedoms recognized by national and international law.
- b) States shall ensure that judicial officials receive continuous training and education throughout their career including, where appropriate, in racial, cultural and gender sensitization."

Independent legal professions play a fundamental role in the protection of human rights. They are the guardians of international human rights law, ensuring that it is properly enforced within the judicial process and that individuals whose rights have been violated can find an effective remedy domestically. In order to discharge this responsibility, magistrates, judges, prosecutors and lawyers need to have access to information on the human rights standards laid down in the main international legal instruments and to the related jurisprudence developed by universal and regional monitoring bodies. In part fulfillment of this obligation, the Ombudsman copied the manual, titled: *Human Rights in the Administration of Justice: A Manual on Human Rights for Judges, Prosecutors and*

Lawyers onto CDs. The first to receive copies of the manual were the Magistrates. Copies will be made available to judges, prosecutors and lawyers during 2010. The Ombudsman calls on all judicial officials and members of the legal fraternity to study the material and become true guardians of international human rights law.

1.3 Human Rights Complaints

Of the total number of 1608 complaints received during 2009, 165 related to human rights violations, which is 27 more than the previous year. The category includes assault by police and prison officials on inmates, poor conditions of detention cells, discriminatory treatment, delays in finalization of appeals, delay or refusal to grant legal aid, accessibility of health facility, inmates forced to work, unfair treatment, denial of promotion and discrimination on ground of gender, etc.

In its concluding observations, the Committee on the Elimination of Racial Discrimination comments, inter alia, as follows:

“The Committee, while noting that only a small number of complaints have been received (by the Ombudsman), reminds the state party that this may be due to victims’ lack of information about their rights and of the accessibility of legal remedies. The state party is therefore encouraged to sensitize the general public about their rights and the availability of legal remedies for victims of racial discrimination”.



The Ombudsman, Adv John Walters, receives the J P Karuaihe Excellence Award for Human Rights, 2009, from Adv Essie Schimming-Chase

1.4 Human Rights Case Summaries

1.4.1

The complainant was convicted and sentenced in the Regional Court on 5 November 2004 and he filed his notice of appeal shortly thereafter. His appeal was heard on 27 April 2007 and judgment was delivered on 17 April 2008. The conviction and sentence were set aside and he was released from prison the same day. Despite the intervention of the Ombudsman, it still took the Clerk of Court more than 3 years to file the appeal record with the Registrar and nearly a year for judgment to be delivered.

1.4.2

The complainant was arrested on 20 July 2004 on a charge of murder and was convicted and sentenced on 17 November 2006. He filed his notice of appeal on 1 April 2007. We received his letter of complaint on 2 February 2008. Despite the continuous intervention of the Ombudsman for the past 2 years, the appeal record of proceedings has not yet been filed with the Registrar.

1.4.3

The complainant was convicted and sentenced on 30 August 2005 and he filed his notice of appeal on 5 September 2005. We received his complaint on 10 May 2006. Since then we tried continuously to have the appeal record filed with the Registrar. Despite numerous telephone calls and letters to the Clerk of Court, as well as letters to the Magistrate and the Permanent Secretary of the Ministry of Justice, the appeal record is not yet filed with the Registrar.

1.4.4

The complainant's appeal was heard in the High Court on 23 February 2005 and the court referred the record back to the Clerk of Court to reconstruct it and further ordered that the matter be placed back on the roll not later than 4 months after the date of this order. Despite the Ombudsman's continuous intervention, the Clerk of Court failed to comply with the order of the Court of appeal.

Following the investigations in above matters, the Ombudsman submitted the following recommendations to the Permanent Secretary of the Ministry of Justice:

- that the Ministry initiate an investigation into the circumstances surrounding the missing records of proceedings and to devise means and strategies to prevent a recurrence of similar events;
- that steps be taken to put in place a proper, approved filing system at offices where such a system is absent;
- that the Ministry instructs and supervises the Clerk of Court and the particular courts to reconstruct the missing or incomplete records of proceedings necessary for the complainants (appellants) to proceed with their appeals;
- on receipt of a notice of appeal, the Clerk of Court should record the appeal in the register and immediately acknowledge receipt of the notice in writing;
- the Clerk of Court should also inform the appellant of the process which will follow in order to have the record of proceedings filed with the Registrar of the High Court;
- if the case was mechanically recorded and needs to be transcribed, the Clerk of Court should regularly enquire from the transcribing firm about the progress and inform the appellant accordingly;
- the transcribing firm should be requested to provide the required number of copies of the record for filing with the Registrar to avoid unnecessary delays by the Clerks of Court to have voluminous records copied by themselves;
- the sending of tape recordings for transcription and the return of the record of proceedings should be done by courier service;
- decentralization of the transcription services, e.g. at Keetmanshoop, Oshakati, Walvis Bay, etc. (experience has proven that the current contractor is unable to deliver the required services efficiently);
- the Ministry must in the meantime engage with the transcribing firm to find ways and means to speed up the transcription process;
- that Clerks of Court be instructed to answer any correspondence, be it from the appellant, the Office of the Ombudsman, lawyers or any other person without delay;
- that supervisors be instructed to exercise proper supervision and control over Clerks of Court.

2. *Maladministration*

2.1 *Overview*

On a daily basis, the public at large deal with officials who serve the Namibian government and there is a general expectation that such officials will be fair, polite, sensitive, etc. Unfortunately, it happens regularly that officials do not adhere to the standards set out in the public service charter and the general public needs protection against such officials.

The Ombudsman has a duty to offer the necessary protection and will offer the protection in the form of an investigation following a complaint, and thereafter a suitable remedy if the complaint is supported. The Ombudsman can negotiate or mediate between the parties as part of methods to resolve the problem. The Ombudsman can also make recommendations to an offending institution to take the necessary action to resolve a matter or to have the offending practices stopped. Should recommendations not be implemented, the Ombudsman can approach the High Court for an interdict to have the offending actions stopped.

It is important to note that the jurisdiction of the Ombudsman relating to maladministration is limited to officials in the employ of any organ of Government as well as officials in the employ of para-statal enterprises owned, managed or controlled by the State or an enterprise in which government has a substantial interest. Officials in the Namibian Police, Namibian Defence Force as well as the Prison Service are also subject to the jurisdiction of the Ombudsman for issues relating to administrative practices. Judicial officers are not subject to investigations by the Ombudsman for actions resulting from the performance of a judicial function, however, matters relating to the administration of justice will be investigated by the Ombudsman.

By far most of the complaints received by the Ombudsman relates to maladministration, a clear indication that government officials still do not take their job of serving the nation seriously; during the reporting period 1064 complaints out of a total of 1608 (66%) related to maladministration and it is a fact that most of these complaints could have been avoided if only government officials would do some serious introspection and change their attitude and behaviour towards the public and towards fellow officials.

2.2 *Maladministration case summaries*

2.2.1

A police officer stationed in Oshakati was suspended on 23 May 2008 without salary pending the finalization of a criminal case against her. She filed a complaint with the Ombudsman in 2009 alleging that the Inspector General of Police directed in 2008 that all members on suspension should receive their full salary and benefits. She applied twice for re-instatement of her salary, but to no avail. Following our intervention, she was paid her arrear salary and benefits within a short period of time.

2.2.2

A nurse working at the Tsumeb District Hospital complained to this Office that she was assigned to the Oshivelo clinic from March 2009 until May 2009 for relieve duties.

According to the complainant she was to be provided with meals and accommodation and would be entitled to claim S&T rate 3; she was however only provided with meals for March and claimed S&T accordingly at the end of the three-month period. In July 2009 she was informed by management that the claim could not be approved since it was too much and she was requested to provide an explanation in writing, which she did; she was then informed that her claim could still not be processed and that a letter was needed from her supervisor; payment was then delayed further due to the fact that the supervisor did not submit the letter as requested.

Following intervention by the Ombudsman, the claim was approved and processed and the complainant confirmed on 28 September 2009 that she received her S&T cheque in the amount of N\$17 000.

2.2.3

The complainant approached the Ombudsman on behalf of her mother who retired from the Ministry of Education during November 2007, but who had not received her leave gratuity up until June 2009.

Following intervention by the Ombudsman, the Ministry processed the leave gratuity, which was paid out to the complainant in November 2009.

2.2.4

The complainant, a permanent resident, applied for endorsement of a re-entry visa in her passport in January 2007; despite numerous efforts on her part, the Ministry did not return her passport.

The Ombudsman intervened and was at first told by the Ministry that they could not trace any documents relating to the complainant; however, after persistent enquiries, the passport was traced and the re-entry visa endorsed; the complainant's passport was returned to her on 26 July 2009.

2.2.5

The complainant was married to a Namibian citizen for almost 6 years before divorcing her husband. She was informed by the Ministry of Home Affairs that since she was divorced, her domicile in Namibia ceased.

The Ombudsman intervened and pointed out to the Ministry that according to relevant provisions in the Immigration Control Act, 1993, the complainant retains domicile until she decides otherwise; the complainant was informed accordingly.

2.2.6

The complainant in the matter was involved in an accident which left him paralyzed and wheelchair-bound. He submitted a claim to the Motor Vehicle Accident Fund but the claim was not processed and his enquiries were in vain.

Following intervention by the Ombudsman, the claim was processed and the complainant received a substantial pay out shortly afterwards.

2.2.7

The complainant informed us that he was transferred from the charge office to the criminal investigation unit, but the Station Commander refused to release the member. We enquired in writing from the Regional Commander about the refusal of the Station Commander to release the member and shortly afterwards, the member was released to join the new unit.

2.2.8

The complainant in this matter informed us that she worked for the Ministry of Education and retired on 31 July 2008; however, her pension money was still not paid out more than a year later.

Following intervention by the Ombudsman, her pension was paid out shortly afterwards.

2.2.9

The complainant, a former cleaner at a secondary school in the North, lodged a complaint with this Office in 2005, alleging that he already retired in 1996, but that his leave gratuity was never paid out.

A long battle ensued to resolve the matter, due to the fact that so many years had lapsed since the complainant retired; however, continued efforts by the Ombudsman finally resulted in a pay out to the complainant on 4 August 2009, thirteen years after retirement.

2.2.10

We received a complaint that female labourers at the Ministry of Environment and Tourism in Grootfontein were discriminated against at the work place and that Rangers were abusing the government vehicles.

Our enquiries to the Permanent Secretary resulted in an internal investigation, following the introduction of new control measures, for example only one vehicle may be used after hours for standby duties, a vehicle log summary must be kept, a duty timetable was introduced to ensure equal allocation of work, etc.

2.2.11

On 19 June 2009 during a police cell inspection at the Ondangwa Police station, inmates complained about violation of their right to appear in court within 48 hours or as soon as is reasonably possible thereafter. An example was given of an inmate who was detained on 10 June 2009, but during our visit on 19 June 2009, he has not yet appeared before a Magistrate.

A meeting was held with the Station Commander to draw his attention to this and he took immediate action; an officer was appointed to only deal with pol 9 perusals and to ensure compliance with the 48 hour requirement.

2.2.12

We received an anonymous complaint alleging that some first year nurse students were admitted at the Rundu Health Training Centre without meeting the entry requirements.

Our on-site investigation confirmed that three students were admitted without grade 12; however, that these students were recommended by the Office of the Deputy Prime Minister, as people from the marginalized San community. Since we supported this action, the matter was not pursued further.

2.2.13

The complainant in this matter informed us that he was unfairly dismissed from his job as a school teacher and that he was being denied employment opportunities by the Regional Director.

Our investigation revealed that he resigned from a school in the North in 2002, before the Ministry could discharge him on misconduct of improper sexual conduct with a learner.

Since the Ombudsman cannot condone such behaviour, the matter was not pursued further.

2.2.14

During an intake clinic in the North, we were informed by a school principal that the Receiver of Revenue in Oshakati failed for three consecutive years to assess his tax returns.

Upon investigation, we found that not only was the complainant's tax returns assessed for all those years in question, but he even received a small refund for three consecutive years since 2006, while his tax return for 2009 was being processed. The complainant was informed that there was no need for us to pursue the matter further.

2.2.15

A complaint was faxed to the Ombudsman, alleging that pension had been deducted from the complainant's salary for a period of 14 years, but that he was not registered on the GIPF membership roll and that all his attempts to have the matter rectified, were unsuccessful.

Upon enquiry, we found that the complainant was a member since his appointment on 15 May 1995 and that he was indeed registered complete with a membership number. The complainant was informed accordingly.

2.2.16

The complainant in this matter alleged negligence on the part of the Kavango State Veterinary Office in the prevention and controlling of the spread of Foot and Mouth Disease. He further complained about the alleged unfair manner in which his company was excluded from securing a contract to partake in the control of the disease in the Kavango Region.

Based on site visits and enquiries, we found that the Regional State Veterinary Office did an excellent job under difficult circumstances and managed to cordon off the infected area which resulted in the eradication of foot and mouth disease in the Kavango Region. The restriction on movement of livestock was lifted and the area was officially declared free of foot and mouth disease. The complainant was informed that we could not support his complaint.

2.2.17

Following a number of complaints received against the Receiver of Revenue in Oshakati, the Acting Director sent two senior officials to our Office with files of complainants; the senior officials first explained some of the procedures to us and then continued to resolve the complaints on the spot. We truly appreciate this sort of co-operation.

2.2.18

A police officer complained he has been applying for a transfer to Rundu since 2004 due to family and accommodation problems. He indicated that he was a married man and that his family was not allowed to stay with him in the police barracks. His 15 year old son was in fact arrested and detained on 5 May 2009 for trespassing when he was caught staying in the barracks.

We took up the complainant's plight with the Inspector-General and the complainant was transferred to Rundu.

3. *Environment*

3.1 *Overview*

This mandate relates to the Ombudsman's duty to investigate complaints concerning the over-utilization of living natural resources, the irrational exploitation of non-renewable resources, the degradation and destruction of ecosystems and failure to protect the beauty and character of Namibia. Sadly though, this mandate failed to progress beyond the 'words on paper' stage due mainly to the fact that citizens hardly ever complain about matters relating to the environment. However, it has been the intention of the Ombudsman to embark on a campaign to make people aware of their right to complain about issues relating to the environment and it is trusted that resources will permit such a public education programme to be initiated in the next financial year.

3.2 *Environment case summaries*

3.2.1

During a routine visit to the Windhoek Central Prison, the Ombudsman was shocked to discover that waste was dumped on the premise of the Prison; he informed the Permanent Secretary of the Ministry of Safety and Security that it was not only a sight for sore eyes, but that it indeed also posed a health risk. He recommended that the necessary steps be put in place to have the waste removed and that he be informed of measures taken to prevent a re-occurrence.



3.2.2

Introduction

1. The Ombudsman was approached by officials from the Ministry of Agriculture, Water and Rural Development regarding various complaints raised by them with the Okahandja Municipality regarding the oxidation pond system and the management of the solid waste disposal site
2. From correspondence provided to the Ombudsman, it seemed that the matter was brought under the attention of the Okahandja Municipality on numerous occasions, with letters regarding the oxidation pond system dating as far back as 2000 and regarding the solid waste disposal site, dating back to October 2006.
3. The Ombudsman was also informed that a person died after being stuck in the tar pit at the solid waste disposal site during December 2008.
4. The Ombudsman and some staff, accompanied by staff members from the Ministry of Agriculture, Water and Rural Development visited the solid waste disposal site, the Meatco solid waste disposal site and the oxidation ponds at Okahandja on 12 February 2009.

Investigation

Solid Waste Disposal

1. The team found a large tar pit at the solid waste disposal site and the officials from the Ministry of Agriculture, Water and Rural Development indicated that the said tar pit was the same one that they have been complaining about since 2006. The whole of the solid waste disposal site was not camped off and no warning signs were observed in the vicinity of the tar dumping site. The solid waste site was also emitting smoke as there was some burning of solid matter observed.
2. Some photos were taken indicating no change from similar photos taken by personnel from the Ministry of Agriculture, Water and Rural Development in 2006.

2009



2006



2009



2006



*Photo taken February 2009 -
clearly indicating no fence around
the tar pit and no warning signs*

3. Children were also found at the tar pit by both the representatives of the Ministry of Agriculture, Water and Rural Development during their visit in 2006 as well as by the delegation from the ministry and the Ombudsman's office in February 2009. The general dumping site is open to all to move around there as they wish.
4. The tar from the tar pit was followed and found further down stream from the original dumping site. It was explained that this substance will eventually be carried by the water flowing in the small rivers to the Swakoppoort dam. In a report by the National Forensic Science Institute, Dr Ludik found that "the seepage (of this toxin) into the adjacent river system may have caused a significant pollution threat to the aquifer and or drainage basin in the immediate environment."
5. What was also found during the visit in February 2009 was that the municipality gave out erven for sale/occupation as close as 50 meters from the start of the solid waste disposal site and almost next to the tar dumping site. This is highly undesirable as the material at the dump site is set alight from time to time and these homes are directly in line with the dump. If the wind blows from the Eastern side, the smoke is blown directly onto these homes.

Meatco Solid Disposal Site

1. This is discussed under a separate heading but forms part of the solid waste disposal complaint. Upon investigation the delegation found that, although these open pits are found some distance from the normal dumping site, it is also not enclosed and no warning signs were observed.
2. From the person employed at the pit to cover the matter it was further understood that the persons from the nearby five rand camp visit this site and collect pieces of skin and meat for their own use from these holes.



Picture showing no fence or warning signs



Dumping hole left open for some time – see ground erosion

Okahandja Oxidation Ponds

1. The Okahandja oxidation ponds are a further burning point in Okahandja. The municipality has been approached by the Department of Water Affairs on numerous occasions regarding the condition of these ponds. The system is supposed to work with 4 ponds that will, after the “dirty” water is pumped through all the ponds, result in the water being purified in such a manner that it can be used for agricultural purposes.



The ponds as we found them in 2009



The ponds as they were found in 2006

2. We found that the first two ponds were clogged - see photo - and that it could no longer be used as part of the process. The municipality also did not pump any water into these ponds but only used the third and fourth ponds. The water that was supposed to go through the four ponds now ended up going only through two ponds and therefore only through half of the envisioned process before it is made available for irrigation on the plot next to the ponds.
3. It was further explained to us that the fatty deposits in the water causes the residue to clot like in the above photograph and that renders the ponds unusable. It needs to be cleaned out and new sand needs to be placed into the ponds. The fatty deposits possibly originates from the Meatco plant because they do not have separate ponds or a system in place to remove the fatty deposits from the water before allowing it to run into the main sewerage system.

Anticipated Corrective Measures

The CEO of the Okahandja Municipality was visited and confronted with the fact that these issues were brought under her attention by the Ministry of Agriculture, Water and Rural Development on numerous occasions but to no avail. She explained that the people who initially worked with these matters left and that new personnel were appointed but recognized that it has been on-going for a long time. It further transpired that a previous employee of the Municipality allowed COLAS to dump the tar at the solid waste disposal site.

During August 2009, the Director: Office of the Ombudsman visited the Municipality again and in the absence of the CEO, spoke to the acting CEO and one of the managers; they explained the decisions taken by the Municipality to try and improve the situation. Meatco indicated that they will remove all the meat pieces from the solid waste that is dumped in the solid waste pits; they will further not make the dump holes deeper than 1 meter that will allow for the pits to be closed up quicker and hopefully lessening the smell as well as allowing for people who fall into these pits to get out easier. They will also erect warning signs and concrete them into the ground but unfortunately a fence will not last as the wire gets stolen.

The Okahandja Municipality further approached the Ministry of Local Government and Housing for a loan and part of this loan, if granted, was earmarked to rehabilitate the oxidation ponds. They also took a decision in principle to install a special water meter to measure the water output of Meatco and to have Meatco pay a special levy that will go towards the costs of rehabilitating the ponds on a regular basis as the fat in the water coming mainly from Meatco causes the clogging of the ponds. Unfortunately Meatco at that stage was not agreeable to the implementation of such a levy. At that stage a 3rd party already started to remove the soil of the 1st pond in order to clean the pond. It was reported that the clean-up of the dams will take about 3 months.

The Management Committee of the municipality approved the erection of a fence around the tar and solid waste dump. This project is also to be funded from the loan applied for at the Ministry of Local Government and Housing. The only way to get rid of the tar, according to them, is to burn it and they will start with it during the summer months. It

seems that COLAS who dumped the tar at the dumpsite actually had the permission from the Municipality to do so. They were therefore advised to put policies in place to deal with the dumping of hazardous material at the dumping site. They will further erect warning signs and it was estimated that the securing of this whole site will take about 1 year.

The progress made with the implementation of corrective measures will be monitored during 2010.

COMPLAINTS

A total of 1608 complaints were received, 43 more than the previous year. There was a decrease in the number of non-jurisdictional complaints received, down from 271 in 2008 to 205 in 2009. The majority of complaints, 1199 in total, were received from males and only 345 from females. Of the complaints received, 62% were resolved, which is 12% less than the previous year; 38% were carried over to the next year. The main reason for complaints not resolved within a reasonable time, is the poor response, if a response is received at all, from the various ministries and other offending institutions.

During 2008 the average processing time per complaint was 99 days compared to 116 in 2009.

The Namibian Police topped the list of complaints against government institutions. The number of complaints increased to 330 compared to 263 the previous year. Complaints against the police relate mostly to police conduct with allegations of assault, loss of personal property of inmates, poor conditions of police cells, lack of information about progress with investigations, loss of case dockets, etc. Police officers complained about non-promotion, unfair dismissals, failure to pay daily subsistence allowance within a reasonable time, etc.

Where we reported an increase in complaints against the Ministry of Justice in the previous years, there was a decline of 41 complaints against the Ministry in 2009. The Ministry of Justice is second on the list of complaints against government institutions.

Although there was an increase in the number of complaints against the prison authority, it is third on the list of complaints against government institutions as was the case in 2008 and 2007. A total of 179 complaints were received compared to 144 in 2008. Complaints against the prison authority relate mostly to allegations of assault by members on inmates, loss of money booked in by officers at the time of committal, remission and parole, interpretation of sentences, quality of food, transfer of inmates, lack of medical treatment, denial of privileges, etc. Prison officials complained mostly about the delay in payment of daily subsistence allowances.

Where we reported an increase in complaints against local authorities in the previous year, there was a slight decrease of 8 complaints against local authorities in 2009.

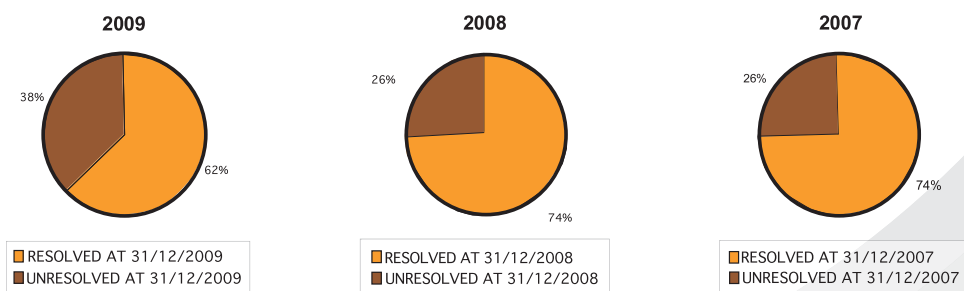
During 2009 we received 794 complaints in writing, 425 in person and 366 during complaint intake clinics where we visited places not served by a permanent regional office. In 2008 we received 682 complaints in writing, and 438 complaints from persons visiting the various offices.

During 2009, 41% of all complaints we received were supported, while 59% were not supported. In 2008 36% of complaints were supported while 64% were not supported.

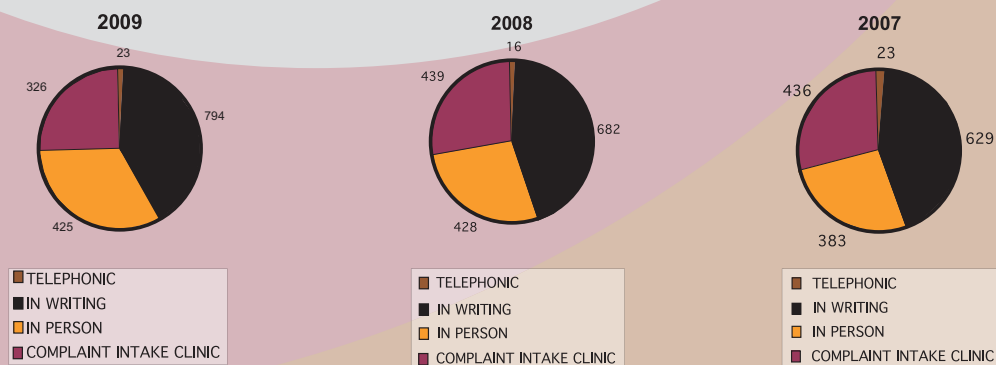
If one looks at the statistics recorded for the different mandates, 1064 related to maladministration, 165 to human rights violations, 30 to corruption and 6 to the environment; 343 miscellaneous complaints which relate to non-jurisdictional matters were also received. Compared to the previous years, the picture remains more or less constant.

STATISTICAL BREAKDOWN

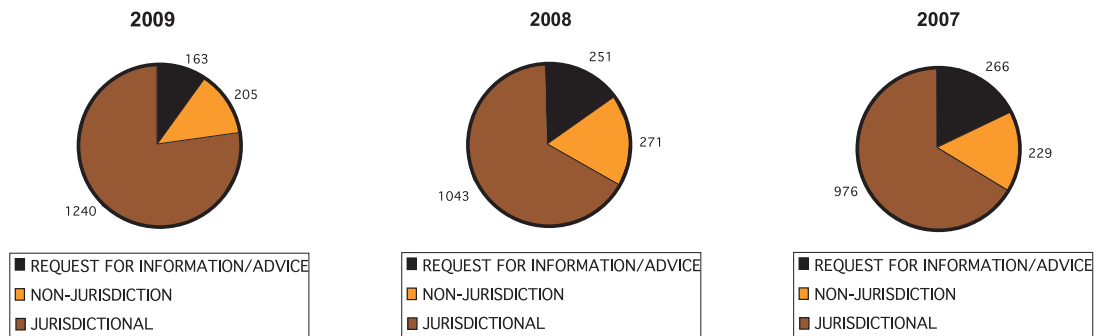
Complaints resolved/unresolved



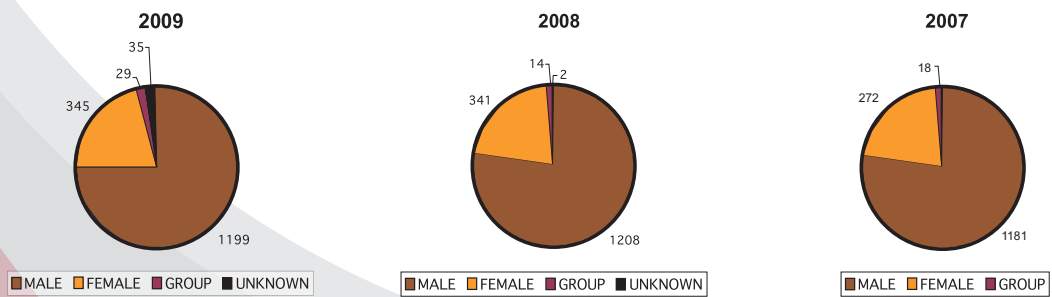
Complaints by intake type



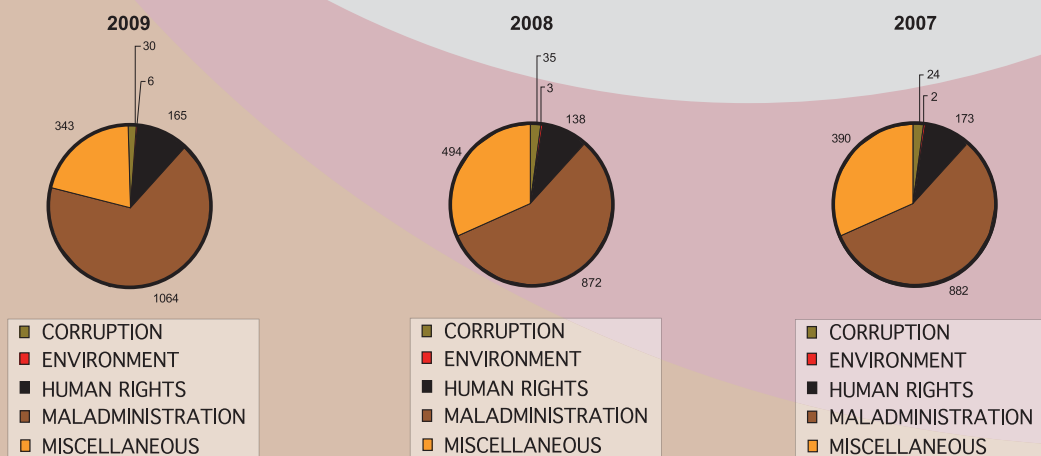
Complaints by complaint type



Complaints by gender



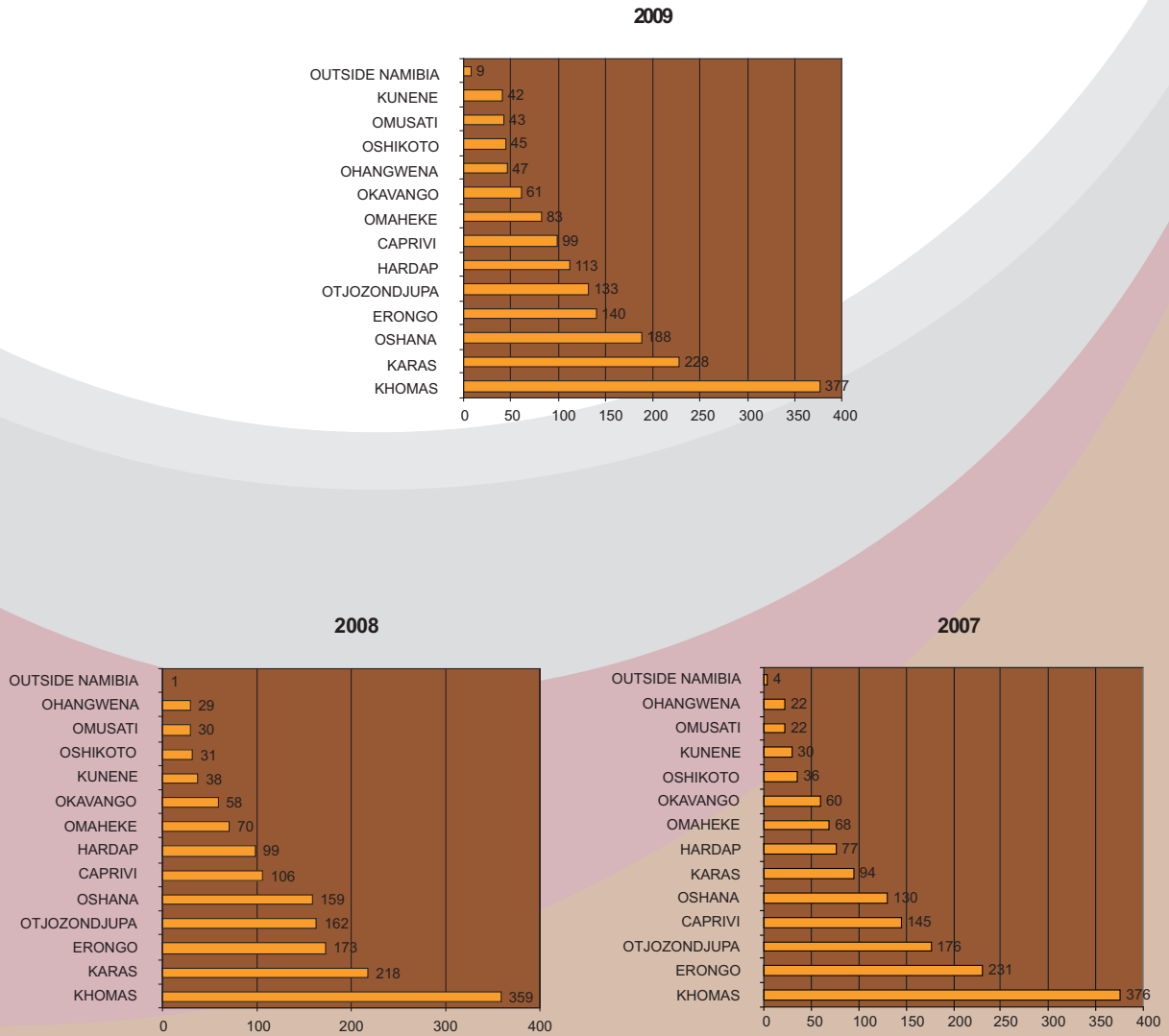
Complaints by mandate



Complaints supported/not supported

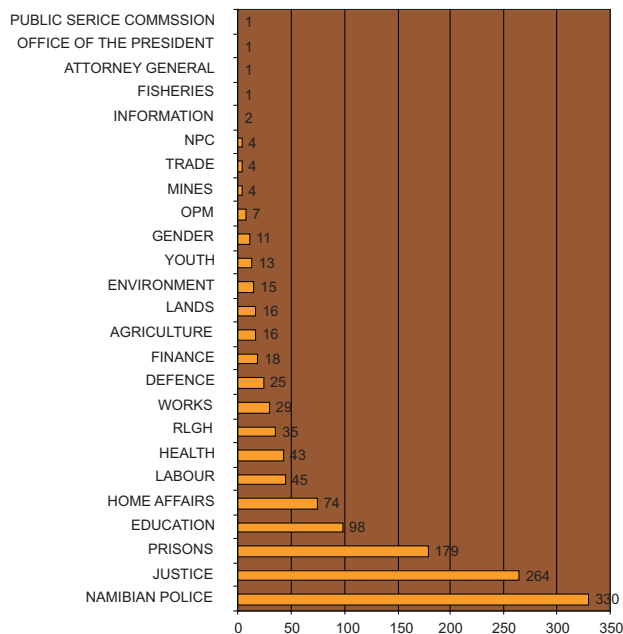


Complaints by region

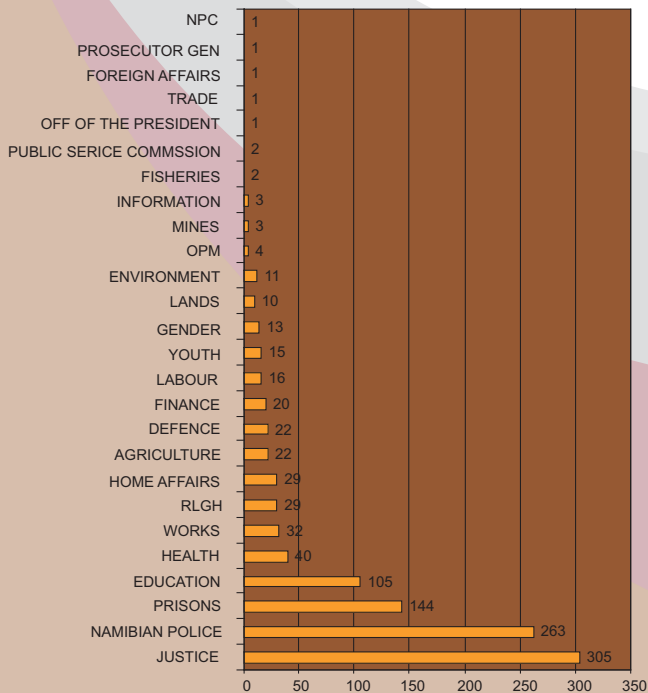


Complaints against government institutions

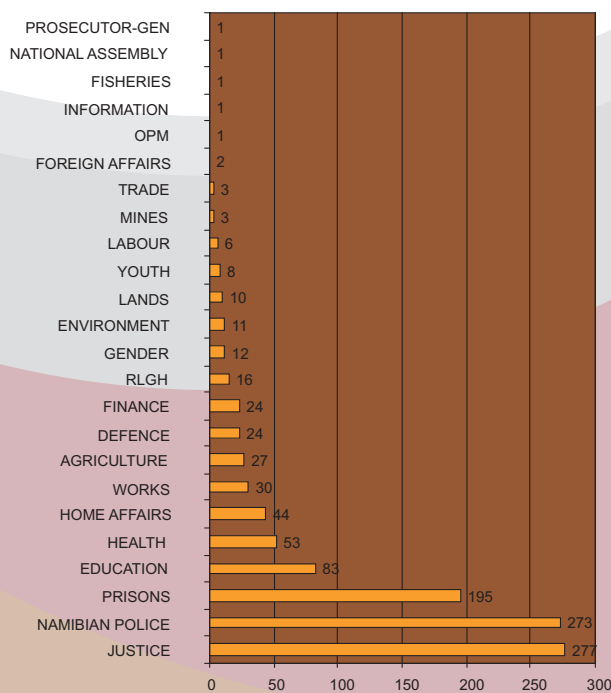
2009



2008

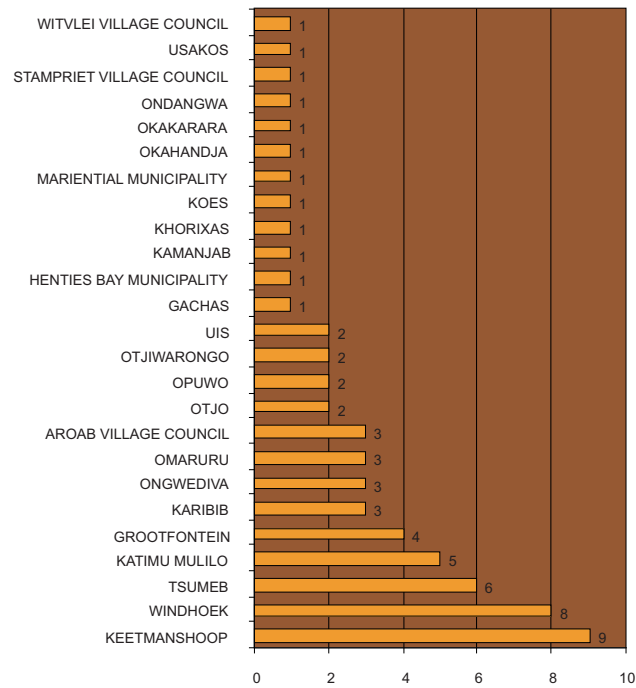


2007

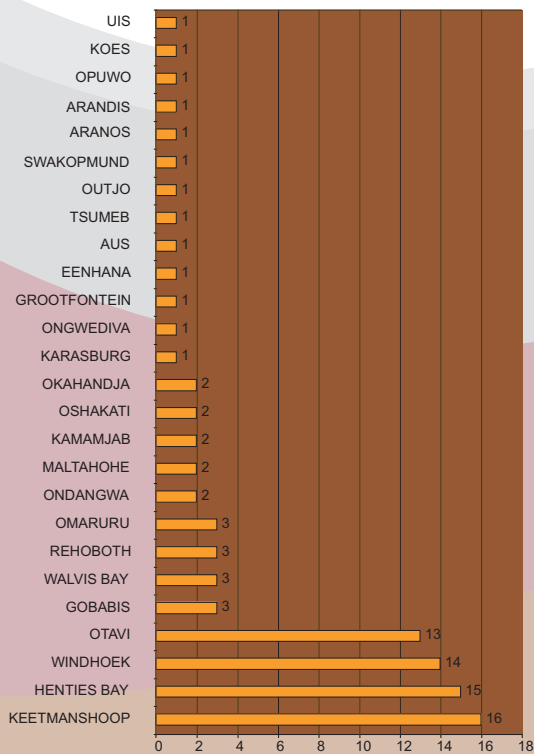


Complaints Against Local Authorities

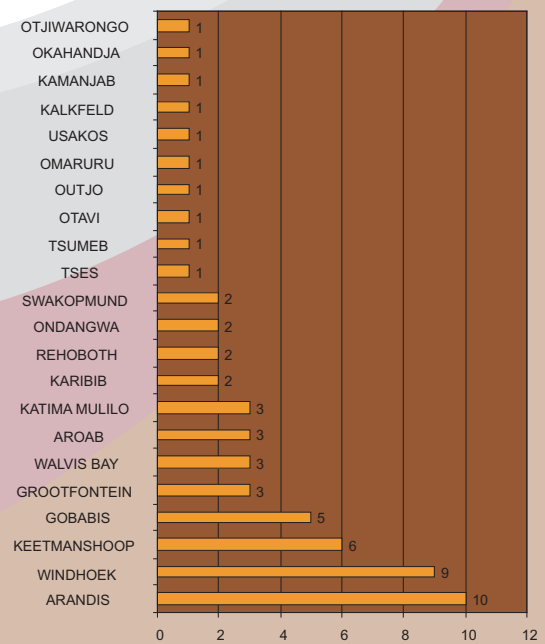
2009



2008

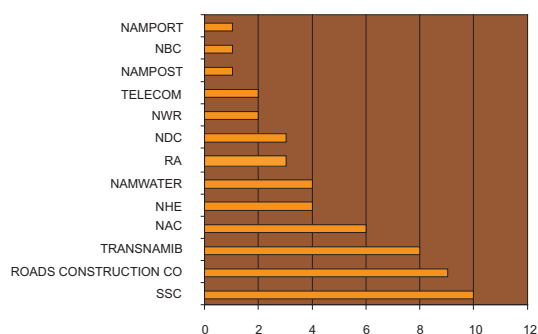


2007

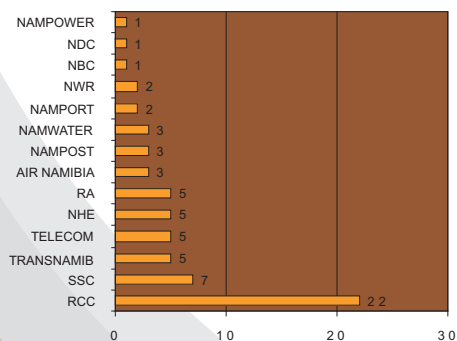


Complaints Against Parastatals

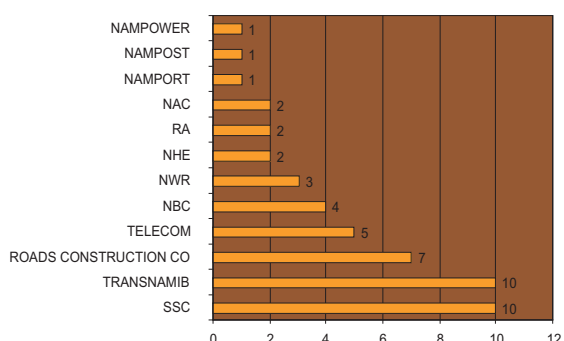
2009



2008

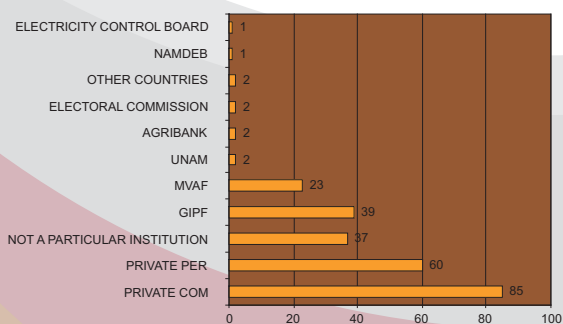


2007

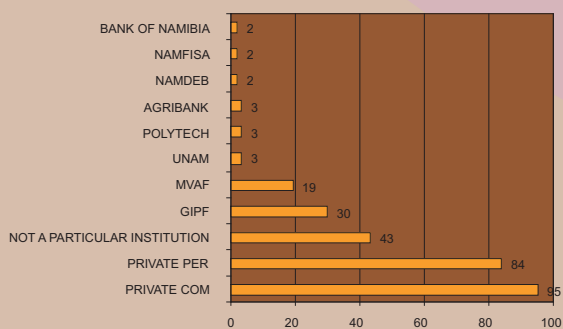


Complaints Against Other Institutions

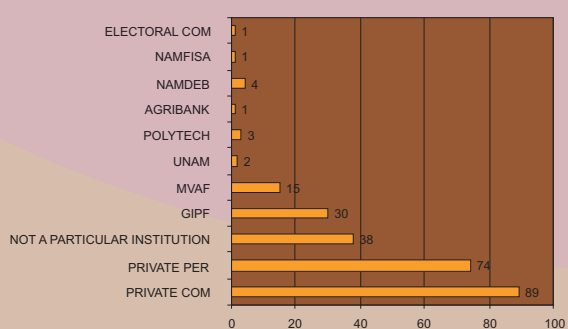
2009



2008

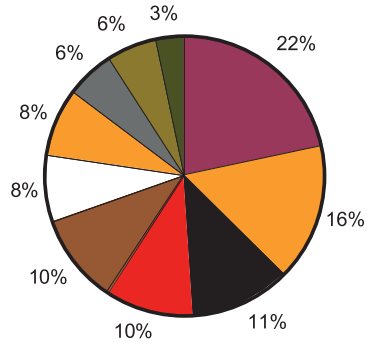


2007



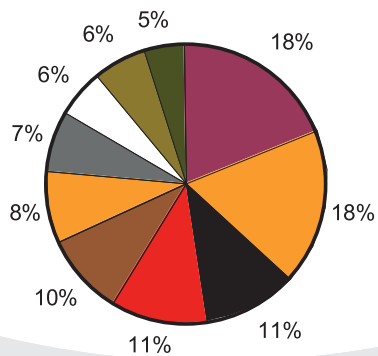
Complaints by Category

2009



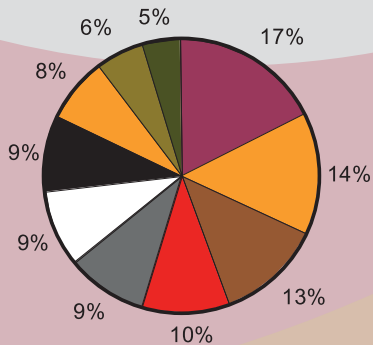
- MINISTRY/INSTITUTION CONDUCT
- ADMINISTRATION OF JUSTICE
- POLICE CONDUCT
- EMPLOYMENT MATTERS
- COMPENSATION
- DISPUTES INVOLVING PRIVATE PERSONS OR INSTITUTIONS
- HUMAN RIGHTS VIOLATIONS
- PRISON CONDUCT
- PENSION
- COURT DECISIONS

2008



- MINISTRY/INSTITUTION CONDUCT
- ADMINISTRATION OF JUSTICE
- EMPLOYMENT MATTERS
- DISPUTES INVOLVING PRIVATE PERSONS OR INSTITUTIONS
- POLICE CONDUCT
- COMPENSATION
- COURT DECISIONS
- HUMAN RIGHTS VIOLATIONS
- PRISON CONDUCT
- PENSION

2007



- MINISTRY/INSTITUTION CONDUCT
- ADMINISTRATION OF JUSTICE
- POLICE CONDUCT
- EMPLOYMENT MATTERS
- HUMAN RIGHTS VIOLATIONS
- DISPUTES INVOLVING PRIVATE PERSONS OR INSTITUTIONS
- PRISON CONDUCT
- COMPENSATION
- PENSION
- COURT DECISIONS

ON A LIGHTER SIDE

The Ombudsman staff are expected to be 'experts' on a vast number of topics and we pride ourselves on being able to provide information relating to a wide variety of enquiries; however, every once in a while we receive an enquiry of which we simply do not have the answer; in such cases we normally refer the person to an appropriate institution that can be of assistance. One such an example is as follows:

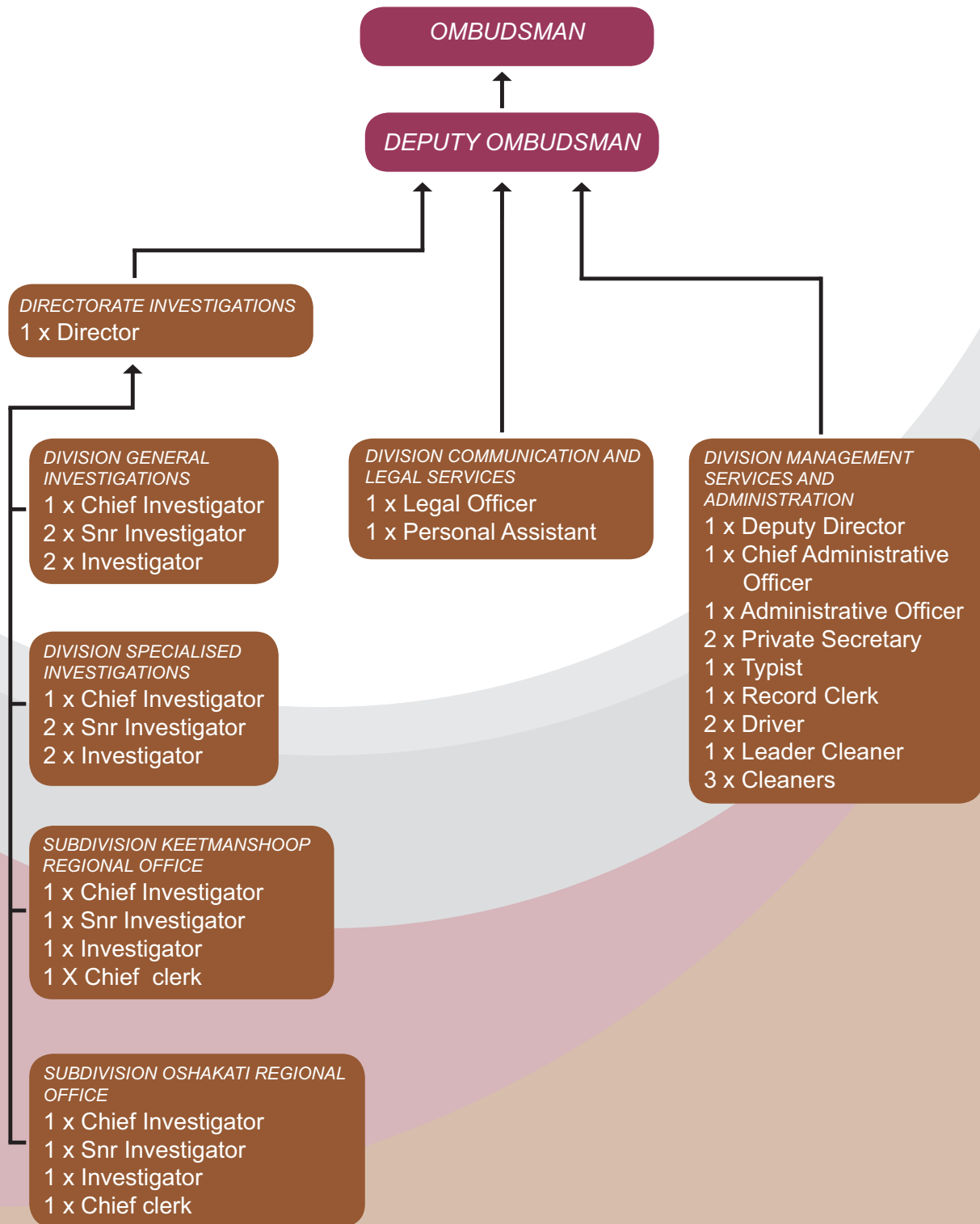
A complainant approached us with a request for information regarding the bridal price to be paid for a bride from the Ondonga tribe, as well as for a bride from the Kwanyama tribe. We could unfortunately not be of assistance, but we referred him to the traditional authorities of the two tribes and also advised him to approach King Elifas for further information if he does not receive a satisfactory response from the tribal authorities.

We trust that he was assisted to his satisfaction and wish him only the best with his matrimonial endeavours!



MANAGEMENT SERVICES AND ADMINISTRATION

Organisational structure



General

The Management Services and Administration Division provides support to the line function in terms of human resources and financial administration, logistical management and general administrative support.

Human Resources

Appointments and terminations of service

The following new staff members were appointed during 2009:



Mr Alpheus Hausiku was appointed as Senior Investigator with effect from 1 April 2009



Mr Sylvester Sibungo was appointed as Investigator with effect from 1 December 2009

Only one termination of service occurred during 2009, as follows:

- Ms Christina Saunderson, Personal Assistant to the Ombudsman.

Staff training and participation in workshops/seminars/conferences

Staff were involved in the following training activities/workshops during the course of 2009:

- International Law Enforcement Academy (ILEA) Advanced management course : Roswell, USA
- International Ombudsman Institute World Conference : Stockholm, Sweden
- Human Rights training : Johannesburg, South Africa
- EISA seminar on results of a comparative Study of Ombudsman's offices in sub Sahara Africa : Johannesburg, South Africa
- ILEA training on Human Trafficking : Gaborone, Botswana
- OHCHR African cluster meeting/conference with National Human Rights institutions : Addis Ababa, Ethiopia



The Director: Office of the Ombudsman, Ms Eileen Rakow, with some counterparts at the OHCHR African cluster meeting

- Workshop on the implementation of charters (Office of the Prime Minister) : Windhoek, Namibia
- Review of Ombudsman service charter : Windhoek, Namibia
- Writing skills course : Windhoek, Namibia



Staff members hard at work during the writing skills course



Some staff members receiving their writing skills certificates from the facilitator, Mrs T Pickering

- Annual magistrates and judges association training workshop:
The impact of international instruments on speedy trial rights
(Presentation made by Director: Office of the Ombudsman,
Ms Eileen Rakow)

: Heja Lodge, Namibia



Ms Rakow provided participants with relevant material



Some of the participants at the Annual magistrates and judges association training workshop

- Gender training : Swakopmund, Namibia
- Emerging leadership training : Swakopmund, Namibia
- Training workshop: Drafting of a National Human Rights Action Plan : Swakopmund, Namibia
- Private Secretary training : Swakopmund, Namibia

Financial Resources

Description	Amount (N\$)		
	2007/8	2008/9	2009/10
Personnel Expenditure	3 953 000	4 372 000	5 369 000
Travel and Subsistence Allowance	305 000	389 436	500 000
Materials and Supplies	57 000	60 000	117 000
Transport	165 000	772 000	Incorporated into General Services, Min of Justice
Utilities	61 000	44 000	60 000
Maintenance Expenses	23 000	35 000	65 000
Other Services and Expenses	194 000	315 622	255 000
Membership Fees and Subscriptions	10 000	45 000	100 000
Furniture and Office Equipment	10 000	118 942	Incorporated into General Services, Min of Justice
Total appropriation	4 778 000	6 152 000	6 466 000

Transport

The Office fleet consisted of seven vehicles, as follow:

- 1 x Nissan double cab utilised for regional complaint intake clinics
- 2 x Corsa bakkies utilised at the Southern and Northern regional offices
- 2 x Mazda 4x4 bakkies utilised at the Southern and Northern regional offices
- 1 x Combi utilised locally for investigations
- 1 x Small sedan utilised locally for administrative tasks

Both the Combi as well as the small sedan which were in such poor condition were replaced, while two additional bakkies were allocated for investigations and the Swakopmund regional office which is in the process of being established.

Stock Control

Equipment, materials and supplies which were budgeted for were acquired; however, the receipt, issuing and control of stock were not managed satisfactorily due to the previous unsatisfactory office accommodation and a shortage of staff. An overhaul of the entire stock situation was planned for 2009 when new office accommodation was acquired, but this did not materialize due to the fact that we did not manage to recruit the required qualified staff.

Accommodation


After a long struggle, suitable office accommodation was identified and renovations to the building, located on the corner of Feld and Lossen Streets, started in July 2008; we relocated to the new office in January 2009.



Although funds did not permit an official opening of the new office accommodation, the Ombudsman did treat the staff to a barbecue at a facility on the premises, erected for this purpose

Information Technology

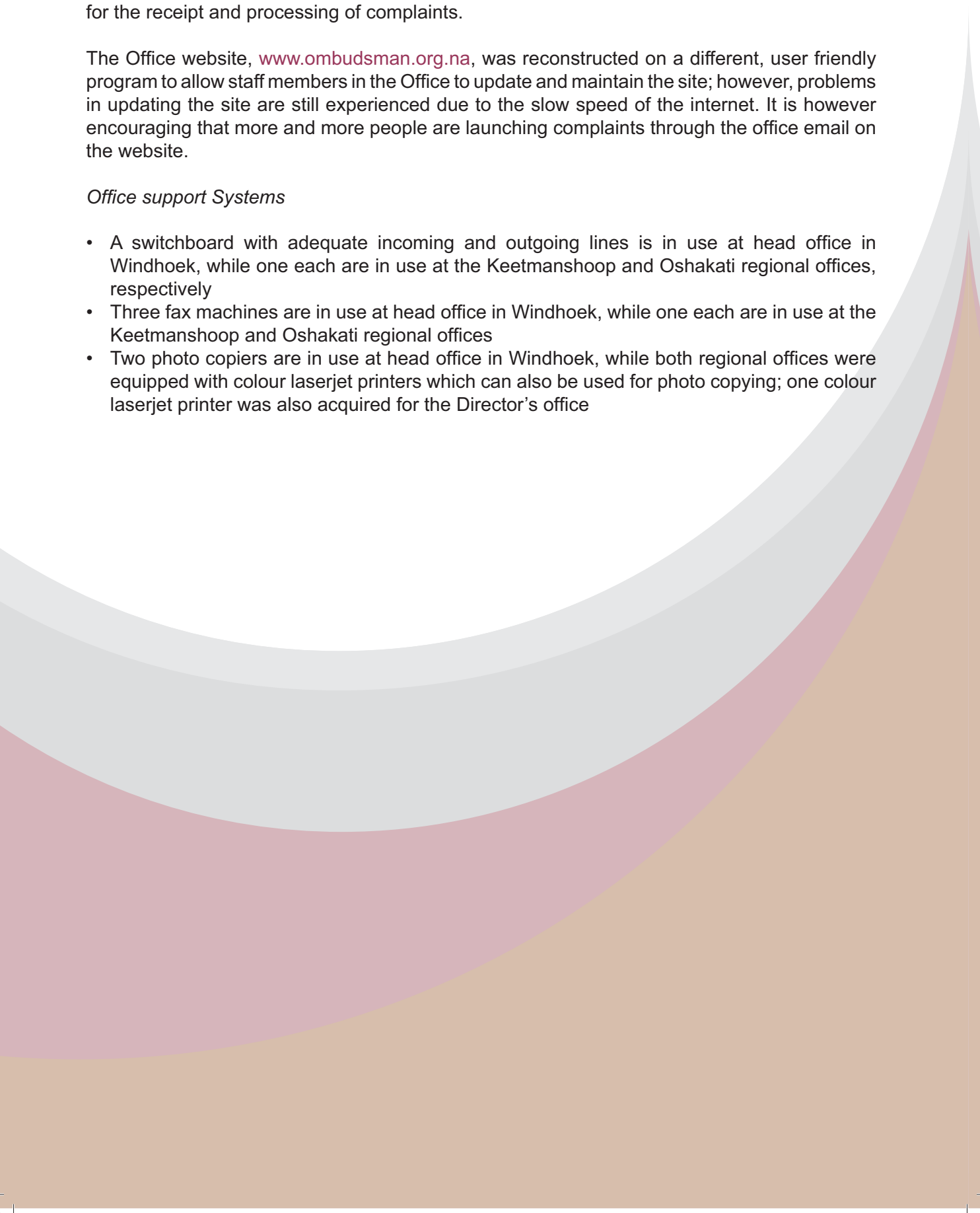
Staff members are connected to a computer network and have access to e-mail and internet facilities; some of the hardware and software which were outdated were either upgraded or replaced. The staff at regional offices in Oshakati and Keetmanshoop were all equipped with computer hardware and were properly linked to the network at head office; they are now all



able to directly link to the computerised case management system which is of major importance for the receipt and processing of complaints.

The Office website, www.ombudsman.org.na, was reconstructed on a different, user friendly program to allow staff members in the Office to update and maintain the site; however, problems in updating the site are still experienced due to the slow speed of the internet. It is however encouraging that more and more people are launching complaints through the office email on the website.

Office support Systems

- A switchboard with adequate incoming and outgoing lines is in use at head office in Windhoek, while one each are in use at the Keetmanshoop and Oshakati regional offices, respectively
 - Three fax machines are in use at head office in Windhoek, while one each are in use at the Keetmanshoop and Oshakati regional offices
 - Two photo copiers are in use at head office in Windhoek, while both regional offices were equipped with colour laserjet printers which can also be used for photo copying; one colour laserjet printer was also acquired for the Director's office
- 

SPECIAL REPORTS/EVENTS AND OUTREACH/PUBLIC EDUCATION

Newspaper supplement

As part of our human rights public education campaign, an informative newspaper supplement focusing on voter education was compiled and printed for insertion into the following newspapers on Friday, 13 March 2009:

Republikein	-	22000
Algemeine Zeitung	-	5000
Namibian Sun	-	18000
Namibian	-	30000
New Era	-	15000

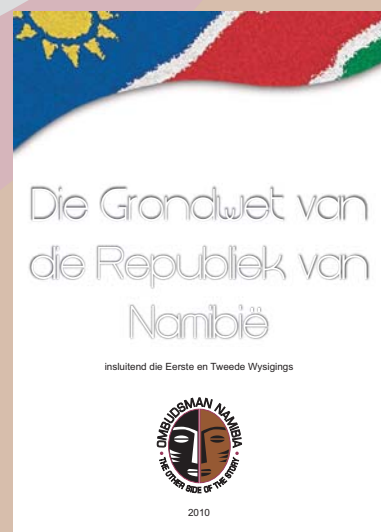
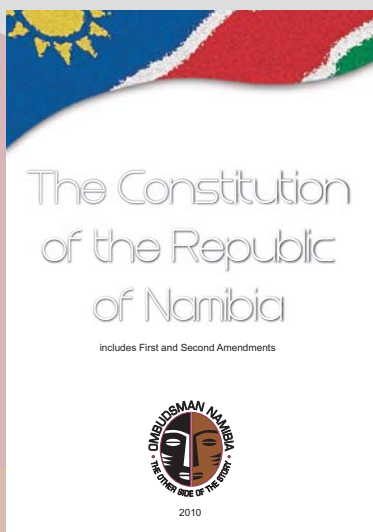


Constitution Day: 9 February 2009

The purpose of celebrating Constitution Day 2009 was to emphasize the right of the child to express his/her views freely in matters affecting the child and to encourage learners to register as voters and exercise their right to vote during the upcoming elections. The Ombudsman invited learners from 23 high schools in and around Windhoek to participate in the event. A total number of 253 learners from 19 schools attended the event.

The day was marked by a presentation by Ms Sharonice Busch, the Speaker of the Children's Parliament, who urged all learners who turned 18, to vote in the upcoming election. She concluded by saying: "cast your vote on the change you want to see and not on the popularity of the party". The keynote address was delivered by Dr Victor Tonchi, Chairperson of the Electoral Commission, who referred to the media reports about political violence and intimidation, and informed the learners that it is the duty of the Commission to ensure free and fair elections. Dr Anton Bösl, Resident Representative of the Konrad Adenauer Stiftung, sponsored the event as well as 10 000 copies of the Namibian Constitution; in his address, he invited learners to take copies of the Constitution home and acquaint themselves with its provisions.

At the end of the event, copies of the Constitution and calendars, printed with voter education information, were distributed among the learners.





The Ombudsman with Dr. Anton Bösl of the Konrad Adenauer Stiftung

Public Lectures

In an attempt to encourage public debate and discussion and to create a forum where such debate can take place, the Ombudsman with the financial assistance of the Konrad Adenauer Stiftung, organized a public lecture series under the theme: Political Parties in a Democracy: Is Namibia on the Right Track. The lectures were aimed at educating the electorate on the forthcoming elections. The presenter was Prof. Joseph Diescho and the first lecture took place at Windhoek on 19 March 2009; subsequent lectures followed on:

- 14 May 2009 at Keetmanshoop
- 18 June 2009 at Walvis Bay
- 16 July 2009 at Oshakati
- 20 August 2009 at Rundu

Human Rights Training for Prison Officials

As reported in the 2008 Annual Report, human rights training for prison officials continued during 2009. The remaining ten prisons were visited where human rights training workshops were held. The training included the following topics:

- Chapter 1: What are Human Rights
- Chapter 2: Limitation of Rights
- Chapter 3: The Namibian Constitution and Human Rights
- Chapter 4: The Relevance of Human Rights Training to Prison members
- Chapter 5: Universal and Regional Human Rights Instruments Relevant to the Protection and Treatment of Prisoners
- Chapter 6: Human Rights Violations
- Chapter 7: Institutions for the Promotion and Protection of Human Rights
- Chapter 8: Implementation of International Standards at National Level. The Prison Act, Standing Orders and Commissioner's Directives
- Chapter 9: Examples of Complaints by Prisoners
Hiv/Aids and Human Rights

The training workshops were held on the following dates and prisons, with the number of officers who attended:

DATE	PLACE	OFFICERS ATTENDING
25-26 February 2009	Gobabis Prison	32
9-11 March 2009	Farm Scott Prison	81
12-13 March 2009	Grootfontein Prison	17
16-18 March 2009	Divundu Rehabilitation Centre	90
19-20 March 2009	Elizabeth Nepemba Juvenile Centre	33
24-25 March 2009	Swakopmund Prison	42
6-8 April 2009	Walvis Bay Prison	80
29-30 April 2009	Omaruru Prison	38
13-16 July 2009	Oluno Prison	135
17-25 August 2009	Windhoek Central Prison	127
TOTAL		672

The development of a manual on human rights for prison officials is completed and will be printed next year for distribution amongst prison officials.



Prison officials receiving training at various prison institutions

National Human Rights Conference

The protection and promotion of fundamental rights and freedoms is the first responsibility of government. In line with its duty to protect, promote, respect and fulfill human rights and in response to the call to translate fundamental rights and freedoms into practical realities, government and the Namibian people should work together to ensure the implementation of agreed human rights standards, otherwise the Bill of Rights in our Constitution might become merely a piece of paper, full of ideals without any guarantee of fulfillment. An essential step to achieve the objective of respect for human rights, is to increase knowledge and awareness of these rights and efforts to increase knowledge and awareness should be an ongoing process. For that, there must be a plan.

We decided that the National Human Rights Conference would be the perfect opportunity to start the development of a national human rights action plan (NHRAP) for Namibia. The Conference was an initiative by the Ombudsman to create a forum where government representatives, NGO's, civil society organizations, churches and the media would engage in open discussion to identify the main human rights challenges facing the nation and to find suitable measures to address them. A wide range of people and organizations were invited to the Conference, including all Permanent Secretaries, whom we believe would be instrumental in the implementation of the action plan. However, none of them attended.

*The Theme of the Conference was "Towards Implementing Human Rights:
A Framework for a National Human Rights Action Plan"*

The keynote speaker was the Honourable Joël Kaapanda, Minister of Information and Communication Technology, who delivered the keynote address on behalf of the Right Honourable Prime Minister. Mr Jody Kollapen, Chairperson of the South African Human Rights Commission (SAHRC) was the guest speaker. Mr Tseliso Thipanyane, CEO of the SAHRC and Mr Patric Amihere, Human Rights Officer in the UN Office of the High Commissioner for Human Rights in Pretoria, who also attended the Conference, shared their experience and assisted us in developing the action plan. A human rights voxpop video, in which ordinary citizens shared their opinion on the observance of human rights in Namibia, was also shown.

At the end of the Conference a coordinating committee was selected to drive the development process under the auspices of the Ombudsman.

But what exactly is a National Human Rights Action Plan (NHRAP)?

According to Bill Barker, a human rights action plan is: *"a substantial document that sets out a government's commitments to achieve a comprehensive set of human rights goals, together with the actions that the plan provides for. The concept of the national human rights action plan flows from the realization that successfully promoting human rights observance requires political will, broad participation and significant financial and human resources. The fundamental purposes of a NHRAP are to bring about improvements in*

human rights observance through specified positive steps to raise awareness of human rights standards and to strengthen relevant institutions.”

As a human rights policy document, the NHRAP is meant as:

- a tool for evaluating our country’s vision on human rights;
- a tool for evaluating our performance with regard to international human rights obligations;
- a record of government’s performance with regard to the promotion and protection of human rights;
- a tool for setting human rights goals and priorities within achievable time frames;
- a tool for planning the management of resources for the promotion and enhancement of human rights; and
- a statement of strategies and measurable targets with regard to the promotion and protection of human rights.

The Conference was followed by a training course on human rights action plans on 19-23 October 2009 which was attended by staff members of the Ombudsman, government officials, members of civil society, NGO’s and the media. The training course was sponsored by the Raoul Wallenberg Institute and the resource persons were Prof Brian Burdekin and Mr Bill Barker. The Ombudsman as focal agency, with the assistance of the coordinating committee, is now ready to drive the process of developing a National Human Rights Action Plan for Namibia as soon as government provides the necessary resources.

Multi-media Human Rights Campaign

The multi-media awareness campaign aimed to produce a range of media products to reach as many people as possible on all levels of society with human rights information, including:

Adverts

The advert campaign kicked off with an advert indicating the different categories which the Ombudsman can look at, including human rights; this was followed up with different human rights adverts which appeared in daily newspapers from October to December 2009, focusing on the following:

- *The right to form/join political parties and to vote*
- *The right to education*
- *The right of woman to life, integrity and security*
- *International day for the elimination of violence against women*
- *International day of people with disabilities*

The daily newspapers have a collective printing total of 75 000 and if considering that each newspaper is said to be read by at least three people, it is estimated that 225 000 people in Namibia perused the adverts every week. We received many phone calls from readers who saw the adverts, to congratulate the Office on the effort.



DID YOU KNOW THAT THE OMBUDSMAN IS A CONSTITUTIONAL CREATION AND THAT HE CAN ASSIST YOU, FREE OF CHARGE, WITH PROBLEMS RELATING TO:

- ✓ fair public administration, misappropriation/misuse of public monies or assets (limited to government institutions - including the police, the prison services and the defence force -, local authorities and parastatals, as well as institutions in which the Namibian government has a considerable financial stake)
- ✓ the environment and natural resources of Namibia
- ✓ violation of human rights (no limitation; all persons and institutions are within the Ombudsman's jurisdiction)

OUR FULL CONTACT DETAILS:

WINDHOEK Private Bag 13211 Cnr of Feld and Lossen Streets Tel 061-2073111, Fax 061-226838 email: office@ombudsman.org.na	OSHAKATI P O Box 2658 Magistrate's Office, Main Road Tel 066-224638, Fax 065-224605	KEETMANSHOOP P O Box 890 2 nd Avenue Tel 063-221028, Fax 063-221030
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PLEASE ALSO VISIT OUR WEBSITE FOR INFORMATION OR TO LODGE COMPLAINTS, AT: WWW.OMBUDSMAN.ORG.NA

Contact the Ombudsman through email, fax, telephone, writing or visit any of the offices in person

SINCE WE WANT TO IMPROVE ANY SHORTCOMINGS IN OUR SERVICE DELIVERY, WE WILL APPRECIATE IT IF YOU COULD LET US KNOW WHETHER OR NOT YOU FOUND OUR SERVICES SATISFACTORY



DID YOU KNOW THAT THE OMBUDSMAN CAN ASSIST YOU, FREE OF CHARGE, WITH PROBLEMS RELATING TO HUMAN RIGHTS VIOLATIONS?

AMONGST OTHERS, YOU HAVE THE RIGHT TO **EDUCATION**

Article 20 of the Namibian Constitution provides as follows:

- (1) All persons have the right to education
- (2) Primary education shall be compulsory and free of charge

In terms of the Education Act -

- parents must ensure that children attend school regularly;
- parents must pay the school development fund (SDF) contribution;
- if a parent fails or refuses to make a payment, the child may be excluded from taking part in any activity financed with SDF money; the child may however **NOT** be excluded from attending classes;
- parents who are unable to pay the SDF contribution may apply to the School Board for exemption to pay the contribution.

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PLEASE ALSO VISIT OUR WEBSITE FOR INFORMATION OR TO LODGE COMPLAINTS, AT WWW.OMBUDSMAN.ORG.NA
WE WANT TO IMPROVE SHORTCOMINGS IN OUR SERVICE DELIVERY AND WILL APPRECIATE IT IF YOU COULD LET US KNOW WHETHER YOU FOUND OUR SERVICES SATISFACTORY

Printing of this advert made possible with financial assistance from the French Embassy in Namibia



DID YOU KNOW THAT THE OMBUDSMAN CAN ASSIST YOU, FREE OF CHARGE, WITH PROBLEMS RELATING TO HUMAN RIGHTS VIOLATIONS?

AMONGST OTHERS, YOU HAVE THE RIGHT TO FORM/JOIN POLITICAL PARTIES AND TO **VOTE!**
Article 17 of the Namibian Constitution provides as follows:

- (1) All citizens shall have the right to participate in peaceful political activity intended to influence the composition and policies of Government. All citizens shall have the right to form and join political parties...
- (2) Every citizen who has reached the age of eighteen (18) years shall have the right to vote...

THE OMBUDSMAN ENCOURAGES EVERYONE TO EXERCISE THEIR RIGHT TO VOTE!!

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WE WANT TO IMPROVE SHORTCOMINGS IN OUR SERVICE DELIVERY AND WILL APPRECIATE IT IF YOU COULD LET US KNOW WHETHER YOU FOUND OUR SERVICES SATISFACTORY

Printing of this advert made possible with financial assistance from the French Embassy in Namibia



DID YOU KNOW THAT THE OMBUDSMAN CAN ASSIST YOU, FREE OF CHARGE, WITH PROBLEMS RELATING TO HUMAN RIGHTS VIOLATIONS?

AMONGST OTHERS, WOMEN HAVE THE RIGHT TO LIFE, INTEGRITY AND SECURITY

The Protocol to the African Charter on Human and Peoples' Rights on the Rights of Women in Africa provides as follows:


Every women shall be entitled to respect for her life and the integrity and security of her person. Therefore -

- women shall not be subjected to any form of female genital mutilation, scarification or any other harmful practise and other forms of violence, abuse and intolerance;
- women shall have the right to participate at all levels in the determination of cultural policies;
- a widow shall have a right to an equitable share in the inheritance of the property of her husband and to continue to live in the matrimonial house;
- a widow shall automatically become the guardian or custodian of her children after the death of her husband.

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 **DID YOU KNOW THAT THE OMBUDSMAN CAN ASSIST YOU, FREE OF CHARGE, WITH PROBLEMS RELATING TO HUMAN RIGHTS VIOLATIONS?**

25 NOVEMBER: INTERNATIONAL DAY FOR THE ELIMINATION OF VIOLENCE AGAINST WOMEN

The Constitution provides that no persons shall be subject to torture or to cruel, inhuman or degrading treatment or punishment. Therefore:


- women and children have the right to live free from violence, injury, abuse, neglect, negligent treatment, maltreatment, exploitation or discrimination;
- men should refrain from abusing women and children and show solidarity with women against such violence;
- gender-base violence is a human rights violation!

PLEASE STOP VIOLENCE AGAINST WOMEN

OUR FULL CONTACT DETAILS:

WINDHOEK Private Bag 13211 Cnr of Feld and Lossen Streets Tel 061-2073111, Fax 061-229538 email: office@ombudsman.org.na	OSHAKATI P O Box 2658 Magistrate's Office, Main Road Tel 066-224638, Fax 066-224605	KEETMANSHOOP P O Box 890 2 nd Avenue Tel 063-221028, Fax 063-221030
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Printing of this advert made possible with financial assistance from the French Embassy in Namibia

 **DID YOU KNOW THAT THE OMBUDSMAN CAN ASSIST YOU, FREE OF CHARGE, WITH PROBLEMS RELATING TO HUMAN RIGHTS VIOLATIONS?**

3 DECEMBER : INTERNATIONAL DAY OF PEOPLE WITH DISABILITIES

The Constitution prohibits discrimination against any person on the basis of disability. Therefore:

- people with disabilities have the right to full enjoyment of all human rights and freedoms on an equal basis with other people;
- people with disabilities have a right to access, on an equal basis with other people, to buildings, roads, transport, schools, housing, medical facilities and workplace;
- people with disabilities have a right to information, communication and other services;
- children with disabilities have a right to free and compulsory education and should not be excluded from the general education system;
- we all should embrace respect for difference and acceptance of persons with disabilities as part of human diversity and humanity.

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Printing of this advert made possible with financial assistance from the French Embassy in Namibia

Pamphlets

60 000 Human rights pamphlets were printed of which 40 000 were distributed by staff members to motorists in Windhoek, Oshakati and Keetmanshoop on the morning of 9 December 2009 ahead of the commemoration of International Human Rights Day on 10 December 2009. The remainder of 20 000 pamphlets are distributed to people visiting the various offices, as well as during complaint intake clinics throughout Namibia and events calling for information desks.



Staff members pose with the beautiful human rights t-shirts which were produced especially for the event of 9 December 2010, shortly before they took to the streets

Staff members on the move on 9 December 2009.....



*Regional Offices***KEETMANSHOOP**

The regional office in Keetmanshoop is situated on the corner of 2nd Avenue and Sam Nujoma Drive, nr 223. Two vehicles are assigned to the office.

During 2009, the Regional Office of the Ombudsman in the South travelled 29 952 km's during complaint intake clinics which were conducted from April 2009 – October 2009. We observed that we receive more complaints in bigger villages than in settlements.

Visiting points were as follow:

VILLAGES	SETTLEMENTS	TOWNS	PRISONS	POLICE CELLS
GIBEON	AUS	MARIENTAL	HARDAP	ALL VISITING POINTS
MALTAHÖHE	ARIAMSVLEI	KARASBURG	LÜDERITZ	
STAMPRIET	WARMBAD	KEETMANSHOOP	KEETMANSHOOP	
ARANOS	NOORDOEWER			
GOCHAS	ORANJEMUND			
BETHANIE				
AROAB				
KOES				
BERSEBA				
TSES				
LÜDERITZ				
ROSH PINAH				

The Chief Clerk performed relief duties at Head Office in Windhoek from 13 October 2009 until 23 October 2009 as well as from 9 November 2009 until 13 November 2009.

The Senior Investigator in the Office assisted the Electoral Commission of Namibia in the Hardap Region during the registration of voters and elections from 17 August until 2 October 2009.

Our Office participates in the following committee meetings:

- Police Public Relations Committee
- Hospital Advisory Committee

OSHAKATI

The Office is situated in the Magistrate Court building in the main street of Oshakati. An erf was allocated to construct a new office in Ongwediva; it is imperative that the Office building be a friendly venue outside the court, where it can be regarded as independent and impartial.

Two vehicles, a Corsa bakkie and a Mazda 4x4 are allocated to the Office to cover a vast area with its terrible and sometimes, non existing roads. Many towns and settlements in the Northern part of Namibia lack essential facilities like petrol stations and the vehicles are not equipped with additional fuel tanks; this is a challenge faced by the Office in an effort to reach and be accessible to as many citizens as possible.

However, despite difficulties encountered, we have increased our outreach points from 16 during 2008 to 38 during 2009. On the complaint intake program for 2009, part of the Kunene and Tsumkwe areas were added and the Office is now monitoring three marginalized groups' areas, those being the San Community in Okongo Constituency, Ovatwe Community in Epupa Constituency and San Communities in the Tsumkwe and Tsitsabis areas. An effort was made to visit almost every constituency in the regions served by the Office and it can proudly be stated that the office was more accessible and made many citizens aware of their rights. It was found quite fascinating to receive complaints from remote villages where an outreach program were conducted earlier.

In the execution of our duty during 2009, our two vehicles travelled a combined distance of 57 300 km's, an increase of 67,5% from 2008.

On the invitation of Omundaungilo Constituency, Councillor Hon F Ikanda, the Ombudsman visited and addressed the community of Omundaungilo.



A senior investigator in the Office conducting public education in a rural area during a complaint intake clinic

COMPLAINT INTAKE PROGRAM FOR 2009: WINDHOEK HEAD OFFICE

TOWN	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	VENUE
REHOBOTH	28 (10-15h00) 29 (10-15h00)			14(10-15h00)				Museum
GROOT AUB	30 (10-15h00)							School
OKAHANDJA	7 (9-15h00)				29(9-11h00)			Town Hall
OVITOTO		5 (9-15h00)						Council Office
OMARURU PRISON	14(14-16h00)				29(14-17h00)			Omaruru Prison
OMARURU	15(8-11h00) (11-15h30)				30(8-13h00)			Municipal Offices Omaruru Municipal Offices Ozondje
UIS	16(8-11h00) (11-13h00)		24(8-13h00)					Police Station – Court room Police cells and Municipality
WALVIS BAY PRISON		26(8-17h00)			17(8-17h00)			Walvis Bay Prison/ police station
WALVIS BAY		27(8-15h00)			18(8-15h00)			Kuisebmond Mun Building
HENTIES BAY		28(8-13h00)			19(8-15h00)			Municipal Building
SWAKOP PRISON		29(8-13h00)			20(14-17h00)			Swakopmund Prison
SWAKOPMUND		28(14-17h00)			20(8-13h00)			Magistrate's Court Bldg
ARANDIS					21(8-13h00)			Arandis Town Council Bldg
USAKOS	21(14-17h00) 22(8-13h00)		24(14-17h00)					Magistrate's Court Bldg
KARIBIB	22(14-17h00) 23(8-13h00)		25(8-13h00)					Karibib Town Hall
OKOMBAHE			23(11-15h00)					School Hall
KAMANJAB				21(14-16h00)			14(14-15h30)	Constituency Office
KHORIXAS				22(8-13h00)			15(8-13h00)	Magistrate's Court Bldg
OUTJO				21(8-12h00)			14(8-12h00)	Otjozondjupa Regional Office
OTJIWARONGO		19(8-12h00)		20(14-16h00)			13(8-15h00)	Magistrate Court
OTAVI		19(14-16h00)						Magistrate's Court
WATERBERG		20(14-15h00)						NWR offices
OKAKARARA		20(9-12h30)					12(11-15h00)	Magistrate's Court Bldg
GAM					3(10-15h00)			Kambathembi traditional authority
TSUMKWE					4(8-17h00)		20(8-17h00)	Ministry of Youth
AASVOELNES							21(10-15h00)	Aasvoelnes Primary School
MANGETTI DUNE					5(10-16h00)			Ministry of Lands and Resettlement
OMATAKO					6(9-15h00)			Omatako Primary School
MAROELABOOM							22(10-13h00)	Police station
GOBABIS		14(11h30-15h00)		8(8-11h00)			5(14-17h00)	Epako Municipal Bldg
OTJINENE		11(10-15h00)						Constituency Office
EPIKURO		12(10-15h00)		6(10-15h00)				Regional Office
PLESSISPLAAS							6(10-12h00)	Police station
TALISMANIS							7(10-13h00)	Constituency Office
AMINIUS		13(10-15h00)						Constituency Office
GOBABIS PRISON		14(8-11h00)		8(1130-15h00)			6(14-17h00)	Gobabis Prison
LEONARDVILLE				7(10-15h00)				
MUKWE POLICE STATION			9(9-11h00)			7(9-11h00)		Mukwe Police Centre
DIVUNDU REHAB			9(1130-15h00)			7(1130-15h00)		Divundu Rehab Centre
SANGWALI			10(10-15h00)			8(10-15h00)		Sangwali Com School
KATIMA MULILO KATIMA POLICE STATION			15(8-11h00) 15(11-17h00)			9(8-13h00) 9(14-17h00)		Ministry of Labour
CHINCHIMANE			11(9-15h00)			10(9-15h00)		Teacher's Resource Centre
SIBINDA			12(10-15h00)			16(10-15h00)		Sibinda High School
NGOMA NGOMA POLICE STATION			16(9-13h00) 16(14-16h00)			15(10-15h00)		Teacher's Resource Centre
SCHUKMANSBURG						14(10-15h00)		Schuk Combined School
KABBE			17(9-13h00)					Constituency Office
BUKALO			17(14-16h00)					Agricultural Office/hall
IMPALILA ISLAND						11(11-15h00)		Impalila Combined School
KONGOLA			18(10-13h00)					Constituency Office
WHK CENTRAL PRISON	17	8+22	5 + 26	10 + 24	14 + 28	11 + 25	10 + 24	Whk Central Prison

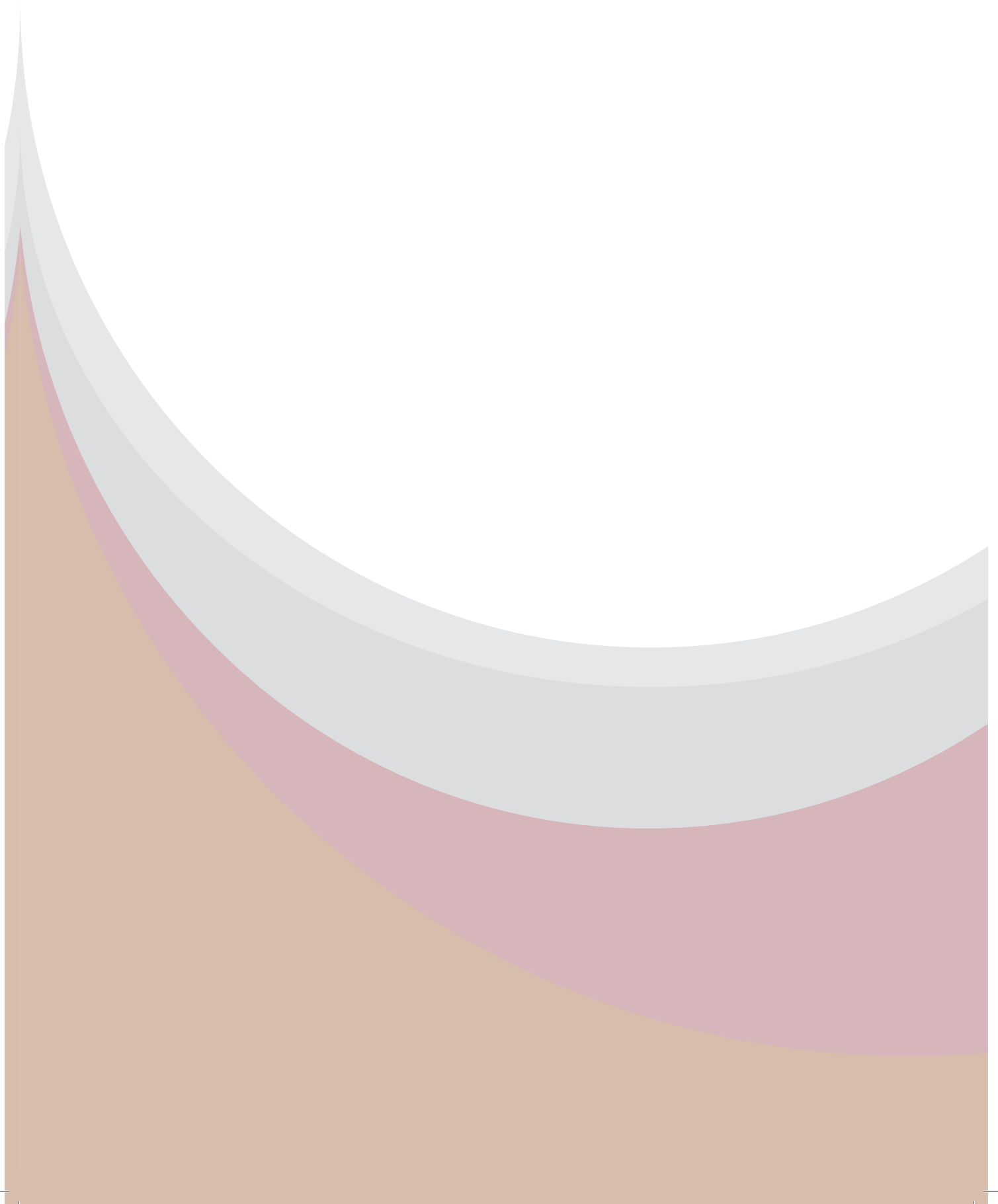
COMPLAINT INTAKE PROGRAM FOR 2009: KEETMANSHOOP REGIONAL OFFICE

TOWN	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	VENUE
GIBEON	14 (10-16h00)						14 (10-16h00)		W M JOD SCHOOL HALL
MARIENTAL	15 (8-13h00)			7 (8-17h00)			15 (8-17h00)		OMBUDSMAN OFFICE, ERNST STUMPFE STR
MALTAHÖHE	16 (10-16h00)			8 (10-15h00)			16 (10-16h00)		MAGISTRATE'S OFFICE
STAMPRIET	17 (8-11h00)								COURTROOM POLICE STATION
ARANOS						17 (10-15h00)			MAGISTRATE'S OFFICE
GOCHAS	17 (12-15h00)								VILLAGE COUNCIL BOARD ROOM
HARDAP PRISON	15 (14-17h00)						18 (8-15h00)		HARDAP PRISON
AROAB		5 (10-15h00)			17 (10-15h00)				COURT ROOM POLICE STATION
KOËS		6 (10-15h00)			18 (10-15h00)				COURT ROOM POLICE STATION
BERSEBA		7 (10-13h00)			19 (10-13h00)				BERSEBA CONSTITUENCY OFFICE
TSES		7 (14-16h00)			19 (14-16h00)				VILLAGE COUNCIL HALL
BETHANIE		8 (10-15h00)			20 (10-15h00)				MAGISTRATE'S OFFICE
KARASBURG		27 (10-17h00)		20 (10-17h00)			19 (10-17h00)		OLD HOSPITAL PREMISES
ARIAMSVLEI	28 (10-15h00)						20 (10-15h00)		COURT ROOM POLICE STATION
WARMBAD	29 (10-14h00)			21 (10-15h00)			21 (10-15h00)		POLICE STATION OFFICE
NOORDOEWER				22 (10-15h00)			22 (8-15h00)		COURT ROOM POLICE STATION
LÜDERITZ			01 (8-13h00)						OLD GERMAN HOSTEL
LÜDERITZ PRISON			01 (14-17h00)						LÜDERITZ PRISON
AUS			02 (09-14h00)						COURTROOM POLICE STATION
ROSH PINAH			03 (08-15h00)						POLICE STATION OFFICE
ORANJEMUND			04 (08-17h00)						MAGISTRATE'S COURT

COMPLAINT INTAKE PROGRAM FOR 2009: OSHAKATI REGIONAL OFFICE

TOWN	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT
EENHANA		11(10-15) councilor's office		6(10-15) Police station			05(10-15) Magistrate Court
ONGENGA						7(9-12) Councilor's office (14-16) Omungwelume Police station	
ENDOLA						8(9-12) councilor's office	
HELAO NAFIDI		12(10-15) Ohangwena police		7(10-15) Engela Councilor's office		9(10-13) Oshikango councilor's office	06(10-15) Ohangwena Magistrate Court
OMUNDAUNGILO				8(9-15) Councilor's office			
EPEMBE						10(10-12) Councilor's office	
SAN COMMUNITY CENTERS		13(10-15) Ekoka Resettlement center					07(9-12) Onamata Resettlement centre 07 (14H00-16h00) Eendombe centre
OKONGO		14(9-13) Councilor's office		9(9-12) Police station 14h00-16h00 State Hospital			
ONDOBE							08(12-15) Councilor's office
OKAHAO		18(9-12) councilor's office (14-16) police station					
TSANDI					10(10-12) Councilor's office 14-16) State Hospital		
OKALONGO						14(9-13) Councilor's office 14-16) Police station	
OGONGO						15(9-13) Councilor's office (14-16) UNAM center	
ONESI					11(10-12) Councilor's office 14-16) Onesi SS		
UUTAPI		19(9-12) Outapi Councilor's office (14-16) Oshikuku Councilor's office				16(9-13) Magistrate court 14-16) Police station	
RUACANA			08(11-15) councilor's office			21 (10-13) Magistrate Court 14-16) Town Council office	
OSHIKUKU				14(9-13) Councilor's office			
ELIMI				15(9-13) Councilor's office			
OPUWO			09 (8h00 – 12h00) Constituency Councilor Office 09(14h00 – 17h00) Police station			22 (8h00 – 12h00) Town Council Office 22(14h00 – 17h00) Magistrate Court	
EPUPA			10 (10h00 – 12h00) Councilor Office 10 (14h00 – 16h00) Otjomuro (Ovatwe settlements)			23 (10h00 – 12h00) Councilor Office 23 (14h00 – 16h00) Otjomuro (Ovatwe settlements)	

OVATWE CENTERS			11 (10h00 12h00 Ohainua 11(14h00 16h00 Otjikoyo			24 (10h00 12h00 Ohainua 24(14h00 16h00 Otjikoyo	
OSHAKATI	1(9-13) Oshakati police station		15(9-13) State Hospital		13(9-12) Okatana Constituency office (14-16) Oshakati east councilor's office		
ONGWEDIVA	1(14-17) Ongwediva Police		(14-16) councilor's office				
ONDANGWA	2(9-13) Ondangwa Police		16(9-12) Min. of education (14-16) councilor's office		14(9-12) Eheke Councilor's office 14-16) Magistrate Court		
OLUNO PRISON	2(14-16)					29(10-16)	
COMBAT	20(12-16) Council office						12(14-17) Councilor's office
GROOTFONTEIN	21(9-13) Councilor Office 14-17) Prison		23(08-12) State hospital 23 (14h00-17) Police				13(09-12) Prison 13(14h00-17) Town council Office
TSUMEB	22(9-13) Councilor's Office 14-17) Tsumeb police		24(9-12) Court (14-17) State Hospital			14(9-13) Magistrate court (14-17) Councilor's office	
FARM SCOTT PRISON	23(9-12)						15(9-12)
ONIIPA					24(10-15) Councilor's office		
ONYAANYA					25(10-15) Councilor's office		
TSINTSABIS	23(14-16) Resettlement center		25(10-15) Traditional council office				15(14-16) Resettlement center
OMUTHIYA	24(11-15) Councilor's office		26(11-15) police station				16(11-15) Councilor's office
MASHARE							26(9-12) Councilor's office
NDIYONA							26(14-16) Councilor's office
MUKWE							27(10-13) Councilor's office 14-16) Magistrate court
KAPAKO				27(9-12) Kapako councilor's office (4-16) Hakushembe SS			
RUNDU		26(8-13) Councilor's office 14-17) Rundu police					28(8-13) Magistrate court (14-17) State Hospital
NKURENKURU		27(10-12) mpungu councilor's office 14-15) Kandjimi SS		28(10-12) Kahenge Constituency Office (14-16) Nankudu State hospital			29(10-12) Town Council (14-16) Nkurunkuru High School
ELIZABETH NEMPEMBA PRISON		28(9-12) Prison (14-17) Red cross center		29(9-13)			
RUNDU RURAL				29(14-16) councilor's office			





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