

**QUARTER 1:
APRIL-JUNE 2026**

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

1st QUARTERLY NEWSLETTER



EDITOR'S NOTE



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

As we conclude the first quarter of 2026, we are pleased to present another edition of The Other Side of the Story, highlighting the Office of the Ombudsman's continued commitment to promoting human rights, good governance, accountability, and constitutional democracy in Namibia.

This quarter demonstrated significant engagement both nationally and internationally. In Namibia, the Office enhanced collaboration with stakeholders through visits and discussions with regional and local authorities, emphasizing a commitment to better public administration, service delivery, and humanrights protection. Additionally, investments in institutional capacity were made by participating in initiatives to strengthen public service governance and accountability.

Internationally, the Office represented Namibia at key forums, including the III International Ombudsman Conference in Italy and the International Scientific and Practical Conference on Electoral Processes in Russia. These engagements facilitated knowledge exchange, strengthened partnerships, and identified best practices to enhance the effectiveness in protecting and promoting the rightsof Namibians.

This edition emphasizes the Office's involvement in the African Media Barometer 2026, underscoring the vital role of free media in fostering democracy and accountability. It also highlights collaboration with Youth for Human Rights International to promote human rights education. The Office remains committed to handling complaints fairly and independently, focusing on justice,equality, and human dignity through public engagement and innovation.

We hope this edition offers valuable insight into the Office's work and encourages continued support for human rights in Namibia.

-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 ONE (1) 2026

Administration of Justice	87
Civic Affairs	7
Civil Matters	15
Compensation	31
Complaints involving children	14
Consumer	7
Corrupt practices	5
Court decisions	50
Disputes involving private people or institutions	66
Employment matters	80
Health Services	37
Housing	5
Human rights violation	69
Land disputes	9
Legal fees/ services	11
Medical Aid	2
Ministry/ Institution conduct/ failure to act	153
Pension	5
Police conduct/ failure to act	327
Prison conduct/ failure to act	50
Request for information	18
Tax	2
Torture	1
Traditional Authorities	1

Total number of cases listed: 1052

Cases resolved: 366

OFFICE OF THE OMBUDSMAN PAYS COURTESY CALL TO THE //KHARAS REGIONAL COUNCIL



RTL: Hon. Gerrit Witbooi (third from the right) with staff of the Office of the Ombudsman's Keetmanshoop Regional Office

On 9 April 2026, the Office of the Ombudsman engaged with the newly elected Chairperson of the //Kharas Regional Council, Hon. Gerrit Witbooi (third from right), together with community activists from the Warmbad Settlement. The engagement formed part of the Office's ongoing efforts to strengthen collaboration with regional authorities and community representatives in addressing matters relating to maladministration, human rights and access to public services.

The meeting provided an opportunity to brief the Chairperson on the Ombudsman's mandate and role in promoting administrative justice and protecting human rights. The Chairperson welcomed the engagement and expressed appreciation for the opportunity to better understand the Ombudsman's work and avenues available to communities seeking redress.

Key concerns raised included outstanding complaints, lack of responses from authorities and alleged maladministration. The condition of police holding cells was also highlighted, with the Ombudsman noting that investigations into poor conditions in some cells are already underway.

Hon. Witbooi pledged the full cooperation of the //Kharas Regional Council and its commitment to working closely with the Ombudsman to address challenges affecting communities. The engagement reaffirmed the importance of collaboration in promoting good governance, accountability and the protection of human rights.

COURTESY CALL TO NAMPOL REGIONAL COMMANDER



NAMPOL Regional Commander for the //Kharas Region, Commissioner Katamila together with Ombudsman Staff from Keetmanshoop Regional Office

On 14 April 2026, the Office of the Ombudsman paid a courtesy call to the Namibian Police Force (NAMPOL) Regional Commander for the //Kharas Region, Commissioner Katamila.

The delegation was led by Chief Complaints Investigator, Mr. Sylvester Sibungu, accompanied by members of his team. The purpose of the visit was to strengthen cooperation between the Office of the Ombudsman and NAMPOL and to discuss matters of mutual concern relating to the protection and promotion of human rights and good governance.

During the meeting, the delegation raised concerns regarding the deteriorating and dilapidated condition of the police stations in the region. Discussions focused on the need for appropriate interventions and possible measures to improve the infrastructure and ensure that police stations provide a safe and conducive environment for both members of the police force and the communities they serve.

The engagement also covered the Office of the Ombudsman's intake programme for the year, aimed at bringing the Office's services closer to communities and creating greater awareness of its mandate.

The meeting concluded on a positive note, with both parties reaffirming their commitment to continued collaboration and constructive engagement in addressing issues affecting communities within the //Kharas Region and promoting accountability, justice, and the rule of law.

COURTESY VISIT BY THE OFFICE OF THE OMBUDSMAN TO KEETMANSHOOP MUNICIPALITY



Hon. Easter Isaak (centre, seated) with officials from the Office of the Ombudsman and Keetmanshoop Municipality staff

The Office of the Ombudsman conducted an official visit to the Keetmanshoop Municipality on 15 April 2026, where its delegation met with the Chairperson of the Management Committee, Hon. Easter Isaak, to discuss various matters and concerns that had been reported to the Office by members of the public. The visit formed part of the Office's ongoing efforts to engage key stakeholders, promote good governance, and facilitate the effective resolution of complaints relating to public administration and service delivery.

The Ombudsman's delegation was led by Senior Complaints Investigator, Mr. Moffat Maiba, who emphasized the importance of cooperation and constructive dialogue between the Office of the Ombudsman and local authorities in addressing citizens' grievances. The engagement provided an opportunity for both parties to exchange information, clarify issues raised in the complaints received, and explore possible measures aimed at resolving the concerns in a fair, transparent, and timely manner.

OMBUDSMAN'S REPORT ON MONITORING AND EVALUATION OF POLICE HOLDING CELLS IN NORTHERN REGIONS FOR COMPLIANCE



Pictures of the overcrowded inmates

The Ombudsman's monitoring exercise, conducted from 11–23 May 2026 across police holding cells in nine northern regions, assessed detention conditions and compliance with constitutional and international human rights standards. The visits focused on the treatment and protection of detainees, particularly children and other vulnerable persons, as well as access to healthcare, nutrition, sanitation, safety and humane treatment. The exercise also assessed the working conditions of police officials and identified areas requiring urgent intervention.

The monitoring revealed serious concerns, including overcrowding, poor sanitation and deteriorating infrastructure, inadequate nutrition and healthcare, unsafe facilities, insufficient transport and poor working conditions for police personnel. Cases of children being detained with adults, as well as allegations of assault and misconduct, were also recorded.

The report recommends the urgent transfer of trial-awaiting inmates to the Namibia Correctional Service, the development and expansion of remand facilities, and stronger partnerships with relevant stakeholders to improve detention infrastructure and conditions.

International Scientific and Practical Conference on Monitoring and Expert Evaluation Issues of Electoral Processes: Russia- Moscow



Picture depicts the delegates (far left, Mr. Oiva Amuthenu) attentively listening to the experts in election observations during the conference

Held on the 14th - 15th of April 2026 in Moscow, Russia the conference on International Scientific and Practical Conference on Monitoring and Expert Evaluation Issues of Electoral Processes brought together more than 100 experts, diplomats, parliamentarians, journalists, and policy makers from 30 countries to discuss the future of international electoral observation and the establishment of a new international body dedicated to election monitoring and democratic governance. Mr. Oiva Amuthenu represented the Office of the Ombudsman at the Conference.

The discussions focused on:

- Complaint-handling mechanisms and operations.
- Monitor and assess electoral processes globally.
- Balancing universal democratic principles with national sovereignty and local contexts.
- Developing objective and transparent standards for election observation.
- Strengthening cooperation and knowledge-sharing among election experts worldwide.

A major outcome of the conference was the unanimous adoption of resolutions establishing the International Association for Political and Electoral Expertise which will seek to strengthen credible elections through observation, universal standards, research, and international cooperation.

The conference underscored the importance of international cooperation in strengthening credible and transparent electoral observation, with the establishment of the International Association for Political and Electoral Expertise marking a significant step toward enhanced global collaboration in election monitoring.

III INTERNATIONAL OMBUDSMAN CONFERENCE – ITALIAN EDITION



Ombudsmen, mediators, academics, experts and institutional representatives at the conference

The Office of the Ombudsman participated in the III International Ombudsman Conference in Rome, Italy, on 28–29 May 2026, bringing together Ombudsmen, experts, academics, and institutional representatives from around the world to discuss key issues relating to human rights, mediation, and good governance.

The conference was attended by around 280 participants, including 128 Ombudsmen and representatives, and focused on rights protection, democratic innovation, institutional independence, digitalisation, transparency, and the future of Ombudsman institutions.

The Ombudsman conference focused on promoting democratic governance, human rights, access to justice, digital transformation, and the protection of vulnerable groups, culminating in the adoption of the Rome Declaration 2026, which reaffirmed the role of independent Ombudsman institutions in safeguarding citizens' rights and the rule of law.

The conference highlighted the need to strengthen digital systems, international cooperation, engagement with vulnerable communities, and legislative reforms to enhance the independence and effectiveness of Ombudsman institutions.

Participation in the conference reinforced the importance of independent Ombudsman institutions and provided valuable insights to enhance the effectiveness and impact of the Office of the Ombudsman Namibia.

LAUNCH OF THE AFRICAN MEDIA BAROMETER 2026



Adv. Basilius Dyakugha at the launch



Her Excellency Ambassador Katja Kalamäk pictured with the Ombudsman of Namibia Adv. Basilius Dyakugha

On the 4th June 2026, Adv. Basilius Dyakugha, the Ombudsman of Namibia, attended the launch of the African Media Barometer (AMB) Report 2026 at the NMT Media Foundation in Windhoek.

The African Media Barometer is an important continental assessment tool that evaluates the state of media freedom and freedom of expression across Africa. The report provides a comprehensive overview of progress made, existing challenges, and emerging opportunities within the media landscape, while also highlighting the critical role of independent and responsible media in promoting democracy, transparency, and good governance.

The African Media Barometer report assesses four (4) sectors such as the legal and regulatory environment, media diversity and sustainability, broadcasting and the digital landscape, and professional standards and safety of which scored 2.7/2.8 out of 5.0.

The launch brought together representatives from the media fraternity, civil society organisations, development partners, and other key stakeholders to reflect on the findings of the report and engage in discussions on strengthening press freedom and safeguarding the right to freedom of expression in Namibia and across the continent.

The Office of the Ombudsman recognises that a free, independent, and pluralistic media is indispensable to the promotion and protection of human rights, accountability, and democratic governance. The Office remains committed to supporting initiatives that advance fundamental freedoms.

STRENGTHENING CAPACITY FOR NAMIBIA'S SECOND STATE PARTY REPORT ON THE AFRICAN CHARTER ON THE VALUES AND PRINCIPLES OF PUBLIC SERVICE AND ADMINISTRATION.



The participants at the workshop

The Office of the Ombudsman is participating in a Capacity-Building Workshop on the African Charter on the Values and Principles of Public Service and Administration and the utilisation of the State Parties Assessment Tools. The workshop is taking place from 1 to 5 June 2026 at the Namibia Institute of Public Administration and Management (NIPAM) in Windhoek.

The workshop was facilitated by Dr. Dennis Pasipanodya, Dr. Mataywa Busieka, Mr. Isaiah Abdou of the African Union Commission, and Ms. Darsheene Singh Raumnauth, Governance Expert, in collaboration with the Office of the Prime Minister.

Participants include members of the Namibia National Committee on the African Charter on the Values and Principles of Public Service and Administration, representatives from Offices, Ministries and Agencies (OMAs), Regional Councils (RCs), and oversight institutions, including the Office of the Ombudsman and the Anti-Corruption Commission (ACC).

The primary objective of the workshop was to strengthen the capacity of the National Committee and prepare stakeholders for the compilation and submission of Namibia's Second State Party Report on the African Charter on the Values and Principles of Public Service and Administration, which is due in November 2026.

HUMAN RIGHTS FORUM, BEIJING 2026



Mr. Sylvester Sibungo, Chief Investigator at the Forum

Mr. Sylvester Sinvula Sibungo, Chief Complaints Investigator at the Office of the Ombudsman, represented Namibia at the 2026 Forum on Global Human Rights Governance held in Beijing, China, from 6–13 June 2026. The international forum, commemorating the 40th anniversary of the UN Declaration on the Right to Development, brought together government officials, academics and human rights experts from across the world to discuss contemporary human rights challenges and development.

During the forum, Mr. Sibungo delivered a presentation on "**The Role and Significance of the Right to Development in the Evolution of Global Human Rights**," highlighting Namibia's commitment to promoting human rights, sustainable development and social justice. He also participated in a thematic field exercise in Chengdu City, where delegates observed China's approaches to poverty alleviation, infrastructure development, environmental sustainability and community empowerment.

The participation strengthened Namibia's presence in global human rights discussions and provided valuable insights on integrating development with human rights, community participation, green development and strategic human rights planning. The lessons gained will contribute to the Office of the Ombudsman's ongoing efforts to promote good governance, protect human rights and support sustainable development in Namibia.

COURTESY VISIT BY DR. MARY SHUTTLEWORTH, PRESIDENT OF YOUTH FOR HUMAN RIGHTS INTERNATIONAL



Group Photo

The Office of the Ombudsman of Namibia had the privilege of receiving a courtesy visit from Dr. Mary Shuttleworth, President of Youth for Human Rights International, during her visit to Namibia.

The engagement provided an important platform to discuss areas of mutual interest and explore opportunities for collaboration in advancing human rights education and awareness across the country. Discussions centred on strengthening partnerships aimed at empowering young people, promoting civic participation, and fostering a culture of respect for human rights and fundamental freedoms within our communities.

Recognising that education is a cornerstone of human rights protection, both parties underscored the importance of equipping young people with the knowledge and skills necessary to become active and responsible citizens who can contribute meaningfully to democratic governance, social justice, and sustainable development.

The Office of the Ombudsman remains committed to building strategic partnerships with national and international stakeholders to promote and protect human rights and to ensure that the principles of dignity, equality, and justice are upheld for all people in Namibia.

Staff Profile



Mr. Titus Mupo

Mr. Titus Mupo has been serving as the Personal Assistant to the Ombudsman since December 2021, providing executive and administrative support to the Office of the Ombudsman.

He holds an Honours Degree in Human Resources, a Master of Commerce in Human Resources, a Master's Degree in International Relations, and a Certification in Human Capital Strategy. He is also in the final semester of his Postgraduate Diploma in Environmental Law and Policy, reflecting his commitment to continuous professional development.

Mr. Mupo began his professional career as a Human Resources Specialist at the Ministry of Justice in February 2015, where he served until November 2021 before joining the Office of the Ombudsman.

Three fun facts about Mr. Mupo:

- He is a research Enthusiast
- He is a sports enthusiast
- Mr. Mupo enjoys travelling

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