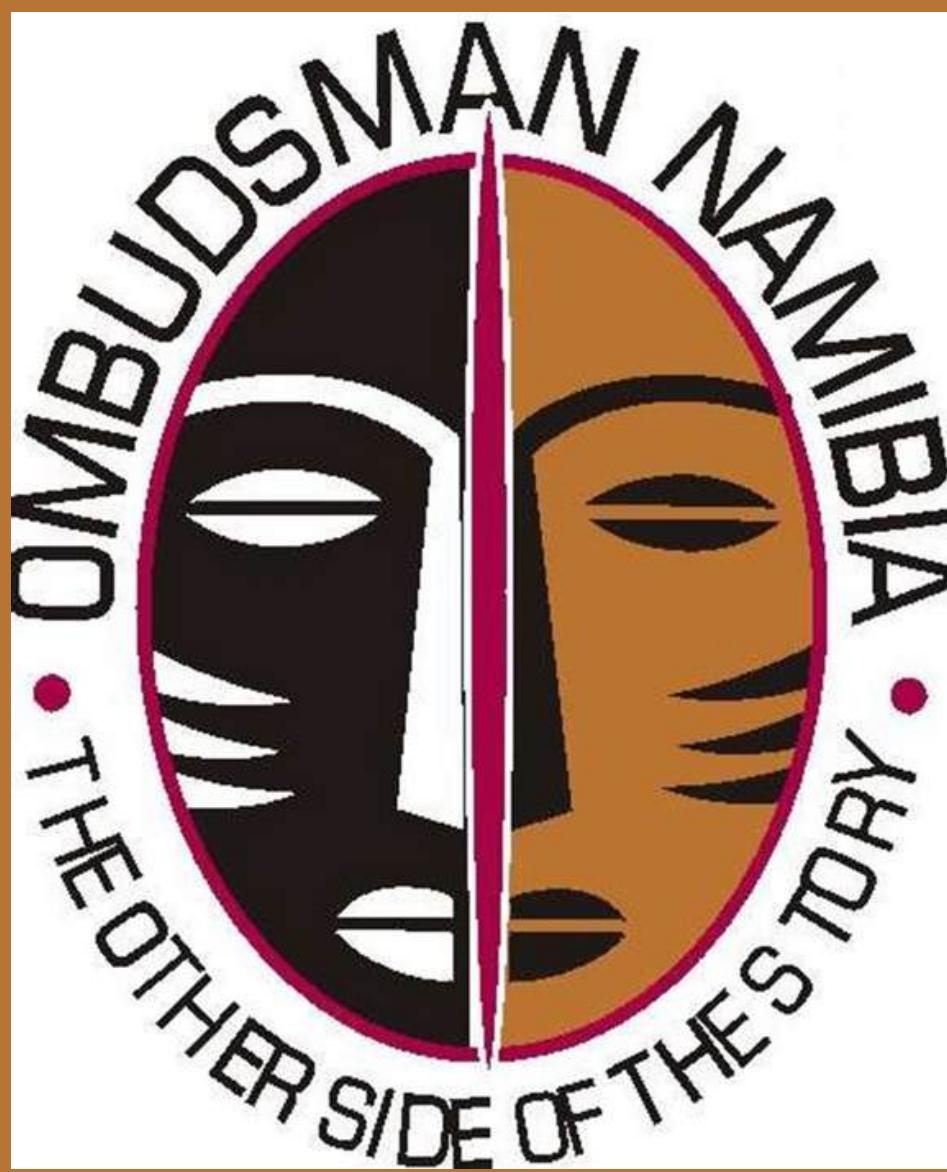


QUARTER 3:
OCTOBER-DECEMBER 2025

3RD QUARTERLY NEWSLETTER

THE OTHER SIDE OF THE STORY:
AN OMBUDSMAN NAMIBIA
QUARTERLY NEWSLETTER



EDITOR'S NOTE



***Ms Loide GN Lipinge
Public Relations Officer
Office of the Ombudsman***

Welcome to this quarter's edition of the Ombudsman's Newsletter. It has been an extremely interactive three months marked by engagement and collaboration as the Office of the Ombudsman continues to partner with stakeholders to expand its reach and impact across Namibia.

This issue captures highlights of our recent activities, including attending and participating in a number of workshops including- Peer Learning and Strategy Development Workshop on Human Rights and climate change in Africa: Addis Ababa, Ethiopia, the 17th International conference of Ombuds institutions for the armed forces (17ICOAF), Ombuds day celebration in Angola attended to by the Ombudsman of the Republic of Namibia, The Public Protector South Africa (PPSA) 30th Anniversary International Workshop and the Indigenous and Local knowledge policy integration policy workshop hosted by Namibia Nature Fund commissioned by UNESCO. In addition we organized and facilitated a workshop on Upholding human rights and ethical policing for the Namibian Police Force (NAMPOL).

The above activities have not only strengthened our human rights protection capacity but have created a bond of collaboration between the Ombudsman and local and regional institutions. As the Office of the Ombudsman continues to promote and protect human rights it will also continue to engage and collaborate with institutions to create awareness.

-Editor

OUR MISSION, VISION AND VALUES



MISSION

We strive to promote fair, effective administration, protect human rights, the environment and natural resources of Namibia through independent and impartial investigation and solutions and raising public awareness.

VISION

To be a public institution that serves citizens in a way that is fair, accountable, transparent and respectful to their rights.



VALUES

- Fairness, independence and objectivity
- Accessibility
- Integrity
- Respect for the opinions of others
- Confidentiality
- Non-discrimination - equal service for all members of the public
- Empowering people to find their own solutions to problems
- Responsiveness, efficiency and effectiveness

Highlights

STATISTICS OF CASES RECEIVED IN QUARTER THREE (3) 2025-2026

Administration of Justice	11
Civic Affairs	7
Civil Matters	6
Compensation	42
Complaints involving children	5
Consumer	3
Corrupt practices	2
Court decisions	13
Disputes involving private persons or institutions	66
Employment matters	50
Health Services	3
Housing	9
Human rights violation	27
Land disputes	9
Legal fees/ services	7
Licenses/ permits	1
Medical Aid	1
Ministry/ Institution conduct/ failure to act	144
Pension	8
Police conduct/ failure to act	71
Prison conduct/ failure to act	25
Request for information	21
Tax	1
Torture	1

Total number of cases listed: 533

Cases resolved: 214

Peer Learning and Strategy Development Workshop on Human Rights and Climate Change in Africa: Addis Ababa, Ethiopia



Chief Legal officer, Mr. Hendrik Mauyoma together with co- panelist during the workshop

The Network of African National Human Rights Institutions (NANHRI) with support from the Danish Institute for Human Rights (DIHR) hosted a two day workshop from 01 October – 02 October 2025 in Addis Ababa, Ethiopia.

The workshop aimed to facilitate peer learning among NHRIs on national data collection and strategic advocacy on climate change and human rights (including the use of the DIHR's Human Rights and Climate Change analytical framework); support capacity development and strategic alignment on the NHRI engagement in the proceedings related to the ACHPR advisory opinion on climate change and co- develop a NANHRI Climate Justice Intervention Strategy that is inclusive, action-oriented, and aligned with continental and global climate justice efforts.

The workshop was attended by representatives of National Human Rights Institutions across Africa that comprised of Republic of South Africa, Republic of Namibia, Republic of Botswana, Zambia, Ivory Coast, Nigeria, Morocco, Egypt, Uganda, Kenya, Tanzania, Sierra Leone, The Gambia, Cameroon, Ethiopia, Mozambique, Guinea Bissau, Mauritania.

The workshop led to inspiration and capacity development for African NHRIs through peer-to-peer learning focused on human rights and climate change, alongside expertise on legal issues from an ACHPR Advisory Opinion petition, leading to a collaborative NANHRI Climate Justice intervention Strategy based on rights-based and inclusive principles.

By the end of Day 2, participants were expected to have collectively shaped a framework that not only reflects the realities of African NHRIs but also provides actionable pathways for advancing environmental justice at national, regional, and continental levels.

17TH INTERNATIONAL CONFERENCE OF OMBUDS INSTITUTIONS FOR THE ARMED FORCES (17ICOAF).



The 17th International Conference of Ombuds Institutions for the Armed Forces (17ICOAF) was held from 7 to 9 October 2025 at Emperors Palace Convention Centre, Johannesburg, South Africa. The conference was co-hosted by the Office of the South African Military Ombud (SAMO) in partnership with the Geneva Centre for Security Sector Governance (DCAF). The 2025 conference was convened under the theme “Building Bridges – Awareness and Outreach Efforts by Ombuds Institutions”.

The conference brought together over 90 participants from 32 countries, representing Ombud institutions, defence oversight bodies, government departments, and international organisations. We invited a member of the NDF to join the conference and Brigadier General HN Amutenya was nominated and attended.

Chief Ingrid Husselmann from the Office of Ombudsman Namibia presented during the first session, titled “Awareness of What, Awareness by Whom?” She delivered a presentation on what awareness means in the Namibian context, reflecting on the Office of the Ombudsman’s broad mandate, outreach challenges, and strategies to engage diverse audiences, including the armed forces and veterans. She further emphasized that meaningful awareness must go beyond visibility—it must translate into understanding, accessibility, and trust among those the Ombudsman serves.

The discussions featured topics such as; Operationalizing Awareness through Outreach; Outreach Channels and Tools; Tailoring Awareness and Outreach to Specific Audiences; The Role of Ombuds Institutions in Addressing Abuse of Power and Corruption.

The conference concluded with the adoption of a non-binding Conference Statement, capturing shared understandings and best practices on awareness and outreach in military ombuds work. The statement reaffirmed the collective commitment of ombuds institutions to transparency, accessibility, and the protection of rights within the armed forces.

OMBUDSMAN DAY CELEBRATION IN ANGOLA



Adv. Dyakugha speaking at the celebration

On the 09th of October, the Ombudsman Adv. Basilius Dyakugha attended the Ombudsman Day celebration held in Angola. The celebration was hosted at the auditorium of the Attorney General's Office, Angola. The celebration was under the theme "The Ombudsman and International Good Practice".

The purpose of the visit was to, strengthen bilateral relations between the Ombudsman institutions of Angola and Namibia; share experiences and best practices in the promotion and protection of human rights and good governance; represent the Office of the Ombudsman of Namibia at the regional level; and contribute to discussions on the role of Ombudsman institutions in advancing administrative justice in Africa.

During the visit, the Ombudsman engaged in some of the following key activities:

- Participated in panel discussions with Ombudsman representatives from other countries, including University professors.
- Held bilateral meetings with the Angolan Ombudsman, Dr. Florbela Rocha Araujo, to discuss potential areas of collaboration and exchange of information.
- Attended a courtesy visit to the Embassy of the Republic of Namibia in Angola.

The visit to Angola was successful and met its intended objectives. It provided a valuable platform to share experiences, reinforce partnerships, and promote the role of Ombudsman institutions in advancing good governance, transparency, and the protection of human rights across the region.



Adv. Dyakugha with Ms Frieda Guise the charge d'affaires of the Angolan embassy



Adv. Dyakugha being interviewed by the Angolan press



Courtesy visit to the Acting Namibian Ambassador in Angola

The Public Protector South Africa (PPSA), 30th Anniversary International Workshop



Mr Berthold Tjeriko with the president of South Africa, His excellency Cyril Ramaphosa at the conference

The Public Protector South Africa's 30 year Anniversary International Conference workshop took place on the 13th-15th October and it was held under theme "30 Years of strengthening constitutional democracy- a transformative journey".

The workshop was meant to reflect on the collective achievements of the Public Protector South Africa while charting the course for the next chapter of democratic governance. To strengthen the networks of the Ombudsman institutions, governance experts, and democracy advocate from across the globe, share innovations solutions, and reinforce their collective commitment to transparent, accountable, and ethical governance.

The anniversary served as both a celebration and a call to action, a reminder that constitutional democracy is not a destination but an ongoing journey requiring constant vigilance, adaptation, and commitment to the principles that define them as a nation.

The workshop shared insights on strengthening the complementary roles of Parliament and Public Protectors in providing effective oversight; Parliament's role in supporting governance and accountability institutions; Shaping an ethical and accountable, valuable based state in a democratic era and the impact on citizenry; The role of the Ombudsman/Public Protectors in building a resilient and capable state that supports sustainable development and good governance and; Impact of corruption on the challenges of human migration The role of Public Protectors in the human migration challenge, leveraging on technology for impact.

INDIGENOUS AND LOCAL KNOWLEDGE POLICY INTEGRATION WORKSHOP



Adv. Basilius Dyakugha speaking at the workshop

UNESCO commissioned the Namibia Nature Foundation (NNF) to produce the first Namibia Outlook on Indigenous and Local Knowledge of biodiversity (ILK), to examine the state of ILK of biodiversity and ecosystem services and evaluate its inclusion in Namibia's biodiversity policies. To assess how ILK of biodiversity can be included in decision-making, the NNF hosted a 2-day workshop from 05-06 November 2025, at the NUST Hotel School in Windhoek, bringing together policymakers from various sectors.

The Ombudsman of the Republic of Namibia Advocate Basilius Dyakugha, set the scene by stressing the importance of the Indigenous and Local Knowledge of biodiversity inclusivity in policy decision making. The ceremony also featured UNESCO country representative.

Indigenous knowledge is crucial for self-sufficiency and self-determination, as it encompasses practices developed over generations that address local challenges. It fosters equity, social justice, community well-being, and cultural identity through innovative techniques tailored to specific environments.

Indigenous people have accumulated knowledge through centuries of living in the same environments, allowing for a deep understanding of their surroundings. This knowledge, often conveyed through stories, is rooted in long-term observations and collective responsibilities. It is instrumental in ecological protection, restoration, and adapting to climate change, integrating ecological, social, and spiritual dimensions while emphasizing respect for nature and sustainable practices.



Mr Berthold Tjeriko from the Office of the Ombudsman



Participants at the workshop



Ms Eunice Smith
UNESCO Representative



Participants at the workshop

Upholding Human Rights and Ethical Policing for the Namibian Police Force (NAMPOL)



Adv. Basilius Dyakughha (5th from the left), Commissioner Jamunomundu Kazekondjo (4th from the left) and members of the Namibian Police Force

In response to a formal request, the National Human Rights Institution's Office of the Ombudsman, in collaboration with the Office of the Prosecutor General, conducted a four-day Human Rights Training Workshop for the Namibian Police (NAMPOL) from 17 to 20 November 2025 at NIPAM in Windhoek. The workshop was attended by 49 members of the police force, including Chief Inspectors and Constables.

Key thematic areas included:

- Foundations of Human Rights and Policing
- Ethical Decisions-Making in Law Enforcement
- Human Rights in Criminal Investigations
- Non-Discrimination in Policing
- Arrest Procedures and Suspects' Rights under the Criminal Procedure Act and the Namibian Constitution
- Conditions of Detention and Detainee Treatment
- Search and Seizure Protocols
- Juvenile Protection in Law Enforcement
- Safeguarding the Rights of the victims of crime

The training, led by the Ombudsman, Adv. Basilius Dyakughwa, included experts such as Adv. Lucious Matota, Chief Public Prosecutor, ombudsman staff including Ms. Daphne Coetzee, Mr. Hendrik Mauyoma, Mr. Timothy Shangadi, Ms. Cathleen Araes, Mr. Teofelus Tuyeni, with the support of our administrative officials, Mr. T. Mupo, Ms. Loide Iipinga and Ms. Abigail Nalisa and focused on ethical conduct, human rights, and accountability in policing.

The Human Rights Training for Police Officers aims to enhance law enforcement's ability to incorporate human rights principles into their conduct and practices, fostering a deeper understanding of the historical development of human rights and the relevant national and international legal frameworks governing ethical policing in Namibia.

Key objectives focused on improving officers' understanding of constitutional rights, ethical standards, and human rights obligations in various areas of law enforcement, such as criminal investigation, arrest, detention, and search procedures. The training also highlighted issues like discrimination and the importance of protecting vulnerable groups, including women and juveniles, stressing dignity, compassion, and fairness in police interactions.

The workshop focused on educating police officers about the legal prohibitions against torture and cruel treatment, highlighting law enforcement's duty to prevent abuse, government responsibilities for citizen protection, and the need for oversight. It stressed that compliance with human rights is vital for professional policing and public accountability.



Officers from the Namibian Police Force at the workshop

Officers receiving their certificates after a successful workshop



Eswatini commission on human rights and public administration integrity learning visit



Adv. Basilius Dyakughha, Ombudsman of Namibia and the Eswatini delegation

On the 27th -28th November 2025, a delegation from Eswatini paid a learning visit to the Office of the Ombudsman Namibia Head office for a benchmarking exercise towards strengthening human rights protection in their jurisdiction.

The visit consisted of different learning aspects such as the brief overview of the Namibian Ombudsman, their Mandate and jurisdiction, human rights and legal services as well as the Namibian Ombudsman Investigation Division.

The delegation was welcomed by the Ombudsman and staff including the Chief of the office, Ingrid Hesselmann, Mr Timothy Shangadi (Deputy Director of Investigation) and the Chief Legal Officer of the Office of the Ombudsman, Mr Hendrik Mauyoma, who also made several presentations on the work we do.

During the learning visit, the Eswatini delegation together with the staff from the Office of the Ombudsman visited the Anti-Corruption Commission and the Office of the Prime Minister to further elucidate on how we as country tackle issues of corruption and ethics and integrity in public institutions.



From right to left, Mr Shangadi (Deputy Director head of of Investigations) from Office of Ombudsman, Mr Mauyoma (Chief Legal Officer from the Office of Ombudsman), Mr Paulus Nambala (Deputy Director head of Management and Administration Services), Ms Marina Matundu (Head of the Public Education and Corruption Prevention) and the Eswatini delegation



Ms Ingrid Hesselmann, Chief of the Office of Ombudsman giving a presentation to the Eswatini delegation



Eswatini delegation with Office of the Ombudsman staff and staff of the Office of the Prime Minister

OFFICE END YEAR FUNCTION 2025



Some of the Ombudsman staff at the function

As part of the organizational wellness program, the Office of the Ombudsman once again planned and held an end year function where colleagues came together to reflect on the activities of the year.

On the 5th of December 2025, the office held its annual end year function at Lake Oanob in Rehoboth. Some staff members attended the function to prevent burnout and make employees get a sense of fulfilment when it comes to their work and hard work poured in over the year. Such events help colleagues develop a connection which allows a better working environment.

Staff Profile



Mr Paulus Nambala

Deputy Director: Management Services and Administration

Paulus Nambala holds a Master of Management Science in the field of Public Policy from Peking University in China, Bachelor of Business Administration (Honours) from STADIO Higher Education, Bachelor of Business Administration from Southern Business School, Bachelor of Police Practice (Honours, Cum Laude) from STADIO Higher Education, Diploma in Labour and Employment Studies from University of Namibia, and Diploma in Management from Southern Business School.

As Deputy Director of Management Services and Administration, he is responsible for providing strategic leadership and oversight on matters relating to administration functionaries within the Office of the Ombudsman. He ensures that all administrative systems, policies, and procedures are effectively implemented to enhance organizational performance and effective service delivery, coordinate office administrative operations in line with the Office of the Ombudsman's mission, vision and strategic objectives.

He oversees communication and public relations to improve the Office's reputation, manages and supports administrative staff to improve performance and accountability, coordinates human resources and welfare initiatives with pertinent departments, guarantees effective resource utilisation and budget control, and gives senior management strategic advice on operational and administrative issues.

Five fun facts about Mr. Nambala:

- He is deeply committed to assisting and uplifting others.
- His work ethic and dedication are driven by results.
- He adheres to an open-door policy that encourages accessibility and open communication.
- He has a fondness for plants, despite being apprehensive around pets.
- His favourite quote is "Obutu wo Bantu," meaning "a person is a person through other people

NEW APPOINTMENTS AND PROMOTIONS



Mr Hendrik Mauyoma was promoted to the Deputy Chief of the Office effective from the 1st October 2025.



Ms Mennette N Musilika was appointed as a Cleaner effective from the 1st October 2025



Mr Paulus Nambala was appointed as the Deputy Director for the division of management and administration services at Windhoek effective from the 1st November 2025



Ms Loide lipinge was appointed as the Public Relations Officer at Windhoek, effective from 1st November 2025



Ms Emilie Hamupolo was appointed as an Investigator at Swakopmund effective from 1st December 2025

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