

MEDIA RELEASE

ENHANCING QUALITY OF SERVICE WITHIN THE POSTAL SECTOR IN NAMIBIA

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The Communications Regulatory Authority of Namibia (CRAN) regulates postal services in Namibia, designating Namibia Post Limited (NamPost) as the National Postal Service Operator in Namibia. CRAN oversees the implementation of the license conditions subject to the Designated Postal Operator license issued to NamPost in terms of section 96(2) of the Communications Act (No. 8 Of 2009). CRAN aims to improve the efficiency, reliability, and accessibility of postal services countrywide.

As a crucial part of CRAN's mandate, the Postal and E-commerce services division is responsible for the administration and management of the postal regulation, in accordance with the Communications Act, regulations and all other relevant laws.

Enhancing postal Quality of Service (QoS) in Namibia through a regulatory framework is one of the critical focuses of the Regulator. Chapter 7 of the Communications Act (No. 8 of 2009) empowers CRAN to set and enforce conditions that ensure high-quality postal services across Namibia. While Postal service remain significant in the Information and Communication Technology (ICT) sector, CRAN continuously seeks to boost public confidence through Postal QoS in the postal system by ensuring the efficient and effective flow of mail, parcels and all related items channelled through the Universal Postal Union's network.

It is against this background that the Postal and E-commerce services division has commenced to conduct quarterly Postal QoS inspections for the 2023 to 2024 financial year.

In February 2024, CRAN conducted the second round of Postal site inspections aimed at monitoring the implementation and adherence to Postal licence conditions and escalate non-compliance in the entire Khomas region. Subsequently, CRAN further extended the Postal inspections to four northern regions in the month of April 2024. As a three (3) year strategic initiative, the inspections are primarily conducted to ensure the following:

Board Members:

Dr. Tulimevava Mufeti (Chairperson); Mr. Elvis Nashilongo (Vice-Chairperson); Ms. Jeanine Du Toit (Member);
Ms. Florette Nakusera (Member); Mr. Gerhard Coeln (Member); Ms. Aletha Haufiku (Member); Mr. Veiko Alexander (Member)

Chief Executive Officer: Mrs. Emilia Nghikembua

Executive: Governance, Risk & Compliance Management: Mr. Tanswell Davies



- Compliance with regulatory standards and service quality requirements;
- That the public postal licensee provides its services as outlined in the licence conditions;
- Ensure compliance to the Communications Act; and
- Analyse the findings collected from inspections and prepare reports with enforceable measures and recommendations to the licensee.

So far, the regions covered include the Khomas, Otjozondjupa, Oshikoto, Oshana and Omusati Regions.

In conclusion, “enhancing the QoS within the postal sector in Namibia is crucial for fostering economic growth, improving communication, and promoting social inclusion. Ultimately, by prioritising QoS, Namibia can strengthen its connectivity, enhance customer satisfaction, and contribute to the overall prosperity of the nation” says Mr. Progress Enkali, Specialist: Postal and Courier services at CRAN.

ENDS

Issued by:

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