



CRAN

Communications Regulatory Authority of Namibia

OPENING BY

**DR. TULIMEVAVA MUFETI,
CHAIRPERSON: CRAN BOARD OF DIRECTORS**

**AT THE ANNUAL CEO'S BREAKFAST, LAUNCH OF CUSTOMER SERVICE
CHARTER, ACCESS TO INFORMATION BROCHURE AND ANNUAL
FINANCIAL AND BUSINESS PLAN**

DATE: TUESDAY, 27 FEBRUARY 2024

VENUE: AVANI HOTEL

TIME: 08H30

- Dr. Audrin Mathe, Executive Director, Ministry of Information and Communication Technology,
- Mrs. Linda Aipinge, Director, Ministry of Information and Communication Technology,
- Mrs. Emilia Nghikembua, Chief Executive Officer,
- CRAN Executive Management and Team,
- Invited Guests,
- Director of Ceremonies,

Good morning!

Firstly, I would like to extend my gratitude to our esteemed Chief Executive Officer (CEO) and the entire Team Wi-Fi 4.0 for their unwavering dedication, commitment, hard work, and tireless efforts that have played a significant role in positioning CRAN as a leading regulatory authority in the communication sector.

The Annual CEO's Breakfast is a significant occasion for the Communications Regulatory Authority of Namibia (CRAN). It is a platform where we gather not only to celebrate our achievements of the past year but also to launch crucial initiatives that will shape our future endeavours and share our vision for the coming year.

As Chairperson of the CRAN Board of Directors, I am honoured to stand before you and share with you that today we will be launching our Customer Service Charter, a document that embodies our commitment to providing excellent service to all stakeholders. This charter sets out the standards of service you can expect from CRAN, ensuring transparency, accountability, and responsiveness. We understand that effective communication is the key to building trust, and this Customer Service Charter will serve as a guiding principle in all our interactions.

Furthermore, as it pertains to Access to Information (ATI), we will highlight our progress in implementing the Access to Information Act (No. 8 of 2022), with particular emphasis on our commitment to transparency, accountability, and facilitation of access to information by the public.

Additionally, today marks the release of our Annual Financial and Business Plan for the 2024/2025 Financial Year. This comprehensive plan outlines our strategic objectives and priorities for the upcoming year. It reflects our commitment to creating an enabling environment for the communication sector's growth and ensuring that Namibia remains at the forefront of technological advancements. We believe that this plan will serve as a roadmap for the successful realisation of our goals.

Looking ahead, we envision a future where Namibia's Information and Communication Technology (ICT) sector continues to thrive, where technological advancements are harnessed to drive economic growth and social development. CRAN will continue to play a pivotal role in facilitating this growth, ensuring fair competition, protecting consumers' rights, and fostering innovation.

To conclude, I would like to express my gratitude to all our stakeholders for their unwavering support. Your collaboration has been instrumental in our success. I urge you to familiarise yourselves with our Customer Service Charter, and Annual Financial and Business Plan, as they reflect our commitment to transparency, accountability, and excellence.

Together, let us forge ahead, embracing the opportunities that lie ahead and overcoming any challenges that may come our way. CRAN remains steadfast in its commitment to fulfilling its regulatory mandate, and with your continued

support, we will undoubtedly achieve our collective vision for a vibrant and connected Namibia.

Thank you, and I wish you all a fruitful and inspiring Annual CEO's Breakfast.