QUARTER 2:
JULY-SEPTEMBER 2026

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

2nd QUARTERLY NEWSLETTER

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EDITOR'S NOTE



Ms Loide GN Iipinge
Public Relations Officer
Office of the Ombudsman

Welcome to another edition of the Office of the Ombudsman's Quarterly Newsletter, highlighting the Office's continued efforts to promote human rights, good governance, accountability and public awareness.

This edition features a range of important engagements, including the consultative workshop on the Ombudsman Bill and parliamentary oversight, the Human Rights Workshop in Keetmanshoop, the Validation Workshop of the African Charter, and the State of Justice Conference 2026. The Human Rights Training Workshop for the Namibian Police Force members from all 14 regions across the country and all the above-mentioned engagements provided valuable platforms for dialogue on strengthening human rights protection, justice and accountability in Namibia.

We also highlight key partnerships and capacity-building initiatives, including the signing of an MoU with the Western Cape Police Ombudsman, the webinar celebrating women's month and how to handle gender-based and discrimination complaints, the Forensic Investigations and Digital Case Handling programme, and the Climate Change and Environmental Justice Workshop. The Office's engagements with communities and public institutions, including visits to the Government Garage, Mariental Municipality and Health Directorate, further demonstrate its commitment to accessible and responsive public service.

This edition also captures the Office's participation in the Effective Communications Conference, Olufuko Annual Cultural Festival, Biro Combined School's 61st Anniversary, and engagements promoting human rights and ethical policing.

Together, these activities reflect the Office's ongoing commitment to strengthening partnerships, raising public awareness and advancing the protection of human rights and good governance.

Enjoy the read.

-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
- We empower people to find their own solutions to problems
- Responsiveness, efficiency and effectiveness

Highlights

STATISTICS OF CASES RECEIVED IN QUARTER TWO (2) 2026

CASES CATEGORY	NUMBER OF COMPLAINTS
Administrative of Justice	60
Civic Affairs	15
Civil Matters	23
Compensation	25
Complaints involving children	22
Consumer	8
Corrupt Practices	1
Court Proceedings	1
Court Decisions	37
Disputes involving private persons or institutions	68
Employment Matters	66
Health Services	8
Housing	13
Human Rights Violation	35
Land Disputes	6
Legal Fees/ Services	3
Licenses/ Permits	4
Medical Aid	3
Ministry/ Institution conduct/Failure to act	155
Pension	18
Police Conduct/ Failure to act	142
Prison conduct/ Failure to act	32
Request for information	13
Tax	2
Torture	1
Traditional Authority	4

Cases resolved: 319
Total number of cases listed: 765

CONSULTATIVE WORKSHOP ON PARLIAMENTARY MEASURES ON THE OMBUDSMAN BILL AND ROLE OF PARLIAMENTARY OVERSIGHT ON HUMAN RIGHTS OBLIGATION



Participants of the workshop, and Ombudsman seated in the middle

The Office of the Ombudsman held a one day consultative workshop for parliamentarians on the Ombudsman bill and the role of parliamentary oversight on Human Rights Obligations, the workshop focused on explaining the constitutional mandate of the Ombudsman as well as the history and evolution of the Ombudsman institution in Namibia.

The workshop stressed why a new bill is needed, and exposed the gaps and challenges in the current framework, the review of the bill was given and areas of concern where listed as follows, financial and administrative autonomy, reporting and accountability to Parliament and lastly the term of office for the Ombudsman and Deputy Ombudsman.

The workshop ended on high note with the Ombudsman of Namibia, Adv. Basilius Dyakugha giving valuable insight on the way forward for the Office, he stressed that the Office would continue to strive to implement its mandate to protect the rights of every Namibian.

The participants of the workshop left with valuable knowledge on the positive impact that the Office of the Ombudsman has on the protection of the rights of every Namibian person.

THE OFFICE OF THE OMBUDSMAN HELD A HUMAN RIGHTS WORKSHOP IN KEETMANSHOOP



Group photo taken of the Ombudsman and participants who attended the three day workshop

The Office of the Ombudsman in partnership with Government Ministries, Offices, and Agencies (OMAs) with the support of Konrad Adenauer Shiftung (KAS) held a three day consultative Human rights and civil education workshop in keetmanshoop, the workshop was held from 7-9 July 2026.

The workshop brought together diverse stakeholders which included traditional leaders, regional councilors, youth representatives and the civil society. The workshop focused on five critical pillars in the area of Human Rights and Civil Education. These areas included, Land Rights and Traditional Authorities, Disability Rights and Digitalization, GBV and Human Trafficking, Child Care and Protection and lastly access to Justice for every Namibian.

The Ombudsman Office emphasized that in order for Sustainable Development to be obtained accountability is needed by Institutions, as well as citizen's participation. The Office of the Ombudsman urged all stakeholders present at the workshop to continue building inclusive and resilient communities in the // Kharas Region.

Community leaders and all participants left with strengthened knowledge on Human Rights, accountability , and the skills to foster collaboration in protecting the rights of the Namibian people. The three-day workshop concluded with a renewed sense of purpose. Traditional leaders, young advocates, and local policymakers left the venue empowered with a new set of understanding of basic human rights and governance ethics.

By attending this workshop community leaders left with practical skills to foster regional collaboration, where as the Office of the Ombudsman and KAS have strengthened a local community highly capable of actively shielding the rights, dignity, and freedoms of it's people.

THE OFFICE OF THE OMBUDSMAN ATTENDED THE EFFECTIVE COMMUNICATIONS CONFERENCE 2026



Logo of the Conference

The Office of the Ombudsman represented by Ms. Loide Iipinge the Public Relations Officer attended a four-day Effective Communications Conference from the 14-17 July 2026, in Swakopmund. The conference was held under the theme “Communication Reconsidered- A Driving Force for Constant Progress”.

The conference was held by the Ministry of Information and Communication Technology (MICT) on behalf of the Namibian Press Agency (NAMPA), and the conference focused on emerging trends and innovations in Public Relations, as well as strategic communications and supporting the effective delivery of Government’s priorities and service delivery to the ordinary Namibian citizen.

The Ombudsman's Office participation was strengthened to ensure its public outreach strategies stay highly effective, ethical, and forward looking. Ms. Iipinge engaged with collaborative regional networks and shared insights with international communication experts. The takeaways from this conference will directly translate into clear, transparent, and impactful public awareness campaigns regarding human rights, administrative justice, and constitutional protections in Namibia.

The Effective Communicators Conference ended on a very positive note as participants walked away equipped with valuable communication tools, actionable insights, and a shared vision to positively impact the Namibian communication sector, empowered with these skills the Office of the Ombudsman is well aligned to ensure that its vital services are not only implemented but deeply understood and trusted by every Namibian.

SIGNING OF THE MOU BETWEEN THE NAMIBIAN OMBUDSMAN AND THE WESTERN CAPE POLICE OMBUDSMAN



Adv Basilius Dyakugha (right) and Major General Osweld Reddy (left)

The Western Cape Police Ombudsman paid a courtesy visit to the office of the Ombudsman in Namibia for the official signing off, of the Memorandum of Understanding between the two institutions.

The meeting brought together representatives from the South African Public Protector, the Western Cape Police Ombudsman and the Ombudsman of the Republic of Namibia, the primary objective of the courtesy meeting was the official finalization and signing of a landmark Memorandum of Understanding (MoU) explicitly centered on specialized forensic investigations.

By cementing this alliance, the Western cape Police Ombudsman and the Ombudsman of the Republic of Namibia laid the foundation for a transparent, technologically advanced oversight network across Africa. This agreement ensures that both offices move beyond traditional investigation methods, stepping confidently into a digital era where transparency, accountability, and the protection of citizens' rights are upheld at the highest form.

The visit ended with the signing of the (MoU) and an established common ground or relationship between the two (2) institutions.

FORENSIC INVESTIGATIONS AND DIGITAL CASE HANDLING: INTEGRATING TECHNOLOGY INTO OMBUDSMAN WORK



Group Photo

In an effort to train Ombudsman institutions to investigate effectively and maximize value to the citizens they serve and the government. The African Ombudsman Research Centre and the South African Public Protector in partnership with Office of the Ombudsman of Namibia held a three day, in person training workshop on Forensic Investigations and Digital Case Handling: Integrating Technology into Ombudsman Work in Windhoek.

The training served to strengthen the ability of Ombudsmen and Human Rights institutions to conduct more structured and evidence-based investigations, handle digital and documentary evidence correctly, improve reporting standards, and respond effectively to the opportunities and risks that come with the digital age. The training forms part of AORC's capacity- building programme supported by the African Renaissance International Cooperation Fund (ARF) of the Department of International Relations and Cooperation (DIRCO), South Africa.

The training focused on some of these key areas:

- The foundations of Ombudsman investigations and public interest case handling.
- Forensic investigations methods, evidence handling and practical document analysis.
- Digital Case handling, reporting, technology integration and cyber security.

Ombudsmen and all human right defenders from all over Africa that attended the workshop left with valuable skills on how to optimise digital technology for effective human rights investigations.

REGIONAL NATIONAL HUMAN RIGHTS INSTITUTIONS CLIMATE CHANGE AND ENVIRONMENTAL JUSTICE WORKSHOP



Senior Complaints Investigator Mr. Moffat Maiba at the workshop

In an effort to train Ombudsman institutions to investigate effectively, and maximize value to the citizens they serve and the government they hold account, The African Ombudsman Research Centre and the South African Public Protector in partnership with Office of the Ombudsman of Namibia held a three day, in person training workshop on Forensic Investigations and Digital Case Handling: Integrating Technology into Ombudsman Work in Windhoek.

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COURTESY VISIT TO THE GOVERNMENT GARAGE



Group photo

In an effort to strengthen and improve institutional ties and promote the principles of good governance, the Ombudsman paid courtesy visit to the staff and management of Government Garage in Windhoek on 18 August 2026.

The Ombudsman commended the technicians, mechanics, and administrative staff for their technical oversight, recognizing the high pressure and resource constraints that often accompany the management of a nationwide state fleet. He stressed that maintaining high standards of workmanship and accountability within the garage is central to preventing the wastage of public resources.

A primary objective of the visit was to foster a deeper understanding of the Ombudsman's constitutional mandate. The Ombudsman took the opportunity to educate the garage's workforce on how the office of the Ombudsman operates as an independent, impartial watchdog dedicated to fighting administrative injustice, corruption, and human rights violations.

At the end of the visit the Ombudsman encouraged all staff members to visit the Office of the Ombudsman, reminding them that the institution exists to serve every Namibian.

WEBINAR: CELEBRATING WOMEN'S MONTH: HANDLING GENDER-BASED AND DISCRIMINATION COMPLAINTS

Logos of the sponsors

Ms. Ingrid Husselmann the Chief of the Office of the Ombudsman, Namibia facilitated a webinar titled "Celebrating Women's Month: Handling Gender-Based and Discrimination Complaints" on 18 August 2026. Organised by the African Ombudsman Research Centre (AORC), the webinar aimed to strengthen the capacity of Ombudsman institutions across Africa to handle gender-based violence (GBV) and discrimination complaints effectively and sensitively.

The webinar brought together experts from Zambia, Georgia and Argentina, who shared insights into gender rights, legal and policy frameworks, investigation methodologies, and survivor-centred approaches. Discussions highlighted the importance of trauma-informed investigations, protecting survivors from further harm, addressing institutional barriers and promoting accountability in cases of gender-based violence and discrimination.

The engagement reinforced the importance of strengthening complaint-handling mechanisms and adopting rights-based, gender-sensitive and survivor-centred approaches. For the Office of the Ombudsman, such initiatives provide opportunities to exchange knowledge and best practices while advancing human rights protection, gender equality and accountability.

OFFICIAL MUNICIPALITY VISIT IN MARIENTAL



Mr Sylvester Sibungo middle (right) and Mrs Catherine Boois middle (left) with representatives from both Offices

A delegation from the Office of the Ombudsman led by Mr. Sylvester Sibungo conducted an official visit to the Mariental Municipality, meeting with Acting CEO Ms. Catherine Boois and her team.

The visit aimed to investigate allegations of unfair residential plot allocations and address community tensions and grievances regarding transparency and municipal procedures. The engagement focused on fact-finding and reviewing current municipal practices.

During the visit, Mr. Sibungo and his team held closed-door working sessions with the Acting Chief Executive Officer of the Mariental Municipality, Ms. Catherine Boois, along with her senior administrative staff. The sessions were designed around fact-gathering, evaluating regional town-planning decisions, and reviewing specific beneficiary frameworks that have recently drawn intense public scrutiny.

At the end of the visit Mr. Sibungo emphasized good governance, accountability, and the prompt resolution of community concerns. Both offices expressed a commitment to ensuring transparent and fair land allocation processes that align with regulations and community expectations.

VALIDATION WORKSHOP OF THE AFRICAN CHARTER



FLTR: Ms. Hermina Appollus the Chief Investigation Officer and Mr. Hendrik Mauyoma the Deputy Chief at the Office of the Ombudsman at the Validation Workshop of the African Charter

The Office of the Ombudsman Namibia played a vital and valuable role in a national evaluation process, participating actively in the Validation Workshop of the National African Charter on the Values and Principles of Public Service and Administration.

The three-day session, which took place from 18 to 20 August 2026 at the Namibia Institute of Public Administration and Management (NIPAM), marks a critical step forward in ensuring the country's public institutions operate transparently, equitably, and in line with international human rights benchmarks.

The high-level gathering brought together key stakeholders from various Offices, Ministries, and Agencies (O/M/As) to review, refine, and officially validate Namibia's 2nd Country Report.

As a premier institution charged with overseeing administrative justice, the Office of the Ombudsman took on significant leadership duties during the workshop. Deputy Chief Mr. Hendrik Mauyoma, represented the Ombudsman Office and, served as the Chairperson of Cluster 3.

OLUFUKO ANNUAL CULTURAL FESTIVAL



Officials from the Office of the Ombusman educating a child on the office's mandate

In a compelling expression of community-focused promotion, the Office of the Ombudsman Namibia participated in the 2026 Olufuko Annual Cultural Festival, held from August 24 to September 1, 2026, in Outapi, Omusati Region.

The festival brought together traditional leaders, youth, and a lot of visitors to celebrate Ovawambo people's culture and tradition, the festival provided a unique and dynamic platform for the Ombudsman's office to advance its core mandate of promoting human rights, administrative justice, and good governance.

Under the guiding theme of the event, "Celebrating our culture, connecting our communities," representatives from the Ombudsman's office spent the week engaging directly with the public and answering questions aswell as concerns about human rights to the public.

Throughout the multi-day festival, the Office of the Ombudsman distributed educational materials, like the Namibian consistution and answered questions about the Ombudsman's specific legal mandates, and explained how everyday Namibian citizens can lodge complaints regarding administrative unfairness or human rights violations.

The festival ended on a positive note with attendees leaving with valuable knowledge about the Namibian constitution and thier human rights .

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.

STATE OF JUSTICE CONFERENCE 2026



Group Photo

The Ministry of Justice and Labour Relations hosted a three-day State of Justice Conference 2026, which provided an important platform for justice-sector stakeholders to discuss key challenges affecting the administration of justice, access to justice and accountability in Namibia. The conference brought together relevant stakeholders to exchange experiences, share knowledge and explore practical approaches to strengthening the justice system.

The conference promoted collaboration and coordination among justice-sector institutions by creating opportunities for stakeholders to engage on matters of common interest and identify areas requiring strengthened cooperation. Discussions also highlighted the importance of ensuring that justice is accessible, fair, timely and responsive to the needs of the public.

The participation of the Office of the Ombudsman was significant, as it provided an opportunity for the Office to share its perspectives and experiences on human rights, administrative justice, good governance and accountability. The engagement also strengthened relationships with other justice-sector stakeholders and created opportunities for continued collaboration in promoting and protecting the rights of members of the public.

Media participation further contributed to the visibility and public reach of the conference by communicating key discussions and outcomes to a wider audience. Overall, the conference served as a valuable platform for dialogue, knowledge-sharing and collaboration towards strengthening Namibia's justice system and promoting greater public awareness of justice-related matters.

UPHOLDING HUMAN RIGHTS AND ETHICAL POLICING IN NAMIBIA



Group Photo

The Office of the Ombudsman, in collaboration with the Namibian Police Force and other justice-sector stakeholders, conducted a five-day capacity-building programme on Human Rights and Ethical Policing in Namibia from 21–25 September 2026 at Ondangwa Airport Lodge in the Oshana Region. The training brought together approximately 50 police officers and provided a platform to strengthen their understanding of human rights and their application in everyday policing.

The programme covered key areas including human rights and policing, non-discrimination, lawful arrest and detention, search and seizure, protection of juveniles and victims of crime, the rights of women, and the prevention of torture and cruel, inhuman or degrading treatment. Participants also explored administrative justice, ethical decision-making, leadership accountability and the role of oversight institutions such as the Ombudsman, Judiciary and Parliament.

A strong emphasis was placed on practical learning through case studies, role-plays, group exercises and scenario-based discussions. These activities enabled officers to reflect on real-life policing challenges and consider practical approaches that uphold the Constitution, protect human dignity and promote accountability in law enforcement.

The programme concluded with an action-planning session, during which participants developed unit-based action points for applying the knowledge gained at their respective police stations. The training reaffirmed the importance of continued collaboration between the Office of the Ombudsman and the Namibian Police Force in promoting human rights, ethical conduct, accountability and public confidence in policing.

UPHOLDING HUMAN RIGHTS AND ETHICAL POLICING IN NAMIBIA: AWARD CEREMONY

All the 50 members of the Namibian Police Force that attended and participated in the Human Rights Training received awards of appreciation. Below are some of the members receiving their awards.













BIRO COMBINED SCHOOL CELEBRATES 61 YEARS OF EXCELLENCE



Ombudsman of the Republic of Namibia, Adv. Basilius Dyakugha delivering the keynote address at the celebration

Biro Combined School celebrated its 61st Anniversary on Saturday, 26 September 2026, under the theme “Proud Past, Bright Future.” The celebration brought together various officials such as education officials, traditional leaders, community representatives, parents, learners and invited guests to commemorate the school’s longstanding contribution to education.

The programme featured cultural and choir performances, congratulatory messages, a keynote address by the Ombudsman of Namibia, Adv. Basilius Dyakugha, and messages from various stakeholders. The event also recognised the school’s history and achievements while highlighting its aspirations for the future.

The anniversary celebration provided an opportunity for the school community to reflect on 61 years of educational service, celebrate its achievements and strengthen its commitment to shaping a brighter future for its learners and the wider community.

ENGAGEMENT WITH THE HEALTH DIRECTORATE IN MARIENTAL



Group Photo

The Office of the Ombudsman's Keetmanshoop Regional Office, led by Chief Complaints Investigator Mr. Sylvester Sibungo, paid a visit to the Health Directorate in Mariental, where the team met with Ms. Stephanus and her colleagues from the directorate. The engagement focused on government housing matters and provided an opportunity to discuss concerns affecting public servants.

The visit also served as a public awareness initiative, aimed at familiarising officials in the Hardap Region with the mandate and services of the Office of the Ombudsman. The team highlighted the Office's role in promoting good administration, fairness, accountability and respect for human rights, while explaining how complaints relating to maladministration and other administrative challenges can be lodged.

The engagement reaffirmed the importance of continued collaboration between the Office of the Ombudsman and government institutions in addressing administrative concerns and promoting responsive, transparent and accountable public service delivery.

Staff Profile



Mr. Utjitiraije Mberirua

Mr. Utjitiraije Beliud Mberirua was born on the 16th April in Okakarara and grew up in Ombujomenje, Okakarara Constituency, Otjozondjupa Region. He completed his secondary education at Augustineum Secondary School in Windhoek.

In 1996, he underwent six months of basic police training in Oudtshoorn, South Africa, before joining the Namibian Police Force as a Constable. He subsequently served in the Drug Law Enforcement Unit and the Commercial Crime Investigation Unit, where he was promoted to Detective Sergeant.

From 2002 to June 2016, Mr. Mberirua worked at the Bank of Namibia in the Banking Services Department, focusing on investigations and the protection of the Bank's assets. **In 2016**, he joined the Office of the Ombudsman as a Senior Investigator. In 2024, he was promoted to Chief Complaints Investigator and Regional Head responsible for the Kavango East, Kavango West and Zambezi Regions.

Mr. Mberirua holds a Bachelor of Laws (LLB) degree. Outside of his professional duties, he enjoys travelling, reading and watching football.

Mr. Mberirua's hobbies:

- Travelling
- Reading
- Watching football

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