



REMARKS BY HONOURABLE STANLEY SIMATAA

MINISTER OF INFORMATION AND COMMUNICATION TECHNOLOGY

AT THE OCCASION OF

OFFICIAL OPENING OF THE NAMPOST COURIER SITE

WEDNESDAY, 7 NOVEMBER 2018

Director of proceedings,

Chairpersons of NPTH, Ms Lena Kangandjela

Chairperson of NamPost, Ms Nangula Hamunyela

Members of the Board of Directors of NPTH and NamPost

Chief Executive Officer of NamPost, Mr Festus Hangula

Acting Chief Executive of NPTH, Ms. Kristofine Itembu

**Management of NamPost and NPTH, distinguished NamPost customers,
NamPost and NPTH Staff members**

Members of the media

Distinguished Delegates

Ladies and Gentlemen,

It is indeed a great honour to be present here today at this historic occasion in the annals of NamPost. The inauguration of NamPost Courier Site marks a major milestone in our efforts to making information accessible to all.

The construction and inauguration of this Office today underscores Government's commitment to bring government services closer to the people. The establishment of this Office further reinforces our Government's dedication to the socio-economic advancement of our people.

The introduction of the new Building further enhances the Ministry's mandate "to lay the foundation for the accelerated use and development of ICT in Namibia, and Coordinate information management within Government".

DIRECTOR OF CEREMONIES,

In an era of rapid technological advancements, the post remains a vital communication element that links people and businesses and contributes to their economic development worldwide. The post is an invaluable service that provides a link between people and businesses globally.

A good transportation system as we know, is vital for effective and efficient flow of goods creating a seamless customer experience. At the heart of that efficiency is good infrastructure design commensurate with the delivery process and at the same time tying in with the best possible customer interface and interaction.

It is from that perspective that I am delighted to see the expansion of this infrastructure as it will lead to a concomitant effective management of courier services. Delivery time should be positively impacted, while service quality and general efficiency levels of the organisation should also improve.

DISTINGUISHED LADIES AND GENTLEMEN,

Logistics, as we know, is the movement and control of cargo and transport operations. With this development, NamPost will be the first logistics company in Namibia and one of the first in the SADC region to make use of mobile Hand-Held Technology on all of its routes, servicing all 140 of its post offices. Technology is being put to best use and I am convinced this will enhance customer experience of NamPost services. This bodes well with my call for Namibia to embrace digital technologies.

My wish is to see NamPost Courier making further strides in sub-sectors of logistics including warehousing, cargo management and tracking systems.

I am heartened to see modest progress being made by NamPost in its efforts to transition from being just a normal post office to a multi-service hub.

This is a welcome move as customer preferences are constantly changing, hence the transformation in Nampost's approach in service offerings and products positioning.

While Nampost's core business, that of mail, has preserved over the years, they have built on other areas of business using various technological enhancements. For example, money transfers became instant, parcels are delivered overnight to most towns in Namibia and depending on the customer's request, a parcel can also be delivered at the doorstep. In the main Namibian towns, mail is delivered within two days after posting. Of course, this is made possible by courier services.

Notwithstanding that there are only 140 post offices, customers have access to more than 110,000 post boxes across the country. By the way, I most sincerely hope that all post box owners have renewed their post boxes by paying the annual dues. For those that do not have post boxes, I encourage you to apply—why share a post box if you can have your own!

Some of the services NamPost provides to the community are not for profit making but merely social services. It is from that angle that post offices are at times established or maintained in areas where there is very little chance of making profit. For example, in Tsumkwe, Grunau, Gochas, or Omitara, to mention a few – NamPost is not there for profit reasons but it is rather responding to the inclusivity call by the government to ensure that Namibians in remote areas have access to postal, banking, and insurance products.

I believe that financial inclusion is a sub-component of social inclusion. I am therefore pleased to note that NamPost by extension is positively contributing to social inclusion of our remote communities. The Namibia Financial Inclusion Survey 2017 singled NamPost as one of the most trusted financial institutions in Namibia. Indeed, of the 12 categories of financial institutions considered, NamPost came out second with a score of 48% compared to the top rated category that stands at 51% and third placed financial intuitions category at 23%. The same survey, indicated that in the rural areas, 55% of the population can access a post office within one hour compared to 44% capability to access a bank within the same time period. This is a good achievement especially if one considers that there are more than six banks in Namibia and only one NamPost.

You may also recall that, NamPost has signed a bank sponsoring agreement with Standard Bank that signifies the entrance into the payment mainstream in the Namibian financial market. More is coming from this initiative in the provision of postal financial services target especially at the low end of the market--watch this space! Without doubt NamPost is steadily contributing to the reduction in financial exclusion and is therefore a significant contributor to the target set in NPP 5 of increasing inclusion to 80% from the current 78%.

There is no doubt in my mind that more progress on financial inclusion and by extension social inclusion can be achieved by maximizing the impact that NamPost can have on the communities in which it operates. In that spirit and in the context of the Namibia Financial Sector Strategy, perhaps the time is now ripe to expand the mandate of NamPost in order to fully realise the tenets of financial inclusion.

Distinguished Guests, Ladies and Gentlemen! The world trend is about inclusive development. I am extremely pleased that Nampost has had the foresight to honor this call.

Let me conclude by thanking the Board Members and the entire management of the two institutions for finding it fit to expand and make this facility possible for NamPost Courier. It is my wish to see NamPost taking a leading role in both national and regional logistics value chain to ensure that we gain maximum benefits possible by acting as the courier hub in Namibia and as time allows, in the region.

I would also like to commend the staff of Nampost and NPTH who were instrumental in the establishment of this office here in Windhoek. I have no doubt that the Office will go a long way in providing the much needed services to the people.

It is now my distinct honour to declare the Nampost Courier warehouse officially inaugurated.

I thank you.