

QUARTER 4:  
JAN-MARCH 2026

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

4<sup>TH</sup> QUARTERLY NEWSLETTER



## EDITOR'S NOTE



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

As we conclude the fourth quarter, the Office of the Ombudsman reflects on a period marked by meaningful engagement, growth, and continued commitment to promoting good governance, human rights, and constitutional awareness in Namibia.

During this quarter, we focused on enhancing the Office's image and strengthening stakeholder engagement. A highlight during this quarter was the Ombudsman's constitutional awareness outreach at the University of Namibia's School of Medicine, contributing to an informed generation of young professionals. Other events such as our annual Constitution Day commemoration on the 9<sup>th</sup> of February 2026 and the Constitutional Cave initiative also served to connect the Constitution to the public, emphasizing its everyday relevance.

In February we united all Ombudsman staff from all regional Offices for a staff training and induction program, to enhance capacity, foster teamwork, and our mission while improving skills and knowledge. An award ceremony during the program reinforced a culture of gratitude and inspiration by recognizing staff members' excellence, commitment, and service longevity.

On a continental level, the Office participated in the relaunch of the African Ombudsman Research Centre (AORC) in Durban, South Africa, demonstrating a commitment to collaboration, knowledge sharing, and strengthening oversight institutions in Africa to enhance governance and advance the Sustainable Development Goals.

The Ombudsman is committed to serving the public with integrity, independence, and fairness, focusing on amplifying voices, promoting accountability, and ensuring inclusivity.

**-Editor**

# Our 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.

# Our Vision

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

# Our 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 problems
- Responsiveness, efficiency and effectiveness

## Highlights

### STATISTICS OF CASES RECEIVED IN QUARTER FOUR (4) 2026

Administration of Justice	30
Civic Affairs	13
Civil Matters	12
Compensation	36
Complaints involving children	17
Consumer	5
Corrupt practices	3
Court decisions	20
Disputes involving private people or institutions	60
Employment matters	88
Health Services	2
Housing	11
Human rights violation	34
Land disputes	7
Legal fees/ services	8
Licenses/ permits	5
Medical Aid	2
Ministry/ Institution conduct/ failure to act	166
Pension	4
Police conduct/ failure to act	78
Prison conduct/ failure to act	33
Request for information	25
Tax	2
Torture	1
Traditional Authority	7

Total number of cases listed: 669

Cases resolved: 252

## Constitutional Awareness: Ombudsman Addresses School of Medicine Students



*Advocate Basilius Dyakugha the Ombudsman of Namibia presenting at UNAM School of Medicine*

On the 2<sup>nd</sup> February 2026, the Ombudsman visited the University of Namibia School of Medicine to educate the students about the Constitution and its importance. During his presentation, he highlighted the following key points:

- A constitution is the supreme law of a country, made up of rules, principles, and values that guide how a nation is governed.
- It establishes government institutions and defines their powers and relationships.
- The preamble is important as it explains the purpose and helps interpret the Constitution.
- Constitutions often include a country's history, traditions, and legal foundations.
- Key functions include protecting citizens' rights, setting rules for governance, and outlining the system of government.
- The Namibian Constitution promotes democracy through separation of powers, checks and balances, and prevention of abuse of power.
- It reflects the nation's identity, vision, and democratic aspirations while ensuring accountability.
- It also provides rules for amendments and maintains constitutional supremacy.
- Overall, the Constitution upholds the rule of law and guides political and legal processes in the country.

Such presentations and visits are crucial because they educate people about their rights and obligations as citizens, particularly among students. They empower future professionals to maintain constitutional ideals in their disciplines, promote the rule of law, and contribute to the development of an informed and involved society. By ensuring that everyone understands, respects, and actively upholds the Constitution, these interactions ultimately promote democracy and civic responsibility.

## Constitution Day 2026



*The winners of the poem competition from left to right: Rivaldo Fortunato, Sandra Rüter and Faith Mazungunye (the overall winner)*

The Office of the Ombudsman, together with the Ministry of Education and other stakeholders, hosted the 36th Constitution Day celebration on 9th February 2026 at Opuwo Primary School in the Kunene Region. The event aimed to promote awareness of constitutional rights among children and encourage their active participation in matters affecting them.

The event was attended by the Chief of the Office of the Ombudsman, Ingrid Husselmann; Deputy Chief, Hendrik Mauyoma; Ileni Nangolo, Head of our Ongwediva Office; Aune Haita, Senior Social Worker; and Loide Ipinge, Public Relations Officer. Also in attendance were Ms Aili Kapolo, Senior Education Officer from the Ministry of Education, Innovation, Youth, Sports, Arts and Culture (Kunene Region), and Ms Mercy Nekwaya, Head of Department at Opuwo Primary School.

Over 150 learners and educators from seven schools attended the event. A key highlight was a poem competition under the theme **“My Rights, My Constitution,”** where more than 20 Grade 7 learners entered. The top three winners were—Faith Mazungunye, Rivaldo Fortunato, and Sandra Rüter who all received smartphones as prizes.

The Office of the Ombudsman is dedicated to upholding children's rights and raising awareness of their constitutional rights.

## **TRAINING WORKSHOP ON PREVENTIVE MONITORING IN MENTAL HEALTH INSTITUTIONS IN OSLO, NORWAY**



*Mr Timothy Shangadi the Deputy Director of Investigations (in the middle) standing together with the Ombudsman of Greenland and Director of Legal Services*

During the week of the 9<sup>th</sup>-12<sup>th</sup> February 2026, Mr Timothy Shangadi the Deputy Director for Investigations in the Office of the Ombudsman attended a workshop on Preventive Monitoring in Mental Health Institutions that was held in Oslo, Norway.

The workshop was jointly organized by the Association for the Prevention of Torture (APT), the International Ombudsman Institute (IOI), and the Norwegian Parliamentary Ombudsman. The training was hosted at Sentralen, Øvre Slottsgate 3, Oslo. It brought together 30 representatives of Ombudsman institutions and National Preventive Mechanisms (NPMs) to exchange experiences and strengthen preventive monitoring approaches in mental health settings.

The training emphasized proper monitoring methods, including private patient interviews, informed consent, trust-building, and adherence to ethical principles such as “do no harm”. Monitoring can bring change at individual, staff, and institutional levels, supported by strong reporting mechanisms.

The workshop enhanced the Ombudsman’s capacity and reinforced the importance of including mental health facilities in monitoring activities. Mr. Shangadi recommended that these visits be formally integrated into outreach programs, with support from social workers, to strengthen human rights protection and address maladministration in the health sector.

## **Otjiwarongo Training/Induction for All Staff**



*All Ombudsman Staff at the Induction*

During the week of 23<sup>rd</sup>- 27<sup>th</sup> the Office of the Ombudsman had a training/ induction for all the staff members. The programme was designed to enhance skills, strengthen professional capacity, and ensure that staff members perform their duties to the highest standard.

We workshopped the Ombudsman Act, effective service delivery including efficient complaints handling, Customer Care & Frontline Service Standards. We also dedicated a component on employee wellness.

During the induction the colleagues from Ministry of Justice and Labour Relations Human Resource Department also gave a few presentations on topics including Management of Leave of Absence & Attendance Registers; Grievance Procedures and Misconduct; and Individual Performance Agreements & Quarterly and Annual Performance Reviews.

The induction was successfully completed, and the staff members were well equipped with skills and knowledge to enhance their daily work performance.

### Otjiwarongo Training/Induction Award Ceremony

During the Induction the Ombudsman of Namibia, Advocate Basilius Dyakugha handed over certificates to staff members in various categories:



Mr. Oiva Amuthenu (left) was awarded a Certificate of Best Investigator of the year by Adv. Basilius Dyakugha (right).



Ms. Hermina Apollus (left) was awarded a Certificate of Service Excellence by Adv. Basilius Dyakugha (right).



Ms. Anita Van Wyk (left) was awarded a certificate of Long Service by Adv. Basilius Dyakugha (right).



Ms. Simonetta Shitambi (left) was awarded a certificate of Long Service by Adv. Basilius Dyakugha (right).



Ms. AnneMarie Matthys (left) was awarded a certificate of Long Service by Adv. Basilius Dyakugha (right).



Ms. Gissellah Jacob (left) was awarded a certificate of Long Service by Adv. Basilius Dyakugha (right).



Ms. Bertha Simunji (left) was awarded a certificate of Long Service by Adv. Basilius Dyakugha (right).



Mr. Leonard Utsi (left) was awarded a certificate of Long Service by Adv. Basilius Dyakugha (right).

By honouring and rewarding hard effort, the award ceremony seeks to strengthen an organization from within. It promotes motivation and better performance at work, all of which results in excellent work and great output.

## Constitutional Cave 2026



*Deputy Chief of the Office of the Ombudsman, Mr. Hendrik Mauyoma (3<sup>rd</sup> from left) pictured together with students from University of Namibia*

On the 19<sup>th</sup> March 2026, the Deputy Chief of the Office, Mr. Hendrik Mauyoma attended a student session/ engagement at the University of Namibia (Main Campus) that focused on knowing your Constitution. The event was organized by FALAS x ULSC (FALAS Namibia).

The session was an interactive campus event focused on constitutional education, student engagement, and national celebration. It provided a relaxed space for students to learn about Namibia's Constitution, understand their rights, and celebrate independence together. The Deputy Chief presented on the "Importance of the Constitution in a modern democracy".

## Relaunch of the Africa Ombudsman Research Centre (AORC)



*Mr. Paulus Nambala the Deputy Director for Management Services and Administration (left) pictured together with the Deputy Chief, Mr Hendriks Mauyoma at the (AORC)*

The Office of the Ombudsman was represented by Mr. Hendrik Mauyoma and Mr. Paulus Nambala at the relaunch of the African Ombudsman Research Centre (AORC) and its training programme, held at the University of KwaZulu-Natal in Durban. The event brought together Ombudsman offices and oversight institutions from across Africa during the week of the 23<sup>rd</sup> - 25<sup>th</sup> March 2026.

The programme was opened by South Africa's Deputy Minister of Justice Hon. Andries Nel. Public Protector Advocate Kholeka Gcaleka highlighted AORC's unique role in strengthening governance and announced plans for formal training programmes. She stressed that achieving the SDGs requires a strong understanding of good governance.

Representatives came together to discuss:

- The changing role of Ombudsman institutions in strengthening governance and the rule of law
- Using Ombudsman powers to support the Sustainable Development Goals (SDGs)
- Building strong, visible, and sustainable institutions
- Promoting efficient, citizen-focused governance systems
- Enhancing transparency, justice, service delivery, and accountability

The AORC relaunch was a success and will enhance training, collaboration, and institutional capacity, helping Ombudsman offices across Africa better serve citizens and promote good governance.

## Staff Profile



*Ms. Riwany Rivonia Hendricks*

Riwany Rivonia Hendricks was born and raised in Keetmanshoop. She attended Suiderlig High School. In 2016, she faced challenges after failing Grade 10 twice. Determined to succeed, she enrolled at NAMCOL in 2018 and successfully passed Grade 10. Although she was unable to return to complete Grade 11, she pursued her studies further by enrolling for Office Administration at Yehuda College in Windhoek in 2019. She also holds a certificate in Hospitality and Tourism. On 17 January 2023, she began her professional journey at the Office of the Ombudsman as a Cleaner. In her earlier years, her hobbies included playing soccer and dancing, but as she matured, her focus shifted towards helping those in need. She lives by the principle that "respect is earned, not given".

Five fun facts about Ms. Hendricks:

- I like to joke a lot, but I know my limits.
- I like to help others in need.
- I am honest and respect others.
- I like to play soccer in my free time.

## NEW APPOINTMENTS AND PROMOTIONS



Mr Robby Simwanza was appointed as a Complaints Investigator effective from the 1<sup>st</sup> January 2026



Ms Daphne Kalonda was appointed as a Senior Administrative Officer effective from the 1<sup>st</sup> January 2026

## CONTACT US

### Windhoek

Corner Sir Seretse Khama and Lossen Streets  
Private Bag 13211, Windhoek  
Tel 061-2073111

### Katima Mulilo

GRN Offices, Ngoma Road  
Private Bag 1012, Ngweze  
Tel: 066-253841

### Keetmanshoop

Sam Nujoma Avenue Erf: 838  
P.O. Box 890  
Tel 063-221028

### Ongwediva

Extension 10, Valombola Street  
P.O. Box 2658,  
Oshakati

### Otjiwarongo

Vrede Weg Avenue No.5  
PO Box 2164  
Tel: 067 304 078

### Swakopmund

Cnr of Mandume Ndemufayo & Schlacter Streets Gurka Trust building  
P.O. Box 4981, Swakopmund  
Tel: 064-406834

**Visit our website:** [ombudsman.org.na](http://ombudsman.org.na)

**Email:** [office@ombudsman.org.na](mailto:office@ombudsman.org.na)

**Find us on Facebook:** Office of the Ombudsman Namibia

**Instagram:** Ombudsman Namibia, [ombudsman\\_nam](https://www.instagram.com/ombudsman_nam)

## WHERE TO FIND US

