



**E-Governance Knowledge
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E-GOVERNANCE IN NAMIBIA 2026

PROSPECTS AND CHALLENGES

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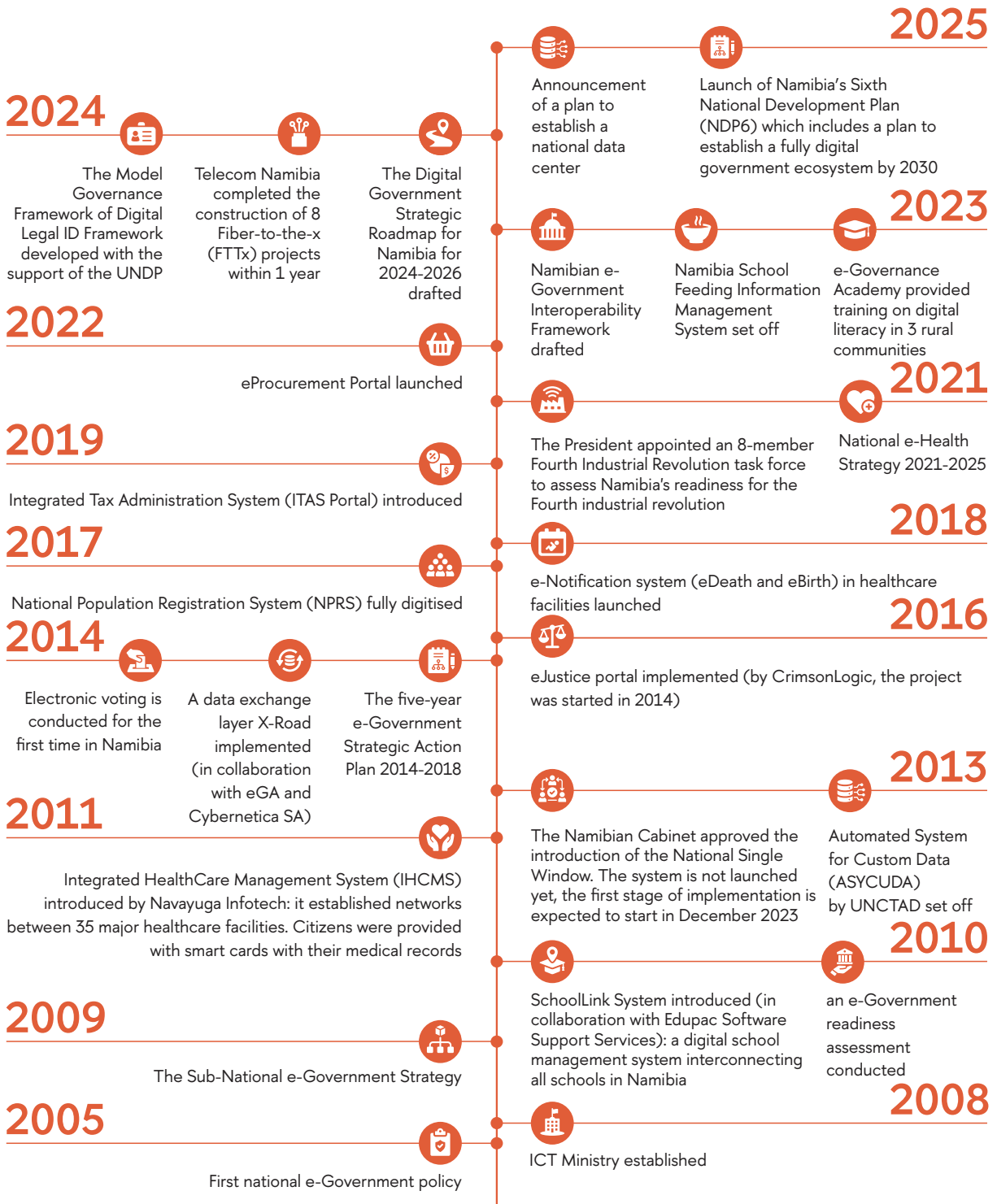
This publication examines the development of e-government in Namibia, tracing its evolution from early policy foundations in the mid-2000s to the current national digital transformation agenda. The study highlights key milestones, including the adoption of strategic frameworks such as the National Digital Strategy (2025–2028), alongside major initiatives in digital identity, interoperability, e-procurement, taxation, education, and healthcare systems. Despite notable progress in telecommunications infrastructure and institutional readiness, Namibia continues to face challenges related to fragmented service delivery platforms, limited interoperability, regulatory gaps in cybersecurity and data protection, and persistent digital divides between urban and rural communities. The publication concludes by outlining future prospects for Namibia’s digital governance, emphasizing the potential role of emerging technologies in advancing efficient government services.

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E-Government in Namibia



amounted to 66.5 mln NAD (3.5 mln USD, 0.1% of the total budget), in 2022/2023 – 64 mln NAD (3.4 mln USD, 0.1% of the total budget), in 2023/2024 – 64.3 mln NAD (3.4 mln USD, 0.09% of the total budget). There are sectoral initiatives with separate funding as well: e.g., as per the Ministry of Education Budget Statement of 2023 (for FY 2023/2024),⁹ the funding allocated to the expansion of digital learning and developing innovative learning systems amounted to 30 mln NAD (1.6 mln USD), out of 16.8 bln NAD (888 mln USD). The funding is also provided by international development agencies (e.g. GIZ, Foundation for Accessible Children’s Education, etc.).

International Engagement

Namibia is actively participating in international knowledge exchange and collaboration on best practices in digital governance.

The latest digital strategy outlines key development partners within the sector: Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) (Germany), Konrad-Adenauer Stifting (Germany), Digital Nation (Estonia), Cybernetica (Estonia), ESTDEV (Estonia), GovStack (launched by the International Telecommunication Union (ITU), governments of Estonia, Germany, and the Digital Impact Alliance (at the United Nations Foundation) in 2020), ITU and UN Organisations

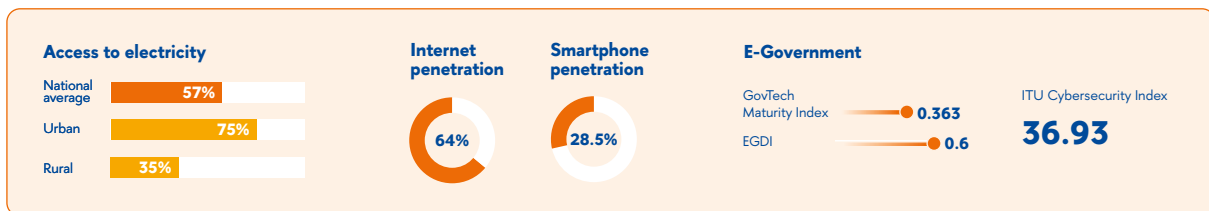
Estonia plays a significant role as a partner in Namibia’s e-governance development, providing technical expertise. Since cooperation began in 2014, Estonian institutions have worked with Namibia to establish a national data-exchange and interoperability platform, NamX, based on Estonia’s proven e-government technology backbone, which enables data sharing across government agencies.

Rankings

In the 2024 UN E-Government Development Survey¹⁰ Namibia ranked 114th with an EGDI (E-Government Development Index) of 0.6, compared to the region average of 0.4. The Survey indicated the high level of development of institutional framework in the country (value of this component reached 0.72) and of telecommunications infrastructure, where the country scored 0.73. However, the Human Capital Index stood at 0.57, while the E-Participation

Index of Namibia was lower than Africa average (0.30) and stood at 0.27 lowering the overall score of Online Service Index to 0.49.

As per the World Bank’s GovTech Maturity Index (GTMI) of 2025,¹¹ Namibia ranked 123rd and was in the Medium Maturity Group. Its GTMI amounted to 0.36. The research showed a low value of Digital Citizen Engagement Index – 0.16, whilst Public Sector



Source: prepared by the HSE Center for African Studies based on data of the World Bank and ITU.

⁹ Ministry of Education Budget Statement of 2023 (for FY 2023/2024). URL: <https://www.parliament.na/wp-content/uploads/2023/03/Vote-10-Ministry-of-Education-compressed.pdf>

¹⁰ <https://publicadministration.un.org/egovkb/en-us/Reports/UN-E-Government-Survey-2024>

¹¹ <https://www.worldbank.org/en/data/interactive/2022/10/21/govtech-maturity-index-gtmi-data-dashboard>

Delivery Index score was high reaching 0.6. The scores of Core Government Systems Index and GovTech Enablers Index were medium.

Regulators

The development of e-Government in Namibia is overseen jointly by the Department of Public Service Information Technology Management (DPSITM)¹² of the Office of the Prime Minister and the Ministry of Information and Communication Technology (MCIN)¹³

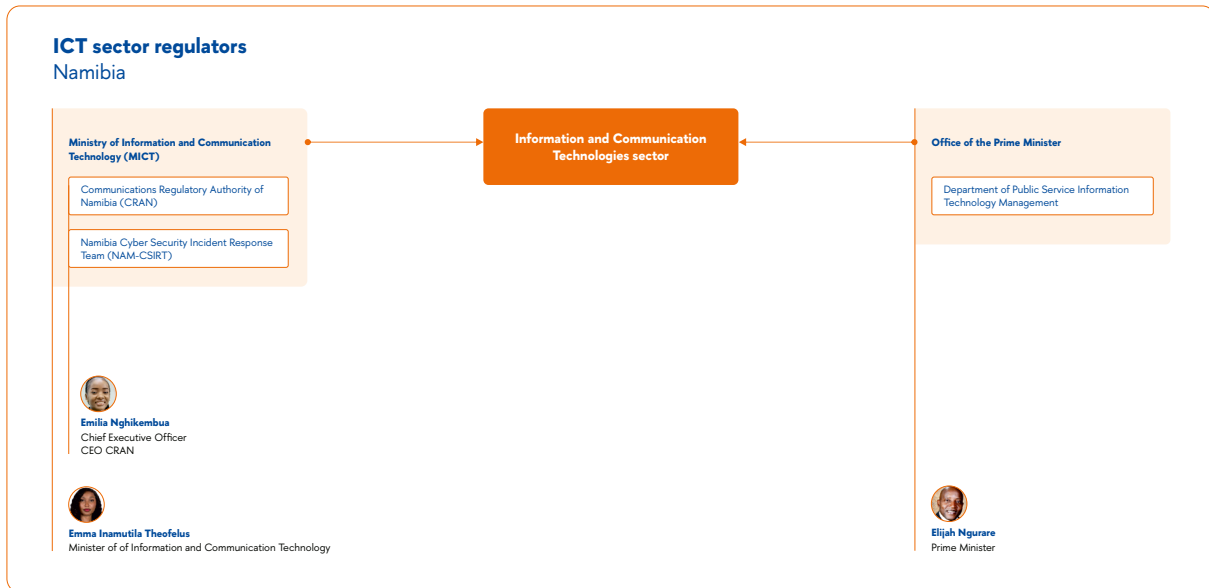
The Department (DPSITM) was established in 1990 within the Office of the Prime Minister with the aim of managing use of ICTs in public services. It developed regulations and standards, organised ICT trainings, and set up the government wide network (GRNNet) and developed GRN Intranet/ Internet Gateway to link all ministries. Annual plans of the Office of the Prime Minister also contain detailed objectives for developing e-Governance in the country.

The Ministry of Information and Communication Technology was set up in 2008 by the President after merging the Ministry of Information and Broadcasting (established in 1990, primarily in charge of licensing media, dissolved in 2000 and reestablished in 2003) and the Communications department of the Ministry of Works, Transport and Communication.

The MCIT, in consultation with the Minister of Finance and Public Enterprises, appoints the Board of Directors of the Communications Regulatory Authority of Namibia (CRAN)¹⁴ and receives reports on its activities. Despite this institutional

oversight, CRAN operates as an independent regulator.

CRAN was 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, and the use and allocation of radio spectrum. It replaced the former regulator, the Namibia Communications Commission, which operated between 1992 and 2008.



12 Office of the Prime Minister. Department of Public Service Information Technology Management (DPSITM). URL: <https://opm.gov.na/departments-directorates>

13 Ministry of Information and Communication Technology (MCIN). URL: <http://www.mict.gov.na/>

14 Communications Regulatory Authority of Namibia (CRAN). URL: <https://www.cran.na/>

CRAN's structure includes the Namibia Cyber Security Incident Response Team (NAM-CSIRT)¹⁵, which was established to contribute to the security and stability of Critical Infrastructure (CI) and Critical Information Infrastructure (CII) across public institutions and relevant private sector entities. The team is directly headed by the Chief Executive Officer of CRAN.

Regulations

Cybersecurity/Cybercrime Law

As of 2026, Namibia does not have dedicated legislation on cybersecurity or cybercrime. A draft law, the Computer Security and Cybercrime Bill, has been in existence since 2019 but remains under development.¹⁶

In January 2026, media reports indicated¹⁷ that the Bill was again under active consideration within the Ministry of Information and Communication Technology, with stakeholder consultations underway and expectations that the legislation could be adopted in the near future.

Data Privacy Law

Currently, Namibia does not have an enacted data privacy law. However, a Draft Data Protection Bill¹⁸ was published in 2021. Its objectives were to establish a Data Protection Supervisory Authority and define its powers and functions, set out the obligations of data controllers and processors, regulate the processing of personal data in order to protect fundamental rights, especially the right to privacy, ensure the rights of individuals whose data are processed, and provide for applicable limitations, exceptions, and codes of conduct for data controllers and processors.¹⁹

E-Government Standards

The Electronic Transactions Act of 2019²⁰ identifies as one of its objectives the promotion of e-government services, as well as electronic commerce and electronic communications, for and between public and private bodies, institutions, and citizens. The Act also provides a definition of e-government services and establishes certain principles relevant to this area. However, no specific legal provisions setting out formal e-government standards have been adopted to date.

E-Government Interoperability Framework

No legislation has yet been adopted to establish a formal e-government interoperability framework.

Electronic Signature Law

In relation to electronic signatures, the Electronic Transactions Act of 2019²¹ provides formal legal recognition for their use in laws, contracts, and other legal instruments. It confirms that electronic signatures can be treated as equivalent to handwritten signatures in most circumstances, while allowing parties to agree on the use of other forms of electronic signatures where appropriate. The Act also establishes a regulatory framework under which the Minister may prescribe detailed technical and procedural requirements, including standards for recognised electronic signatures, methods of verification, the role of accredited service providers, and the legal presumptions that apply when prescribed security procedures are followed.

AI Regulations

Regulations in the field of artificial intelligence have not been established yet.

15 Namibia Cyber Security Incident Response Team (NAM-CSIRT). URL: <https://nam-csirt.na/>

16 IPPR. Familiar Flaws – Unpacking Namibia's draft Cybercrime Bill. URL: <https://ipp.org.na/wp-content/uploads/2022/03/Familiar-Flaws-MHRC-Feb-2022-web-2.pdf>

17 CGTN. Namibia fast-tracks cybercrime laws as digital expansion reaches rural areas. URL: <https://newsaf.cgtn.com/news/2026-01-27/Namibia-moves-to-fast-track-cybercrime-laws-amid-digital-expansion-1Kh6jgZapuo/p.html>

18 Draft Data Protection Bill. URL: https://dataprotection.africa/wp-content/uploads/2022/09/Namibia_DPA-Bill.pdf

19 DLA Piper. Data protection laws in Namibia. URL: <https://www.dlapiperdataprotection.com/?t=law&c=NA>

20 Electronic Transactions Act (2019). URL: <https://www.lac.org.na/laws/2019/7068.pdf>

21 Electronic Transactions Act (2019). URL: <https://www.lac.org.na/laws/2019/7068.pdf>

Strategies

National Digital Strategy Namibia 2025–2028²²

The Strategy was developed by the **Ministry of Information and Communication Technology** under the guidance of the **Gesellschaft für Internationale Zusammenarbeit (GIZ)**, a German development agency. Impact Tank Namibia (a Namibian-Swiss impact venture builder and business development advisor)²³ and UNDP Accelerator Lab²⁴ have also largely contributed to the development of the Strategy.

The operationalisation of the National Digital Strategy is supported by a defined institutional framework in which the Ministry of ICT provides overall oversight of implementation, while a Steering Committee, functioning as the Strategy's executive think tank, serves as the central coordination mechanism. Implementation responsibilities are shared among a broad range of stakeholders, including relevant government agencies and private sector actors.

The document aligns with the **Namibia's Vision 2030**²⁵ (developed in 2004), **Harambee Prosperity Plan 2 (2021–2025)**²⁶ (prepared in collaboration with Konrad-Adenauer Stiftung,²⁷ German development foundation) and the **National Development Plan 6**.²⁸ It is based on five strategic pillars:

1. **Digital Infrastructure:** the government aims to ensure affordable access to and increase speed of the internet in order to reach last mile connectivity

A re-evaluation of import tariffs on mobile consumer electronics is planned to be undertaken on the basis of a targeted market study to revise tariff structures and define clear eligibility criteria, with the objective of lowering entry barriers to device ownership and accelerating digital adoption. In parallel, the allocation of the **700 MHz** and **800 MHz spectrum bands** is prioritized, accompanied by enforceable universal access obligations for operators, including the provision of broadband connectivity to schools and public institutions in currently underserved areas.

Internet data pricing is addressed as a strategic policy priority.

In 2022 Namibia ranked among the countries with the highest internet costs globally, with an average price of USD 10.52 (approximately N\$190) per 1 GB, significantly exceeding average prices in Northern Africa (USD 1.53) and Western Europe (USD 2.47).

2. **Digital Skills:** creation of a digitally literate society to benefit from the digital economy

A coordinated digital education strategy is planned to be implemented through the establishment of a digital literacy baseline assessment framework, the rollout of community-based digital and emerging technology training programmes, and the systematic integration of online safety literacy. The latter is projected to cover privacy protection, cyberbullying, digital footprints, and secure online behaviour.

22 Republic of Namibia Ministry of Information & Communication Technology. National Digital Strategy Namibia 2025 - 2028. URL: <https://mict.gov.na/documents/869282/6500577/NDS4+040825.pdf/aeb1c2a6-63a9-f04e-7f78-3e15549eefcf?t=1754320341496>

23 Impact Tank. URL: <https://www.impacttank.org.na/>

24 UNDP Accelerator Labs. UNDP Namibia Accelerator Lab. Public sector innovation — collaboration as the «new normal» in Namibia. URL: <https://www.undp.org/acceleratorlabs/undp-namibia-accelerator-lab>

25 National Planning Commission. Vision 2030. URL: <https://www.npc.gov.na/national-plans/vision-2030/>

26 Konrad-Adenauer Stiftung. Harambee Prosperity Plan II (2021 - 2025). URL: <https://www.kas.de/documents/279052/279101/Der+Harambee+Prosperity+Plan+II.pdf>

27 On August 5, 2024, the Russian Prosecutor General's Office designated the German Konrad-Adenauer-Stiftung e.V. (Konrad Adenauer Foundation) as an «undesirable» organization. Authors use the information about the Foundation solely in research purposes.

28 National Planning Commission. NDP 6. URL: <https://www.npc.gov.na/national-plans/national-plans-ndp-6/>

ICT would be embedded as a core component of school curricula, with computer programming and data science integrated into the national curriculum by **2026** and reviewed every four years. The Strategy also outlines the necessity of targeted investments in IT infrastructure to ensure equitable access across urban and rural schools. The **Education Information Management Systems (EIMS)** are planned to be rolled out across **40 public schools**.

The development, licensing, and formal recognition of Open Educational Resources and Massive Open Online Courses, the phased implementation of Education Information Management Systems across public schools, and the revision of the Namibian Standard Classification of Occupations to reflect future skills needs are highlighted as the means to strengthen digital competencies among learners, educators, and the wider workforce.

3. **Digital Government:** amelioration of government data sharing and secure digital public services delivery

The Strategy implies the issuance of Unique Identification Numbers, with a target of rolling out pre-audit digital IDs to 40% of the population by 2029

Government data exchange systems should be operationalised to ensure safe interoperability among population registers across Offices, Ministries, and Agencies.

Furthermore, at least **ten essential public services** are to be transformed for delivery through a centralised national digital portal supported by a comprehensive digital service catalogue and shared software platforms.

Systematic digitisation of paper-based public records is an integral part of digitalization of the public sector. The Government of Namibia highlights the importance of the capacity building of civil servants to lead digital government

initiatives, and the development of a National **Data Storage Strategy** focused on resilience and cybersecurity. To safeguard critical public digital infrastructure, the **Government Cloud Storage** plan should be launched and scaled.

4. **Industry and innovation:** Namibian authorities aim to expand the adoption of digital business services

The strengthening of the national innovation ecosystem should be pursued through the establishment of ICT hubs and targeted measures to enhance innovation support structures, including the creation of a **National Registry of Innovators** to systematically identify, monitor and promote pioneering activities. This should be complemented by the provision of technical, financial, and advisory support for commercialisation, enabling the translation of domestic research and innovation into market-ready products and services, while positioning Business Process and IT Outsourcing (BPO/IT) as a strategic pillar for employment generation.

Regulatory and institutional frameworks should be advanced through the establishment of a digital payments regulatory sandbox to stimulate regulatory innovation and enable secure

and efficient cross-border transactions, as well as the development of dedicated market studies and strategies for **six high-impact sectors** identified in the Namibian Fourth Industrial Revolution report: energy, financial services, media and communications, health, agriculture, and technology hardware manufacturing and assembly. These initiatives should also be supported by the establishment of a national Artificial Intelligence Institute to support research and skills development.

5. **Policy and regulation:** development of strong ICT regulations to guarantee enabling policy environments for innovation, entrepreneurship, and public-private partnerships.

A comprehensive regulatory reform agenda should be advanced through an assessment of the current use of digital cryptocurrencies and the development of regulations that promote innovation while ensuring security and ethical safeguards, alongside the publication of a Central Bank Digital Currency roadmap. This agenda should include the transition of 50% of existing regulatory sandbox projects related to **Virtual Assets** and **Virtual Asset Service Providers** into formally adopted legislation and regulatory instruments, as well as the establishment of a national strategy and legislative framework for the responsible development and deployment of artificial intelligence.

A robust data protection regulatory framework should be established, and the digital governance legal architecture modernised through the revision and updating of the Namibia **e-Government Policy of 2005**. These measures are intended to strengthen the legislative foundations for efficient, transparent, and accountable digital public services while ensuring alignment with emerging technologies and regulatory best practices.

National Cybersecurity Strategy & Awareness Raising Plan 2022–2027²⁹

The Strategy was developed collaboratively by the Office of the Prime Minister, the Office of the President, the Ministry of Home Affairs, Immigration, Safety and Security, the Namibia University of Science and Technology, and the Namibia Chapter of the Internet Society.³⁰

In order to strengthen the Cybercrime and Data Protection Bill, Namibia sought technical assistance from the Commonwealth Secretariat and the Council of Europe. In May 2019, a joint in-country mission involving these institutions, together with the World Bank and the United Kingdom's

Foreign and Commonwealth Office, conducted a comprehensive needs assessment. This exercise included a review of the Cybercrime Bill and related legislative instruments, as well as an evaluation of the national cybersecurity landscape to identify regulatory gaps, potential vulnerabilities, and the overall level of cybersecurity maturity in Namibia.

According to the Strategy, the current version of the Cybercrime Bill does not conform to the standards of the Budapest Convention, which is internationally recognized as the leading legal framework on cybercrime.

The Strategy is structured around five strategic pillars.

- 1 Enabling legal framework.** It seeks to establish an enabling legal framework through the finalization of the **Draft Data Protection Bill** and the **Draft Cybercrime Bill**.
- 2 Building National Capacity on Cybersecurity.** The document emphasizes the establishment of a National Cybersecurity Incident Response Team, the implementation of cyber hygiene policies and public campaigns to mitigate the majority of cyber threats, and the development of cybersecurity curricula aligned with labor-market needs.
- 3 Creating a Cybersecurity Awareness program.** The Strategy prioritizes cybersecurity awareness through a national awareness-raising program, the development and dissemination of educational materials, and the implementation of targeted, multi-platform campaigns addressing key threats such as phishing, ransomware, malware, and endpoint vulnerabilities.

²⁹ Republic of Namibia Ministry of Information & Communication Technology. National Cybersecurity Strategy & Awareness Raising Plan 2022 - 2027. URL: <https://mict.gov.na/documents/869282/1009163/National+CyberSecurity+Strategy+and++Awareness+Raising+Plan+2022+-+2027+-+13+10+22.pdf/ea059f22-173f-ad8f-47a3-eb29cd0a0ee1?t=1757529184891>

³⁰ The Internet Society Namibia Chapter was established 2017 as a not-profit association aimed to promote the development of Internet policies // Internet Society Namibia Chapter. URL: <https://isocnamibia.org/>

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Building National, Regional and International collaboration.

It promotes national, regional, and international cooperation by strengthening public–private partnerships, acceding to international treaties and mutual assistance mechanisms, aligning with international standards such as ISO 27001, and establishing information-sharing mechanisms across sectors, with the Ministry of ICT serving as the national focal point for coordination.

5

Identification of Critical National Infrastructure. The Strategy focuses on the identification and protection of Critical National Infrastructure and Critical National Information Infrastructure through the creation of a secure CNI community to facilitate governance, information sharing, incident reporting, capacity deployment, and the adoption of baseline cybersecurity standards.

Data Protection; and Government Infrastructure and Platforms. These pillars encompass initiatives such as the deployment of a foundational eID system, the scaling of NamX interoperability, improvements in the user-centric design of digital services, and the development of a national data centre, each supported by defined timelines and clearly assigned roles and responsibilities over a three-year implementation horizon. The project was supported by the Estonian Centre for International Development (ESTDEV).

Integration and Standardisation of Public Services

Governmental websites are hosted locally in Windhoek, the capital of Namibia. Nevertheless, there are consistent issues with accessibility, as the national gov. na domain³² does not respond, which makes the websites inaccessible

Draft Digital Government Strategic Roadmap for Namibia 2024–2026

According to the National Digital Strategy Namibia 2025–2028, the strategy was drafted, as of 2025. In early 2026, the official version of the document was not publicly available. International partners also reported that Namibia has finalised the draft.³¹

The roadmap is structured around six strategic pillars, namely Governance and Leadership; Digital Identity; Registers and Interoperability; Digital Public Services and Administration; Cybersecurity and

The importance of integration and interoperability of e-Government information systems, as well as the need to establish standards and guidelines were recognised both in the 2005 e-Governance Policy³³ and the e-Government Strategic Action Plan 2014–2018.³⁴

The Namibian initiatives in this sphere received tangible support from international partners, including the Estonian government,

31 Digital Nation. Namibia Sets a New e-Government Strategic Roadmap to Support the Vision «Digital First Services for All. URL: <https://www.digitalnation.eu/news-end/namibia-sets-a-new-e-government-strategic-roadmap-to-support-the-vision-digital-first-services-for-all>

32 Government of Namibia. URL: <http://gov.na>

33 Office of the Prime Minister. The E-Governance Policy for the Public Service of Namibia. URL: <https://www.npc.gov.na/wp-content/uploads/2022/06/E-Governance-Policy-for-the-Public-Service-of-Namibia.pdf>

34 Office of the Prime Minister. E-Government Strategic Action Plan 2014–2018. URL: https://opm.gov.na/documents/1150081/2088259/eGovernment+SAPlan_e.pdf/0f8ce599-6282-cb04-7504-aeca89690db8?t=1686828037671

e-Governance Academy, and Cybernetica (an Estonian tech company) and are based on the Estonian X-Road solution. In October 2014, the Namibian government signed³⁵ an agreement with e-Government Academy (an international institution established in 2002 under partnership between the Estonian Government, the United Nations Development Programme, and the Estonian Institute for Open Society Research) with the aim of implementing a data exchange layer X-Road. The project was conducted in collaboration with Cybernetica SA till December 2016. The interoperability layer was implemented based on the Unified eXchange Platform (UXP). Under the project, e-Governance Academy also developed regulation and standards for e-Government interoperability in Namibia.

However, the Namibian eGIF was drafted only in 2023 and as of today has not been put in use. An e-Government Enterprise Architecture Framework (eGEA) and a shared cloud platform for all public entities have not been introduced yet.

The latest initiative in this regard began in 2024, when the Office of the Prime Minister (OPM) partnered with Cybernetica on an ESTDEV-funded project to further expand the NamX platform.³⁶ The project is ongoing as of 2026 and centers on developing two digital services for the NamX platform, encompassing the identification of use cases, stakeholder engagement, training, and service testing. It was originally scheduled for completion in March 2025. According to the Digital Public Infrastructure Map data from December 2025, the NamX platform is already operational.³⁷

One-stop shop portal

In line with the **National Digital Strategy Namibia 2025-2028**, one of the goals is to increase government data sharing to allow for improved accessibility and efficiency of public services by offering citizens a single gateway portal for digital public services and relevant information. It is projected to accumulate 10 essential public services via a centralized national digital portal. The government plans to gradually implement the services, putting 2 of them online at first. Their number will be subsequently increased to 6, and is targeted to finally encompass 10 of the services.

As of early 2026, the Government of Namibia portal is not accessible due to the server issues. A single window for digital public services is not available yet

Identification and Biometrics

The process of digital identification development dates back to 2013, when biometric voter machines were used³⁸ for voter registration before the national election. In 2016, the Namibian Police Force launched³⁹ the Automated Biometric Identification System, making Namibia the first country in Southern Africa at the time to have a biometric identification system. It allowed automatic fingerprint and facial identification. The system was developed by a Namibian company – Orion Technologies and Engineering Systems Africa (Otesa) with an estimated cost of 40 mln NAD (2.1 mln USD).

35 E-Governance Academy. Estonia to construct secure data exchange layer X-Road for Namibia. URL: <https://ega.ee/news/estonia-to-construct-secure-data-exchange-layer-similar-to-x-road-for-namibia/>

36 Cybernetica. e-Government interoperability system Nam-X and other e-governance projects for the Government of Namibia. URL: <https://cyber.ee/resources/case-studies/namibia/>

37 The Digital Public Infrastructure Map. Namibia. URL: <https://dpimap.org/namibia/>

38 Biometric Update. Namibia unveils biometric machine for voter registration. URL: <https://www.biometricupdate.com/201312/namibia-unveils-biometric-machine-for-voter-registration>

39 The Standard. Namibia becomes first country in Southern Africa to launch automated biometric identification system. URL: <https://www.standardmedia.co.ke/africa/article/2000208162/namibia-becomes-first-country-in-southern-africa-to-launch-automated-biometric-identification-system>

In 2017, the National Population Registration System (NPRS) was fully digitised.⁴⁰ Citizens are registered in the National Population Registration System (NPRS) which is linked to the Statistics Namibia Population System. Records in the NPRS are interlinked with parents', children's and spouses' profiles allowing for automatic information update in case of death or divorce.

In 2017-2018, the e-Notification system (eDeath and eBirth) in healthcare facilities was also launched⁴¹ in Namibia. The eBirth system allows to register newborns immediately after the birth and to link them to a unique identification number, whilst the eDeath system is designed to notify the Ministry of Home Affairs and Immigration about the death and its cause. The e-Notification systems simplify collection and updating of vital and mortality statistics and speed up the process of obtaining birth and death certificates.

Online services for citizens are at the pilot stage and limited only to online application for a passport (available only in Windhoek),⁴² for short term employment permit (work visa)⁴³ and for a holiday visa.⁴⁴

In Namibia, a unique identification number is used for identifying all citizens. Since 2018, according to the Ministry of Home Affairs and Immigration,⁴⁵ Namibia has been issuing only ePassports with biometrics. In 2023, the bill⁴⁶ suggesting to lower the age for obtaining a biometric ID was drafted.

In 2024, Namibia became the first country to pilot the UNDP's Model Governance Framework for Digital Legal Identity, a comprehensive tool designed to assess the technical, legal, and social aspects of identity systems.⁴⁷

The government is finalizing plans to launch the e-ID in 2026, a project led by the Ministry of Home Affairs, Immigration, Safety and Security (MHAISS) in partnership with UNDP and other development partners

To support the rollout, N\$70 million (approximately **USD 4.7 million**) has been allocated from MHAISS's broader budget of N\$7.4 billion. Concurrently, in 2024 Namibia initiated the issuance of biometric identity cards for refugees, known as "African Guest Identity Cards".⁴⁸

In 2021, the largest Namibian telecom operator MTC started⁴⁹ requiring biometrics during SIM-card registration. In 2023, mandatory biometrics collection by telecom operators in the country was prohibited.⁵⁰

Healthcare

In 2011, an Integrated HealthCare Management System (IHCMS) was introduced in Namibia by Navayuga Infotech, an Indian tech company.⁵¹ It established networks between 35 major healthcare facilities. Citizens were provided with smart cards with their medical records.

40 Citizenship in Africa Initiative. Namibia among few countries to implement digital IDs. URL: <https://citizenshiprightsafrika.org/namibia-among-few-countries-to-implement-digital-ids/>

41 New Era. Namibia introduces e-Death notification system. URL: <https://neweralive.na/posts/namibia-introduces-e-death-notification-system>

42 Ministry Of Home Affairs, Immigration, Safety And Security. Passport Services. URL: <https://eservices.mhaiss.gov.na/passport-services>

43 Ministry Of Home Affairs, Immigration, Safety And Security. Short Term Employment Permit Application (Up To 6 Months). URL: <https://eservices.mhaiss.gov.na/workvisa-services>

44 Ministry Of Home Affairs, Immigration, Safety And Security. Holiday Visa. URL: <https://eservices.mhaiss.gov.na/holidayvisa-services>

45 Biometric Update. Namibia makes the switch to biometric passports. URL: <https://www.biometricupdate.com/201801/namibia-makes-the-switch-to-biometric-passports>

46 Biometric Update. Namibian lawmakers examine bill to streamline civil registration, lower age for ID cards. URL: <https://www.biometricupdate.com/202306/namibian-lawmakers-examine-bill-to-streamline-civil-registration-lower-age-for-id-cards>

47 UNDP. Season 3: Namibia's Digital Identity Journey – From Vision to Reality. URL: <https://www.undp.org/namibia/blog/season-3-namibias-digital-identity-journey-vision-reality>

48 Biometric Update. Namibia begins issuance of much-anticipated biometric ID cards to refugees. URL: <https://www.biometricupdate.com/202406/namibia-begins-issuance-of-much-anticipated-biometric-id-cards-to-refugees>

49 Biometric Update. Regulator accused of inaction as Namibian telco unlawfully collects biometrics. URL: <https://www.biometricupdate.com/202301/regulator-accused-of-inaction-as-namibian-telco-unlawfully-collects-biometrics>

50 Biometric Update. Namibia no longer requires biometrics as part of SIM card registration. URL: <https://www.biometricupdate.com/202305/namibia-no-longer-requires-biometrics-as-part-of-sim-card-registration>

51 Navayuga Infotech. Launch of Nationwide Integrated Health Care Services in Namibia. URL: <https://www.navayugainfotech.com/news-launch-ihcims-namibia.html>



In 2021, the Minister of Health and Social Services launched the **National e-Health Strategy 2021-2025**.⁵² The document was prepared with support from the WHO. Draft versions of subsequent strategies for the sector are not available yet, information on their development is lacking as well.

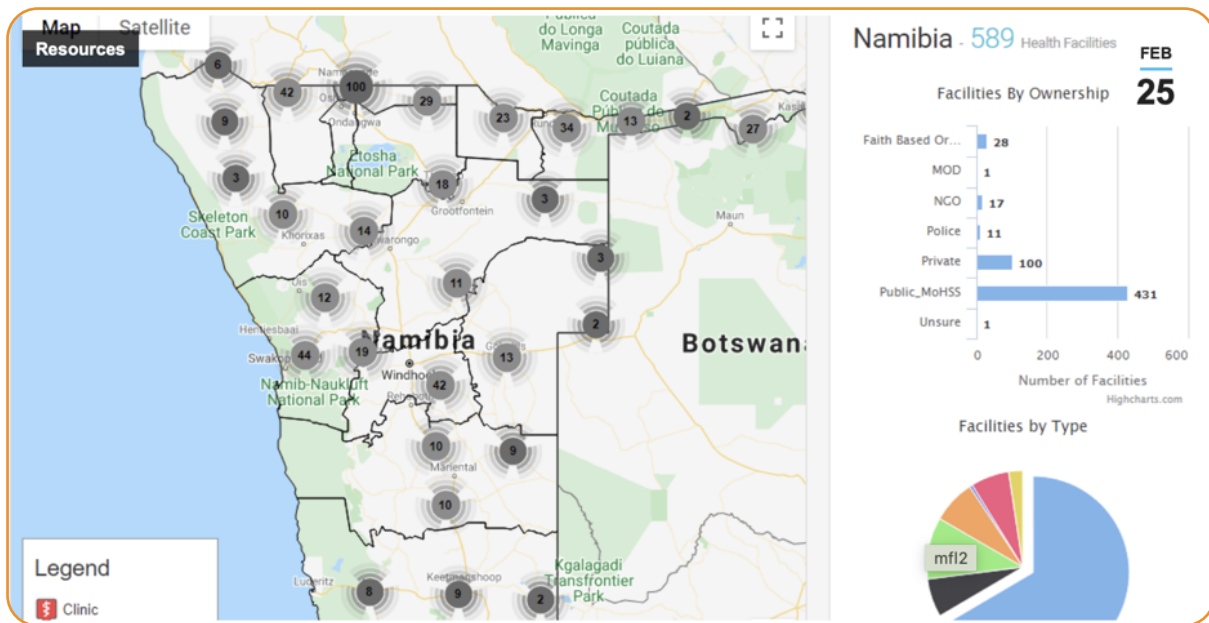
In partnership with USAID, the government developed the Namibia Master Health Facility List, which contains a map of all health facilities in the country. The List is stored on the national gov.na⁵³ domain, however due to the server issues it is inaccessible as of February 2026. The service was developed in 2018 within the Maternal and Child Survival Program run by USAID.

However, none of the above mentioned websites allow citizens to schedule a visit to the hospital nor to request any documents online. There are also no unified electronic health records and the information management systems in the sector are fragmented, which complicates data sharing and transfer between medical facilities.

Education

SchoolLink System is a digital school management system interconnecting all schools in Namibia. It was rolled out in collaboration with Edupac Software Support Services (a South African software company) in 2010. The system allows to manage time-table, grades, and learning assessments, materials and reports. The ID number is used for registration of new users.

In 2014, the Ministry of Education of Namibia launched the Learning Support Material Management Information System developed by Linpico with the support from Millennium Challenge Account Namibia (through the U.S. Government’s Millennium Challenge Corporation – MCC).⁵⁵ The system simplified the process of ordering and distribution of textbooks and other learning materials.



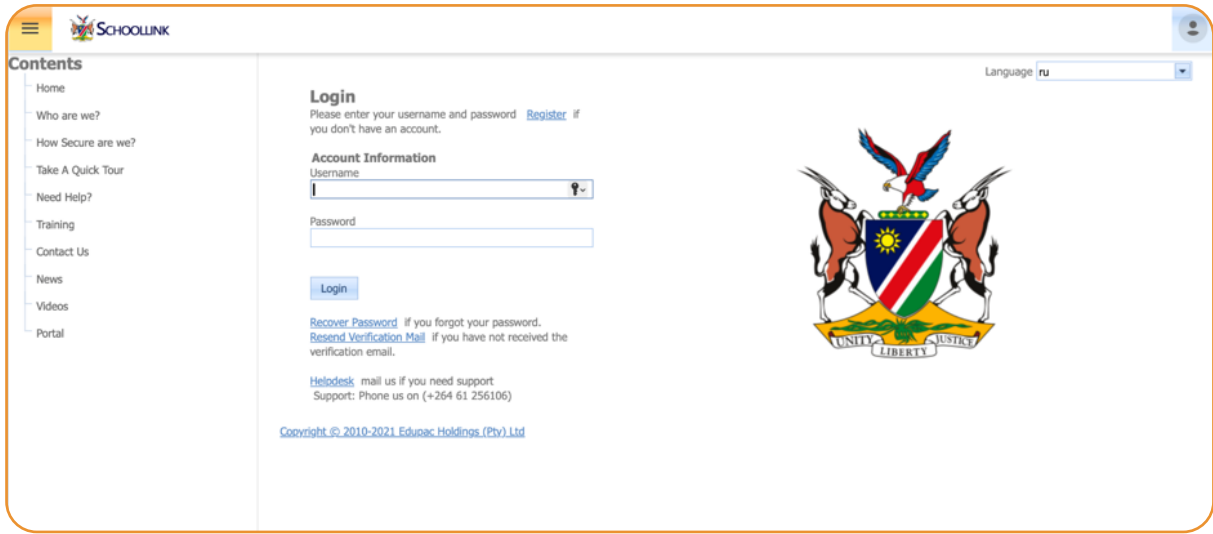
Source: SDG Hub Namibia. Namibia Master Health Facility List⁵⁴

52 Republic of Namibia Ministry of Health & Social Services. National e-Health Strategy 2021-2025. URL: https://extranet.who.int/countryplanningcycles/sites/default/files/public_file_rep/NAM_Namibia_National-eHealth-strategy_2021-2025.pdf

53 Government of Namibia. URL: <http://gov.na>

54 SDG Hub Namibia. Namibia Master Health Facility List. URL: <https://sdghubnamibia.nsa.org.na/master-health-facility-list/>

55 LINPICO. LINPICO hands over new textbooks management information system to the Ministry of Education: Official Launch of Learning Support Material Management Information System in Namibia. URL: <https://www.linpico.com/linpico-hands-over-new-textbooks-management-information-system-to-the-ministry-of-education-official-launch-of-learning-support-material-management-information-system-in-namibia/>



Source: Edupac Holdings (Pty) Ltd. Schoollink⁵⁶

In March 2020, the Namibia Reads app⁵⁷ (developed by Smart Kidz Club, a US-based digital publisher and EdTech company) received a complementary sponsorship of 1 mln USD through the Namibian Ministry of Education from the Foundation for Accessible Children’s Education and was made available for all citizens for free. The app serves as an e-library with more than 1000 e-books, activities, and quizzes for children aged 3-12 years old. The books can be downloaded and accessed offline.

In July 2023, the Ministry in collaboration with the Ministry of ICT and the World Food Programme Namibia⁵⁸ launched⁵⁹ the Namibia School Feeding Information Management System (NaSIS) developed by IMarketing Consultants⁶⁰ (a Namibian software company). It allows monitoring, evaluating, and reporting of activities and resources under the Namibia School Feeding Programme

(NSFP) initiated by the World Food Programme in 1991 and led by the Namibian Government since 1996. Under the NSFP students of public schools are provided with a standardised mid-morning meal, the focus is placed on children from food insecure communities. According to the Ministry of Education,⁶¹ in 2023, the Programme benefited 461,000 students nationwide (according to the preliminary assessment of the 15th school day statistics for 2023, prepared annually by the Ministry of Education, the number of students in Namibia reached 865,000).

In August 2023, the Ministry of Education in partnership with the Namibia National Teachers’ Union (NANTU) launched⁶² the NANTU Laptop Scheme aimed at enhancing teachers’ digital skills and providing them with necessary equipment (i.e. laptops and software). NANTU invested in the project 3 mln NAD (160,000 USD).

56 Schoollink. URL: <https://schoollink.edunet.na/Account/Login.aspx?ReturnUrl=%2f>

57 Google Play. Namibia Reads: Read Kids Book. URL: https://play.google.com/store/apps/details?id=com.sk.namibiareads&hl=en_US&pli=1

58 Facebook. World Food Programme Namibia. URL: https://www.facebook.com/WFPNamibia?__cft__%5B0%5D=AZXG466N3ulF9PwkWgWjZq0TRX-F1z7RWmASDThDd8Z45_f8WzpltzWel0bZKp7PywkdPsXS3hI32zz5NDDqUsayNUpzZRDHr27BP07Mz3z4qz_kfxERVKC6l0BtjzrwP07CdFKLVSsmGO7gGyAHSWY44_7HNJxliidMznaieC8m8_RN8dNPCUtD52v3VqnByGUdVLRrOfBnnRI63qxO1To&__tn__=%5DK-R (“Meta Platforms Inc. (the owner of Facebook and Instagram) is an organization recognized as extremist, and its activities are prohibited in the territory of the Russian Federation.”)

59 Facebook. Ministry of Education, Arts and Culture - Namibia. Ministry of Education, Arts and Culture - Namibia and the WFP Namibia collectively launch the Namibia School Feeding Information Management System (NaSIS) today in Windhoek. URL: <https://www.facebook.com/MoEACNamibia/posts/pfbid02n5PFyQBon7WSHrARpwRZ2WUthF5BBBU6juzvRh2go6o8E2PAQ4zvHMPKvPjBrzu9l>

60 IMarketing Consultants. URL: <https://www.imarketing.com.na/?fbclid=IwAR27FpcfFNASikq0ScRPr3lDenKJAYhn2lHtO8vCgc5M5BD49LYzqm-kW2A>

61 Ministry of Education, Art and Culture. Budget Statement. Vote 10. FY 2023/2024. URL: <https://www.parliament.na/wp-content/uploads/2023/03/Vote-10-Ministry-of-Education-compressed.pdf>

62 Facebook. Ministry of Education, Arts and Culture - Namibia. The Ministry of Education, Arts and Culture in collaboration with the Namibia National Teachers’ Union (NANTU) launched the NANTU Laptop Scheme yesterday in Windhoek. URL: <https://www.facebook.com/MoEACNamibia/posts/pfbid0UuprMshNMqHvGi7kCqAVF2sfxiZkfHRYzqBJ66MJULot2pwwqRB5Zj8m2mNvp4Bt>

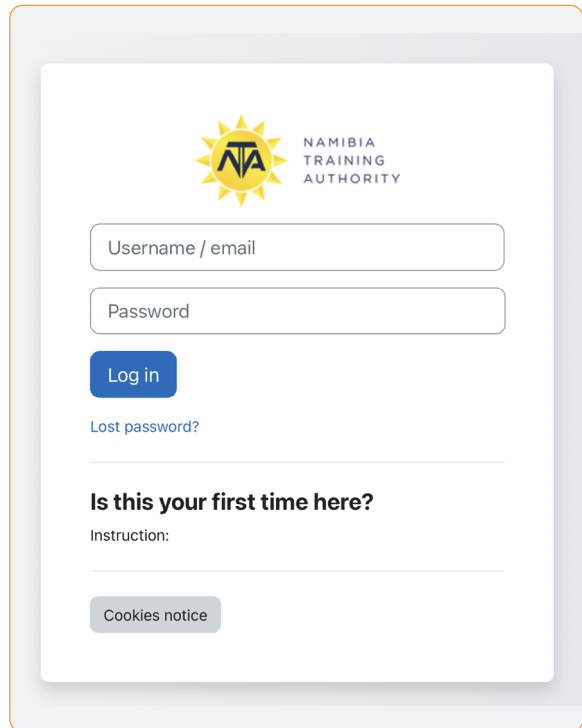


Source: Edupac Holdings (Pty) Ltd. Schoollink⁶³

Teachers digital training is also conducted by GIZ (German international development agency): over the last year the agency provided 2 mln NAD (106,000 USD) to train 800 teachers (according to the 15th School Day Report of 2021, there were 31,000 teachers in Namibia).⁶⁴

The National TVET (Technical and Vocational Education and Training) eLearning Portal allows access to technical and vocational training courses. It was launched in 2022 with funding from the EU and implemented by GIZ under the NEV-TVET Hub Project (NEV stands for Nakayale, Eenhana and Valombola training centres which participated in the project). The portal is linked to Moodle (an open-source learning management platform) as its mobile app. Creating an account is only available for residents of Namibia.⁶⁵

The National TVET (Technical and Vocational Education and Training) eLearning Portal allows access to technical and vocational training courses. It was launched in 2022 with funding from the EU



Source: Source: Namibia Training Authority. National TVET eLearning Portal⁶⁵

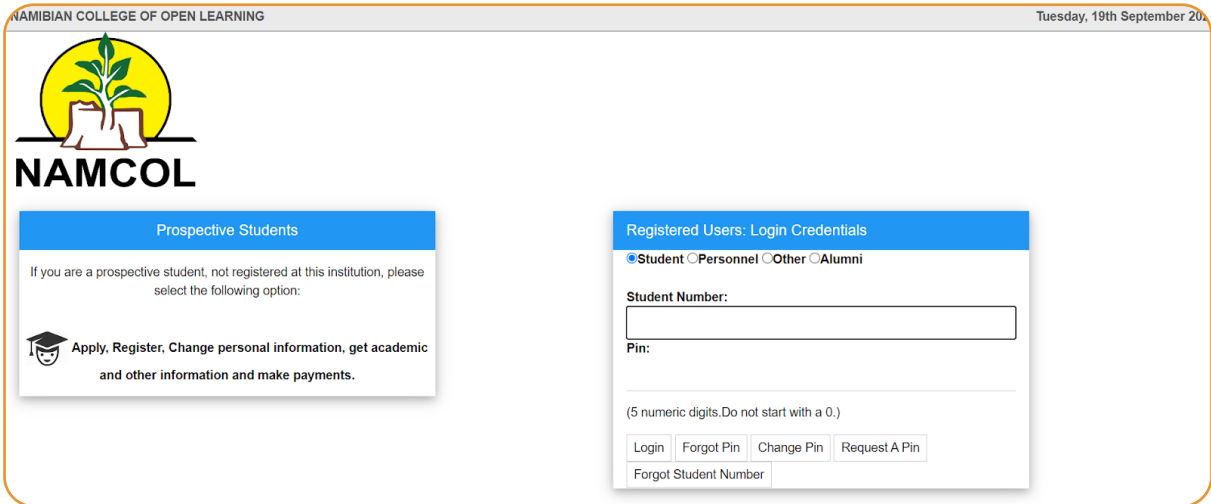
63 Google Play. Namibia Reads: Read Kids Book. URL: https://play.google.com/store/apps/details?id=com.sk.namibiareads&hl=en_US&pli=1

64 AllAfrica. Namibia: Nation Faces Oversupply of Lower Primary Teachers. URL: <https://allafrica.com/stories/202203170105.html>

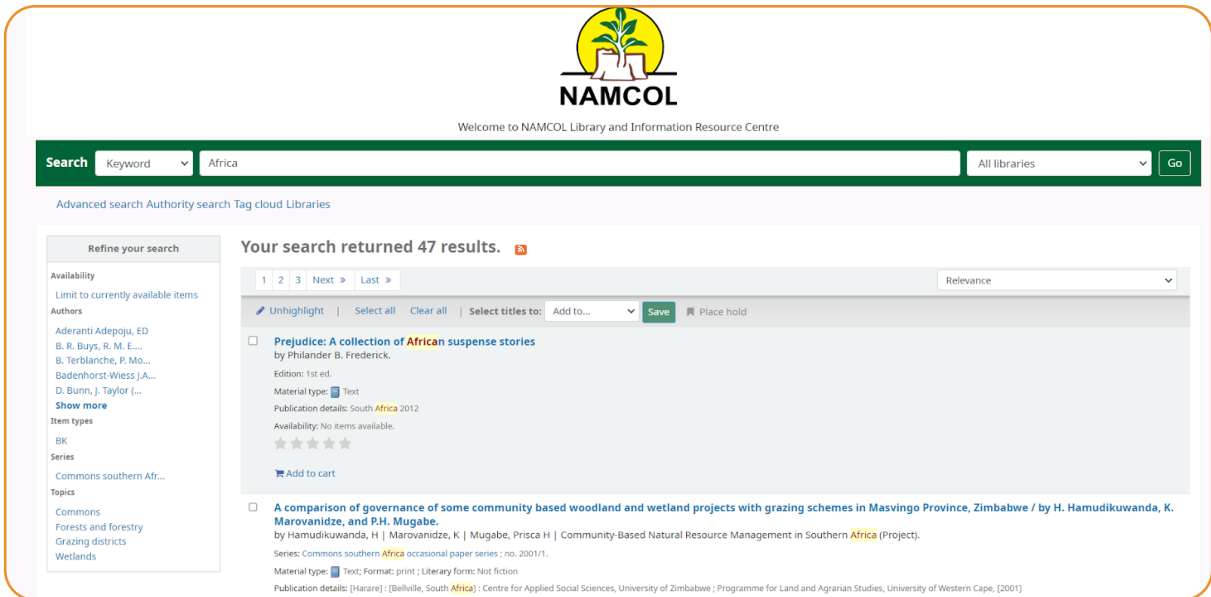
65 Namibia Training Authority. National TVET eLearning Portal. URL: <https://elearning.nta.com.na/login/index.php>

and implemented by GIZ under the NEV-TVET Hub Project (NEV stands for Nakayale, Eenhana and Valombola training centres which participated in the project). The portal is linked to Moodle⁶⁶ (an open-source learning management platform) as its mobile app. Creating an account is only available for residents of Namibia.

Whilst there is no integrated source of educational content, separate institutions provide their own eLearning platforms – e.g. the Namibian College of Open Learning (NAMCOL)⁶⁷: it provides an e-Library⁶⁸ and video and radio lectures on Youtube.⁶⁹ It also allows access to personal accounts for students, staff, and alumni via identification numbers and PINs.



Source: Namibian College of Open Learning (Login page)⁷⁰



Source: Namibian College of Open Learning Library⁷¹

66 Moodle App. URL: <https://download.moodle.org/mobile/>

67 Namibian College of Open Learning. URL: <https://namcol.edu.na/>

68 Namibian College of Open Learning. Library. URL: <http://library.namcol.edu.na:8080/>

69 YouTube. Namibian College of Open Learning. URL: <https://www.youtube.com/channel/UCNz9TsWE4QLPAXObLN5TzKA/playlists>

70 Namibian College of Open Learning. URL: <https://namcol.edu.na/>

71 Namibian College of Open Learning. Library. URL: <http://library.namcol.edu.na:8080/>

The NAMCOL partners with Tanzania and Botswana Open Universities, Regional Psychosocial Support Initiative (an African psychosocial support organisation) and Namibia Qualifications Authority.

In 2023, the NAMCOL also posted a bid for supply, installation and maintenance of the Student Management Information System. There is also the Higher Education Management Information System (HEMIS)⁷² introduced by the National Council for Higher Education with the aim of managing and collecting statistics of the higher education sector in the country.

Suggestions, complaints and any other feedback can be submitted using the unified Feedback form presented on the majority of governmental websites (e.g. on the Portal of the Government of Namibia). Feedback is processed via the Central Communication System of the Government of Namibia. Users can specify a department and a staff member and receive updates on the complaint status via email or phone.

E-elections had been discussed in Namibia since 2004. The use of electronic voting machines (EVM) was first mentioned in the 2009 Electoral Act (after the 6-day delay in announcing the results during the 2009 national elections). In 2014, Namibia became⁷⁴ the first country in Southern Africa to use electronic voting: first, the machines were tested in 4 local elections and in

Citizens Participation and e-Elections

The screenshot shows the 'Central Communication System of the Government of Namibia' feedback form. The header includes the logo of the Office of the Prime Minister (OPM) and the text 'Government Communication System (GCS)'. Below the header, it says 'Welcome to the Central Communication System of the Government of Namibia. GOVERNMENT PORTAL'. On the left, there are navigation links for 'Options', 'Feedback Main', and 'Frequently Asked Questions'. The main form area contains a title 'Please complete this form with your feedback, suggestions or complaints. This will help us to improve public service delivery.' followed by a dropdown menu to 'Select the Type and Category' with 'SUGGESTION' selected. Below this is a 'Level of satisfaction' section with radio buttons for 'Mostly Dissatisfied', 'Moderately Satisfied', 'Mostly Satisfied', and 'Very Satisfied'. A large text area for feedback follows, with a '2000 characters remaining' indicator. Below the text area are three optional sections: 'Kindly provide the following information about the institution visited (Optional)' with fields for 'Organisational Unit (Optional)', 'Name of the Department (Optional)', and 'Name of the Staff Member (Optional)'; and 'If you would like to be contacted regarding your feedback, kindly indicate your contact details below (Optional)' with fields for 'Name and Surname (Optional)', 'E-Mail Address (Optional)', and 'Cell Phone Number (Optional)'.

Source: Central Communication System of the Government of Namibia⁷³

72 Higher Education Management Information System (HEMIS). URL: <http://www.nche.org.na/statistics>

73 The screenshot was made in 2025. As of early 2026, the website is not available // Central Communication System of the Government of Namibia. URL: <https://gcs2.gov.na/CommController?oma=33&type=fb>

74 Electoral Commission of Namibia. Use of ICT in Electoral Processes Introduction of Electronic Voting In Namibia. URL: https://www.idea.int/sites/default/files/multimedia_reports/transcripts/2017-11-22-Namibia_Introduction-of-electronic-voting_4.pdf

a by-election, before being used in the national elections. Even though the opposition argued⁷⁵ against using the EVMs in 2019 presidential and parliamentary elections referring to possible manipulations, the court allowed it. At the time, EVMs used in Namibia were supplied by Bharat Electronics (a majority state-owned Indian company). Although the country was an early regional innovator, its legal framework, particularly the Electoral Act of 2014, required that electronic voting must be accompanied by a verifiable paper trail, ensuring that every vote could be audited independently.

In 2020, the Supreme Court ruled that using EVMs without such a paper record was unconstitutional. While the Court did not overturn the 2019 election results, it made further paperless electronic voting legally and politically impossible. As a result, Namibia returned to paper ballots in subsequent elections, including the 2024 national elections, where voting and counting were conducted manually. Still, digitalisation did not disappear from Namibia’s electoral process; instead, it shifted into administrative systems such as electronic voter registers, digital marking to prevent double voting, and results-management tools.

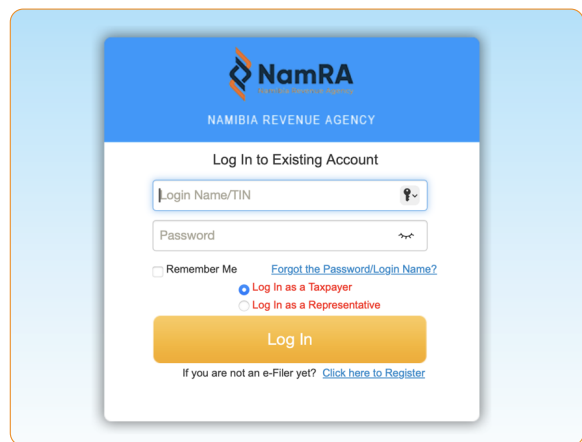
Namibia’s electoral model is best described as hybrid: elections remain paper-based at the moment of voting, while digital technologies support verification, transparency, and election administration

e-Taxes

The Integrated Tax Administration System (ITAS Portal)⁷⁶ is a system introduced in January 2019 by the Namibia Revenue Authority to allow online filing of taxes. In 2020, the Namibian Employers’ Federation noted⁷⁷ that the system encountered obstacles during its adoption as employers had problems with filing Employer Tax returns online and asked for a deadline extension. The deadline for filing annual individual income tax was also extended – till March 2021.

To stimulate the use of ITAS, in 2019 the government initiated⁷⁸ the Electronic Filing Tax Relief Programme: users registered as e-filers on the Portal had their tax penalties waived automatically. The Programme ended on 31 January 2022. In May 2022, the Namibia Revenue Authority announced⁷⁹ the start of the Modified Electronic Filing Tax Relief Programme.

The portal requires an individual tax identification number and password. Besides filing tax returns, users can also send an extension request.



Source: Namibia Revenue Agency. The Integrated Tax Administration System (ITAS Portal)⁸⁰

75 Africa News. Namibians to use electronic voting machines. URL: <https://www.africanews.com/2019/11/25/namibians-to-use-electronic-voting-machines/>

76 Integrated Tax Administration System (ITAS Portal). URL: <https://www.itas.namra.org.na/>

77 New Era. ITAS portal still a headache for employers. URL: <https://neweralive.na/posts/itas-portal-still-a-headache-for-employers>

78 New Era. All penalties on tax accounts to be waived as incentive to use ITAS. URL: <https://neweralive.na/posts/all-penalties-on-tax-accounts-to-be-waived-as-incentive-to-use-itas>

79 FHBC. Namibia Latest News: Modified Electronic Filing Tax Relief Programme and Lifting the Moratorium on the Payment of Tax Refunds – Provisional Taxpayers. URL: <https://www.fhbc.co.za/2022/08/04/namibia-latest-news-modified-electronic-filing-tax-relief-programme-and-lifting-the-moratorium-on-the-payment-of-tax-refunds-provisional-taxpayers/>

80 Namibia Revenue Agency. The Integrated Tax Administration System (ITAS Portal). URL: <https://itas.namra.org.na/e-Portal/login>



Source: Financial Zula Youtube. Tax return extension tutorial⁸¹

Data Management and Infrastructure

As there is no national data centre in Namibia to date, in September 2022, the Fourth Industrial Revolution (4IR) task force (an 8-member task force appointed by the President in 2021 to assess Namibia's readiness for the Fourth industrial revolution) called⁸² for establishing one.

The national data center is planned to be constructed until 2029 as a part of the National Digital Strategy

This recommendation was also marked in the final 4IR report⁸³ (published in August 2022). The Office of the Prime Minister and the Namibia Statistics Agency were recommended to lead the project. Today, public bodies have separate data servers without integration, which complicates data

exchange between entities. Furthermore, Anicia Peters, the chairperson of the task force, noted that the government does not have full control over citizens' data as it is stored abroad.

As for the private sector, in August 2022 Paratus (a pan-African telecoms company) opened⁸⁴ its first data centre in Namibia.

Public Procurement

Before eProcurement Portal was launched⁸⁵ in 2022, in 2019 the Minister of Finance initiated⁸⁶ an e-procurement readiness assessment in Namibia during which questionnaires were sent to all public entities engaged in public procurement. Only 32 out of 178 public procurement entities sent a response.

The Portal transfers users to the e-Procurement Client System where bid advertisements, documents, annual procurement plans, and notice of awards are available in PDF format. Search by document type,

81 YouTube. Financial Zula. ITAS extension | Tax return extension | Tutorial | NAMRA | Request for extension | Namibian Youtuber. URL: <https://www.youtube.com/watch?v=cIC7ziGoOxU>

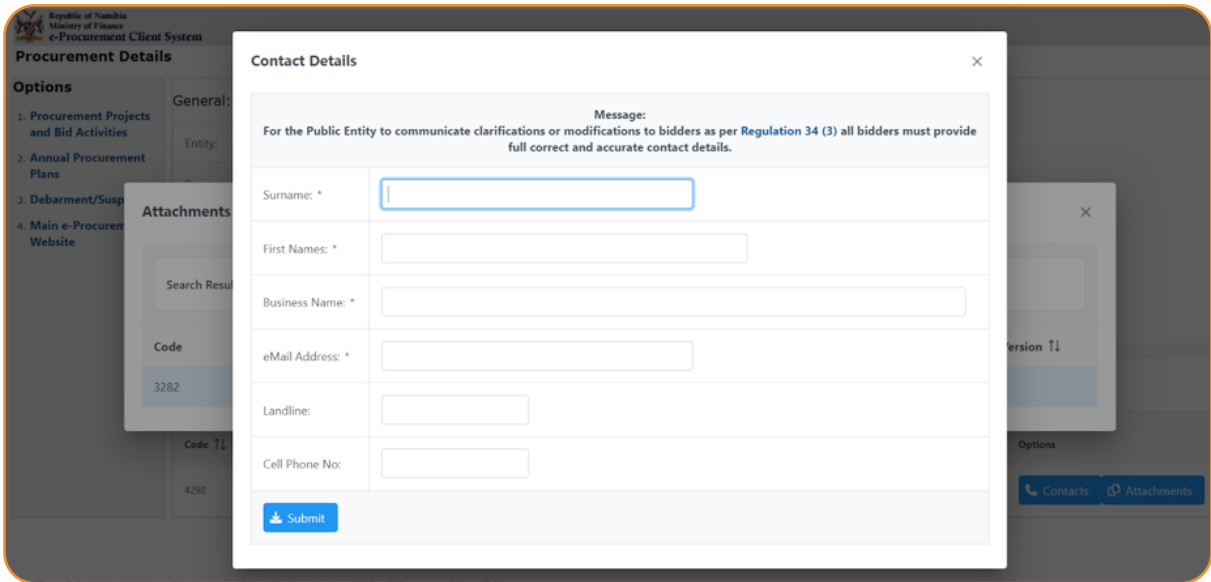
82 The Namibian. Nam should have national data centre – 4IR task force. URL: <https://namibian.com.na/nam-should-have-national-data-centre-4ir-task-force/>

83 4IR report. URL: https://hppii.gov.na/storage/2023/04/4IRTF-Final-Report_2022-10-19_final.pdf

84 Data Centre Dynamics. Paratus launches Namibian data center in Windhoek. URL: <https://www.datacenterdynamics.com/en/news/paratus-launches-namibian-data-center-in-windhoek/>

85 CN. Namibia to promote accountability, transparency through e-procurement. URL: <https://english.news.cn/20221013/d3d70120590046068c962d6eb8d8fd0e/c.html>

86 Procurement Tracker Namibia. URL: <https://ippr.org.na/wp-content/uploads/2019/10/PTN7-web.pdf>



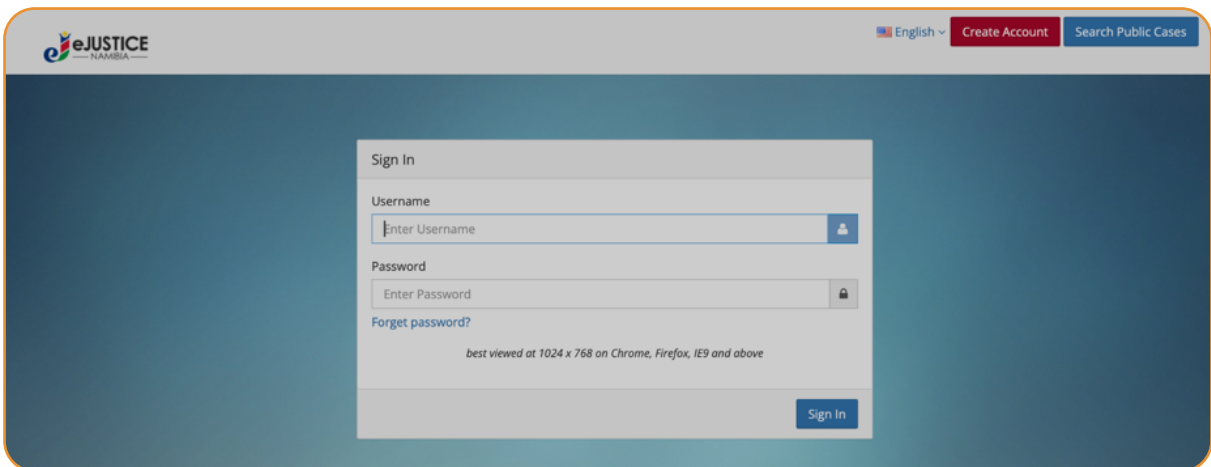
Source: e-Procurement Client System (Bid Advert for Procurement of works for the renovation of ministerial houses in Kavango)⁸⁷

public body, period, bid activity type, and other categories is available. However, not all documents have been posted, in some cases the bid advert does not have any attached documents with details. Annual procurement plans are published from 2021.

The system does not have authentication and personal account but in some cases it requires users (bidders) to submit contact information to access details (for example, in case of the bid adverts).

e-Justice

In the field of justice, in 2016, the eJustice portal was implemented for the Supreme Court and High Courts of Namibia by CrimsonLogic (a Singapore company)



Source: eJustice portal⁸⁸

87 E-Procurement Client System. URL: <https://egp2.gov.na/forms/ProjDetails.jsf>

88 EJustice portal. URL: <https://ejustice.jud.na/ejustice/login>

It facilitates management and rotation of court documentations, provides an e-Calendar for synchronising staff's schedule.

Legal acts and amendments are posted regularly on the Namibian Parliament website.⁸⁹ Bills in consideration and projects of regulatory acts are posted on the website where citizens can leave comments.

Agriculture

Among the most prominent initiatives in terms of digital agriculture in Namibia, one may highlight the Namibian Agronomic Board's E-Crop system⁹⁰ (from 2023), which digitizes farmer registration, production data and export certification and is being integrated with the National Single Window for trade, alongside government-backed digital subsidy vouchers introduced in 2022 to replace paper-based input support for smallholders. The state has also invested in data-driven agriculture through remote sensing and geospatial tools, notably the USAID-funded NASA Harvest/FAO satellite yield-monitoring pilot operationally used in 2023⁹¹, and the inauguration in November 2025 of a China-funded Satellite Ground Data Receiving Station⁹² to supply real-time imagery for agricultural planning and climate resilience. Complementary digital extension and risk-management tools, such as the FAO-supported eLocust3m mobile app⁹³ adopted in 2021, which enables community members and

officers to report locust sightings from the field, further integrating ICT into agricultural governance.

Besides, Namibia has developed an advanced livestock traceability system. The system originated with the Farm Assured Namibia Meat Scheme (FANMS) in 1999, launched by the Ministry of Agriculture and the Meat Board to comply with EU beef import requirements, and was expanded in 2004 into the Namibian Livestock Identification and Traceability System (NamLITS), which introduced double ear-tagging of cattle (RFID chip plus visual tag), compulsory branding, and a centralized national database. Initially applied to the FMD-free commercial zone south of the Veterinary Cordon Fence, NamLITS was extended to the Northern Communal Areas from 2010, making RFID tagging mandatory for all cattle by six months of age and bringing communal herds under the same regulatory framework. Following nationwide unification under "NamLITS 2.0" in 2013, the system now records all animal identities, ownership, movements, and health data, with veterinary movement permits and slaughter records electronically captured. Since 2020, the NamLITS Online portal has enabled producers to order tags, register animals, apply for movement permits, and update herd records directly. Anchored in the Stock Brands Act (1995) and the Animal Health Act (2011), and implemented by the Meat Board in coordination with the Directorate of Veterinary Services, the system has achieved over 90% national cattle coverage with nearly two million animals tagged by 2014⁹⁴.

89 Namibian Parliament. URL: <https://www.parliament.na/>

90 Namibian Agronomic Board. URL: <https://www.nab.com.na/>

91 NASA Harvest Partners with FAO to Improve Agricultural Monitoring Across Malawi, Namibia, and Kazakhstan. URL: <http://nasaharvest.org/news/nasa-harvest-partners-fao-improve-agricultural-monitoring-across-malawi-namibia-and-kazakhstan>

92 URL: China hands over space tech to Namibia, unlocking a significant satellite advantage. Business Insider Africa. <https://africa.businessinsider.com/local/markets/china-hands-over-space-tech-to-namibia-unlocking-a-significant-satellite-advantage/g7d5if1>

93 eLocust3m. URL: <https://play.google.com/store/apps/details?id=plantvillage.locustsurvey>

94 FAO Country Programming Framework for Namibia 2014-2018. FAO. URL: https://www.fao.org/fileadmin/user_upload/faoweb/namibia/docs/FINAL_Namibia_CPF.pdf

Challenges



- A core challenge is the **lack of a unified, centralized digital government services platform**. Currently, key services such as the taxpayer portal and the e-justice portal exist on separate domains rather than under a consolidated, nationally-branded government domain (gov.na), limiting ease of access, user trust, and administrative cohesion. This fragmentation reflects broader issues in **infrastructure coordination and digital service governance**. Relatedly, the central government domain often exhibits poor responsiveness despite being hosted locally, indicating ongoing **network reliability and infrastructural constraints** that undermine public access to essential services.
- Interoperability across government systems remains underdeveloped. Although the **NamX** layer has been introduced to enable data sharing and integration across platforms, full interoperability is yet to be achieved, resulting in siloed systems that cannot communicate seamlessly. This hampers the efficient aggregation of data and coordinated service delivery across ministries and agencies.
- The regulatory framework underpinning e-governance is also nascent. While **draft** legislation such as the **Cybercrime and Data Protection Bills** are under development, gaps persist in comprehensive policies that facilitate secure digital identities, data governance, and citizen-centric services. Broader regulatory clarity on cybersecurity, privacy, and digital signatures is necessary to bolster trust and legal certainty for both users and providers.

Prospects



- In line with the **National Digital Strategy**, Namibia's e-governance landscape stands to benefit significantly from emerging digital trends, including Artificial Intelligence (AI) and Machine Learning, the Internet of Things (IoT), cybersecurity advancements, rapid uptake of mobile technologies, fintech innovation, and the growth of e-commerce.
- **Employment Creation through AgriTech**: with approximately **70%** of Namibians relying on agriculture for their livelihoods, digital agricultural technologies present substantial opportunities. Tools such as drones for crop monitoring, precision farming systems, and data-driven agricultural management can increase productivity, optimize resource use, and create skilled employment opportunities, while also supporting government efforts to digitize agricultural data and extension services.
- **Mobile Payment Systems and Digital Finance**: the rapid expansion of mobile technology and fintech has transformed financial access in Namibia. Digital commerce transaction values have increased by over **50%** since 2021, demonstrating the growing role of mobile payments in everyday transactions. E-governance platforms can leverage this trend by integrating digital payments for government services, such as licensing, taxation, and social benefit disbursement, thereby enhancing convenience and transparency.

- Internet access and digital inclusion continue to present challenges. Although Namibia's internet penetration has climbed to around **64-65%** of the population, and mobile broadband is widely available, significant portions of the population in rural and remote areas remain offline or under-connected. Digital divide constrains equitable access to e-education, e-health, and e-government services, potentially exacerbating socio-economic inequalities if not properly addressed.

- **Educational Technologies (EdTech):** e-learning platforms and online education tools have already shown measurable impacts. For example, Tsumkwe Secondary School in rural Northeast Namibia improved its matriculation ranking from **59th** in 2019 to **14th** in 2020 following the introduction of internet-based learning programs. Expanding such platforms nationally could strengthen digital literacy and provide equitable access to education, supporting broader e-governance objectives like digital skills development and citizen engagement.
- **Data Analytics and AI for Policy and Service Delivery:** the use of AI and data analytics enables evidence-based decision-making, predictive policy modeling, and improved resource allocation. By integrating these technologies into government systems, Namibia can enhance responsiveness, monitor service delivery performance, and anticipate emerging public needs, reinforcing accountability and efficiency across the public sector.

