

CELEBRATING 10 YEARS

A Decade of Excellence

The Communications Regulatory Authority of Namibia (CRAN) is an independent regulator established under Section 4 of the Communications Act (No. 8 of 2009) to regulate, supervise and promote the provision of telecommunications services and networks, broadcasting, postal services sectors, and the use and allocation of radio spectrum in Namibia.

Our vision
"Access, quality and affordability for all"

Our mission
"To regulate the ICT and Postal sectors for the socio-economic benefit of all Namibians"

Our values

- **Accountability** – To account for our actions and decisions, taking ownership in a transparent and integrated manner in all our dealings.
- **Passion** – To be passionate about our purpose, brand, people and stakeholders.
- **Teamwork** – To harness the power of working together in order to meet our strategic objectives in a cohesive and collaborative manner.
- **Respect** – To maintain cordial relations with our diverse internal and external stakeholders.
- **Innovation** – To be innovative in an evolving and diverse ICT and Postal sector.



Emilia Nghikembua
CEO CRAN

It is not by chance that the Authority has reached a 10-year milestone with much to celebrate. CRAN opened its doors with only 5 employees in 2011, and now has a workforce of 65 employees. Since its inception, CRAN has promoted 20 active employees to various roles, employed 8 interns on a permanent basis and boasts a mere 2% staff turnover.

CRAN's achievements in 10 years include the following:

- A multitude of licences issued within **ICT services**.
- A firm regulatory framework established for the **Digital Terrestrial Television (DTT) switchover process**, and formulated a comprehensive frequency-channelling plan used by other regulators in SADC as a benchmark.
- A Financial Model developed and adopted by **SADC for costing the Communications Regulators Association of Southern Africa (CRASA)** five-year Strategic Plan, and used this Model as a basis for determining annual membership fees for each SADC member country.
- Regulatory framework established for **Digital Sound Broadcasting (DSB)**, paving the way forward for radio broadcasting to embrace a digital world.
- **CRAN also facilitated the extension and digitisation of ICT infrastructure**, and the introduction of the 4th generation (LTE) technology in the country.
- **120% mobile penetration rate in the country and promotes fair competition**, decreasing termination rates from 1.06c to 0.10c for mobile and fixed operators alike between January 2009 and October 2016.
- In accordance with **Namibia's Communications Act (No. 8 of 2009)**, CRAN regulates a streamlined complaints management system.

In recognition of its achievements, CRAN received two awards, one from the Institute of People Management (IPM), and the second was the Golden Key Award from the Media Institute of Southern Africa (MISA).

The projects that CRAN has undertaken in-line with its mandate include:

- **Educational campaigns:** To inform consumers on their rights, responsibilities and obligations.
- **Revamped website:** To provide a digital basis to allow all stakeholders to engage with CRAN.
- **Partnerships:** Memorandum of Understanding (MoU) signed in July 2020 with the Namibian Civil Aviation Authority (NCAA).
- **Good governance:** Performance and Governance agreement between CRAN's Board of Directors and the Ministry of Information and Communication Technology (MICT).
- **E-Learning Education:** To develop ICT infrastructure with the focus on improving e-learning capabilities in Namibia.
- **Expanding Boundaries:** Introducing the new licence category called Network Facilities Licence.

Celebrating CRAN's milestones has been achieved through observance of governance by a Board of Directors who adhere to the King IV Code and NamCode on Corporate Governance. The decisions taken by the Board have been in the interest of CRAN and its stakeholders. Coupled with sound leadership by the Chief Executive Officer, Emilia Nghikembua, and supported by various heads of departments, the Regulatory body has been able to achieve many of its mandates and undertake projects that otherwise might have been impossible.



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Authority of Namibia (CRAN)



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