



KEYNOTE ADDRESS BY

**MR. HEINRICH MIHE GAOMAB II,
CHAIRPERSON: CRAN BOARD OF DIRECTORS**

AT

**CRAN YEAR END FUNCTION AND PERFORMANCE
AWARDS CEREMONY**

Date: 29 November 2022

Venue: Maerua Mall, Rooftop

Time: 18h00

- Mrs. Emilia Nghikembua, Chief Executive Officer,
- Fellow CRAN Board Members,
- CRAN Executive Management and team,
- Invited guests,
- Director of Ceremonies,

Good evening and thank you all for gracing us with your presence at the Communications Regulatory Authority of Namibia's (CRAN) Year End Function and Performance Award Ceremony. I welcome this opportunity to reflect on our progress and challenges over this year and to share some forward-looking strategic perspectives.

As you might be all aware, CRAN's ultimate objective is to allow for the development and expansion of the Information and Communications Technology (ICT) sector to offer all Namibians a greater choice of services and providers, expanding further into underserved and un-served areas, and increasing employment, earnings, and public benefits.

Since CRAN's establishment in May 2011, we have remained dedicated to our vision statement "*Access, Quality and Affordability for All*" and to our mission "*To regulate the ICT and Postal sectors for the socio-economic benefit of all Namibians*". As a dynamic regulator of the ICT sector, we are instrumental in harnessing the power of ICT, moving beyond the constraints of "*place*" and "*time*", and

transforming Namibia and its people into an active knowledge-based society that derives the full socio-economic benefits of ICTs.

Director of Ceremonies,

CRAN's core purpose is to support the Namibian Government to provide for its citizens and sustain socio-economic development through the provisioning of telecommunications, broadcasting, and postal services. As a public enterprise, we are committed to delivering societal value through our core purpose and to the attainment of national development plans and international and regional agendas.

This represents the cornerstone of CRAN's contribution to the development of Namibia's ICT and Postal sectors: supporting government, communities, businesses and individuals to build a better future. We are committed to safeguarding our consumers against unfair business practices and poor-quality services provided by telecommunications, broadcasting, and postal services Licensees, and facilitating the process of resolving such complaints in a timely and efficient manner.

Additionally, there is no doubt surrounding the potential of technology to drive progress and secure long-term economic growth. The fourth industrial revolution refers to new ways in which we introduce and use technology within our societies.

Subsequently, high quality and affordable telecommunications services boost the productivity of various services leading to higher growth, more employment, and ultimately more economic added value due to ease of communication and connectivity.

Director of Ceremonies,

Stakeholder engagement and customer satisfaction remains a key focus area. Today, we are celebrating us as CRAN without external stakeholders, and this event is for all employees who have contributed to the success and have been a part of CRAN through all those years.

I am very grateful to all employees for their dedication and patience, for delivering quality to our stakeholders and for making CRAN a household organisation. Without our dedicated employees and their supportive families, we would not be the organisation that we are today. Your commitment to CRAN's vision, mission and values has allowed us to create an innovative regulatory culture and best Team Wi-Fi dedicated to delivering performance-oriented results.

Furthermore, I would like to congratulate the **Best Performers** that have gone over and above their Key Performance Indicators. The **Best Department** for collaboratively working together as a team to build and maintain relationships with other departments, constructively resolve conflicts, being respectful of others' views and their contributions, and meeting departmental commitments and targets

in a timeously manner. The **Long Service Awards** will be in recognition and appreciation to employees who offered dedicated service to CRAN, as their expertise and professionalism has contributed to numerous achievements and to the successful implementation of CRAN's Strategic Goals and Objectives.

Director of Ceremonies,

To conclude, the Board is grateful to the Chief Executive Officer (CEO), Mrs. Emilia Nghikembua, and the Management team for their determined leadership and strong determination to rise above the challenges and chart a dynamic and progressive future. The Board would like to thank all CRAN employees who continue to serve the country and our stakeholders with excellence and integrity.

We look forward to another year filled with the promise to continue contributing towards the outstanding value creation in driving sustainable economic growth and enabling better healthcare, education, and government services and, in the process, enriching human society.

We remain focused on mitigating external uncertainties and ultimately look forward to consolidating our position as a regulator, adding value across Namibia as we navigate the future together.

I thank you!