



**Implementation of the Harambee Prosperity Plan**  
E-GOVERNANCE

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## 1. Introduction

The Harambee Prosperity Plan (HPP) which was launched by His Excellency Dr. Hage Geingob, President of the Republic of Namibia, tasked Offices, Ministries and Agencies (OMAs) with roles and responsibilities in the execution of strategies and goals for the period 2016 – 2020.

The HPP prescribes that all OMAs will be on e-governance by 2020. The Office of the Prime Minister and the Ministry of Information and Technology were given a joint responsibility for the implementation of these projects. The joint responsibilities as extracted from the HPP document are:

“To promote transparency and accessibility, Government will expedite the deployment of e-governance to cover all Ministries and public agencies by 2020. The Office of the Prime Minister in conjunction with the MICT, as the central government agency tasked with the planning, design and implementation of all Government ICT solutions, will submit a detailed roll-out plan by July 2016. All Ministries and Public Agencies will be linked to e-governance during the Harambee period”.

The following eleven OMAs will be prioritized during 2016/17 to implement online services:

1. Office of the Prime Minister (OPM),
2. Ministry of Finance (MOF);
3. Ministry of Homes Affairs and Immigration (MHAI),
4. Ministry of Health and Social Services (MHSS);
5. Ministry of Industrialisation, Trade and SME Development (MITSMED);
6. Ministry of Education, Arts and Culture (MEAC);
7. Ministry of Agriculture, Water and Forestry (MAWF);
8. Ministry of Environment and Tourism (MET);
9. Ministry of Land Reform (MLR);
10. Ministry of Information and Communication Technology (MICT);
11. Ministry of Justice (MOJ)

## **2. Key Activities Undertaken**

### **2.1 Project Initiation**

The Office of the Prime Minister and the Ministry of Information and Communication Technology agreed on the roadmap, for the operationalization of online services and responsibilities each institution would take up.

### **2.2 Project Development Framework**

The two offices agreed on the framework for the development and implementation of online services. The framework makes provision for a governance structure and life cycle model that will be executed to establish online services. The framework was presented to the Steering Committee at a meeting held on the 15 July 2016.

### **2.3 Project Governance Structure**

In order to manage and ensure project realization, Committees have been set up to govern the process. The committees consist of both management and operations teams with different roles and responsibilities. Such roles and responsibilities may vary from one phase to another. Terms of references for the committees were formulated in order to give clear guidelines on the expected functions.

### **2.4 Needs Assessment and Identified Service Areas**

The Working Groups held individual consultations with OMAs to agree on priority service areas. This was done to determine the level of process re-engineering and/or the exact starting point to enable the BPR team/TWG team to plan effectively.

### **2.5 Report on the Services run by Consultants**

During the assessment, it was noted that there are systems that are introduced in OMAs which have progressed to advanced stages. These Ministries include MOF – Integrated Tax Administration System and ASYCUDA; MITSMED – Business Registration; MOJ – e-Justice and MHSS – e-Health.

### **2.6 Roll out Plan**

A roll out plan was developed, detailing the activities to be carried out per each prioritized Ministry during the 2016/17 financial year. See also document: [HPP E-Governance Annual Plan 2016/2017](#)

## 4. PROJECT DESCRIPTION

### **4.1 OPM: Payroll and HCMS**

Implementation of Oracle Payroll and maintenance and support of the HCMS modules: Core HR, i-recruitment and Employee Self Service. To streamline GRN HR and Payroll processes.

The Objective of the project is to have a fully computerized human resources management system. The government further aims to extend the capabilities of HCMS with the Oracle Payroll System with the purpose of replacing the existing custom payroll and benefits administration system with a fully integrated payroll system and interface with systems of key stakeholders such as GIPF and Social Security Commission.

### **4.2 MOF: ITAS and ASYCUDA World**

#### **4.2.1 Implementation of an Integrated Tax Administration System (ITAS)**

The objective of the ITAS project is to implement a fully integrated and modern information system to automate and streamline Inland Revenue Department (IRD) tax administration functions. ITAS will enable the Ministry of Finance (MOF), to achieve key strategic objectives, including maximizing revenue collections, improving taxpayers' service, and improving operations efficiency.

The ITAS modules entails functions including Registration, Returns, Payments, Audit, Taxpayer Accounting, Compliance & Enforcement, Call Centre, Online Learning, Enterprise Content Management, and Business Intelligence, etc. Notably, the implementation of ITAS will bring improved efficiency by enabling taxpayers to transact and interact with IRD online, such as registration, filling, and payments to mention but a few.

ITAS will have linkage to third party systems such Business Registration, Pension Funds, Home Affairs, and thereby ensure improved service delivery.

#### **4.2.2 Rollout of Automated System for Custom Data (ASYCUDA) in all regions and offices.**

ASYCUDAWorld is a web based system that allows Customs and Traders to handle transactions via the internet. It also allows traders to access the system and submit declarations to Customs from anywhere in the world.

### **4.3 MHAI: Visas and Permits**

Implementation of online application for permits and certificates.

The objective of this project is to improve efficiency and effectiveness of processing of visas and all permits. To reduce the cost and time it takes to issue visas and permits. Applicants will be able to track the status of their applications and receive feedback online.

### **4.4 MITSMED: Name Reservation and Business Registration**

In our pursuit to improve Namibia's competitiveness, the MITSMED has been involved in several initiatives aimed at unpacking and addressing specific indicators of the World Bank's Ease of Doing Business in Namibia, as well as putting into place mechanisms for the enforcement of the new Investment Promotion Bill upon promulgation. One of these mechanisms is the Integrated Client Service Facility (ICSF)/ One-Stop-Shop.

The envisaged vision of ICSF is to be the "Seamless and responsive client services for business investors to start a business in Namibia" through the provision of quality advice for business, and deliver an integrated e-services portal that will automate and integrate services delivery across multiple stakeholders involved in the starting of a business.

### **4.5 MEAC: Registration of Learners**

Online Grade 10 and Grade 12 Candidates registration for Examination in schools.

The objective is to develop and create an interface between the Directorate National Examination and Assessment Directorate (DNEA) and the SchoolLink\* System for Grade 10 and Grade 12 Candidate Registration for Examination.

The current process used for Grade 10 and Grade 12 Candidate Registrations is that learner information is captured making use of the OMR equipment. This information is then directly ported into a database. This process consume a lot of time as the information is then printed and posted to the schools for sign-off. Information are send back and forth more than 2 times to validate and verify the candidate details.

The interface will be available online to the schools to extract the electronic data captured from the SchoolLink System and after full validation and verification is imported into the DNEA system for candidate registration for the national examinations.

*\*SchoolLink System is a web-based school administration, management and time-tabling system rolled out on a national scale to all schools in the country*

#### **4.6 MHSS: e-Health**

E-health is the application of information and communication technologies to health, and a means of improving health services access, efficiency and quality.

Hence, from the Ministry of Health and Social Services perspective e-health is the computerization of the provision of health services to its clients. It is a patient record management system that enhanced health care by lessening the workload of health workers and ensuring that complete and accurate patient records are shared across Health institutions so that health workers can make informed and responsible decisions based on accurate patient information .

#### **4.7 MET: Permits**

##### **4.7.1 Application for Permits (trophy and regular hunting)**

Implementation of online application for Trophy and regular hunting permits.

The objective of the project is to have a fully functional web-based system that will allow farmers to apply for Permits Online. Processed applications can either be downloaded or emailed to the applicants. The system provides feedback in real time via email and SMS services.

##### **4.7.2 Application for Environmental certificate**

Implementation of online application for Environmental Certificate.

The objective of this project is to avail ECC application forms on the Ministry's website.

#### **4.8 MICT: Integrated Film Application System**

Implementation of Integrated Film Application System: To create a one stop shop for foreign film productions wanting to film in Namibia.

The Objective of the project is to have a fully computerized online application film permits processing system. This would be an online web based data base system which would also be able to create a reporting system. Once logged on, the foreign film applicants need not deal with any other stakeholder, other than the NFC to obtain their permit. The system would allow for all stakeholder information and requirements to be ingested. The applicant should be able to follow the application process online up till the time of approval.

#### **4.9 MAWF: Permits**

Implementation of online permits application.

The objective of this project is to improve efficiency by introducing online application and processing of import and export plants, forestry products, animals, and other associated products.

#### **4.10 MLR: Online deeds registration.**

Implementation of online deeds registration:

The objective of this project is to improve efficiency in deeds registration processes. Online deeds registration will enable citizen to register and search their deeds and other related documents online.

#### **4.11 OOJ: e-Justice**

Implementation of a web based eJustice system for the Supreme Court and High Courts of Namibia. Built to boost efficiency and enhance professionalism of the legal community, the new system will enable litigants and the judiciary to file civil court documents and manage case activities electronically. Leveraging state-of-the-art anti-tampering technologies, the authenticity and originality of case documents in the online repository can easily be validated.

Manual compilation of case registers, court roles and maintenance of diaries will be eliminated, enabling legal practitioners to synchronise their schedule with the judiciary's case hearing system via e-Calendar. Work in progress cases can be automatically routed to the designated judicial users based on progression, creating greater transparency.

The new eJustice system is expected to reduce overall operating costs and time in terms of administrative man-hours, paper consumption and physical document storage space.

Similarly, the general public had been able to access court rolls, legislation, judgments of the superior courts, online criminal review registers, as well as indexes to unreported High Court judgments from 2013 to date via [www.ejustice.moj.na](http://www.ejustice.moj.na)