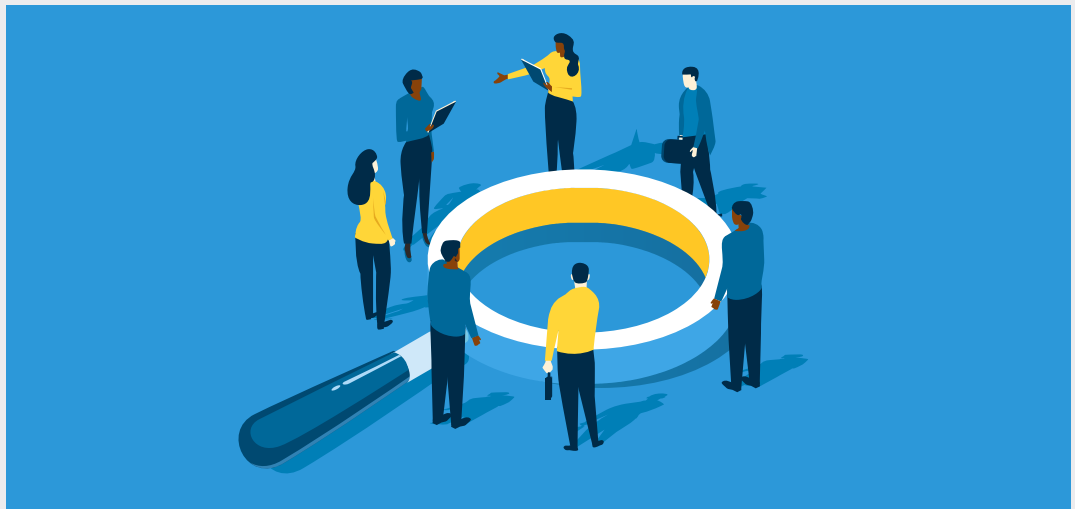




November
2022

BRIEFING PAPER

LOCAL AND REGIONAL GOVERNMENT IN NAMIBIA ANNUAL GOVERNANCE ASSESSMENT



Introduction and Assessment Overview

The Local and Regional Government Annual Assessment is a new IPPR publication which is planned to appear in the last quarter of each calendar year.

Assessments are based on the levels of transparency and accountability exhibited by each of Namibia's 14 regional councils along with a geographically representative subset of 18* of the country's 57 local authorities, focusing primarily on municipalities and larger town councils where institutional capacities are relatively more established. Assessments are determined on the basis of public information lifted from the following sources:

- Local and Regional Councils' responses to an IPPR questionnaire
- Local and Regional Councils' activity reports, financial statements and other supporting materials
- Audit reports from the Office of the Auditor General (OAG)
- Undisputed print media articles
- Local and Regional Councils' websites
- Local and Regional Councils' social media profiles

The majority of these materials are available to the public but in some cases, supplementary data was obtained from Local Authorities (LAs) and Regional Councils (RCs) as part of this study's research process. Most notably, the researcher requested all 32 local and regional governments under review to provide responses to a short questionnaire (see Appendix 1). The purpose of this questionnaire was to allow councils the opportunity to provide more extended commentary and insight into the activities and challenges of their respective administrations, some of which may not have been evident from information contained on their websites and/or social media profiles.

BY KITTY MCGIRR

For example, councils were asked to provide details on accessibility and levels of public attendance at ordinary council meetings including the availability of minutes and agenda items; the state of local/regional service delivery and associated challenges; staff turnover rates and their effects on service delivery; revenue streams and income diversification strategies; and whether regional/local development committees were active and representative of community interests in their respective jurisdictions.

Questionnaires were emailed to all stakeholders at the beginning of the research period with an initial internal deadline of two weeks, though this deadline was later extended to allow for a total of five weeks for councils to gather their responses. Each council also received at least one follow up email or phone call from the researcher requesting an update on the status of their questionnaire responses.

Furthermore, 16 out of the 32 (50%) LAs and RCs under review sent emails to the researcher confirming their receipt of the IPPR's participation request letter along with its corresponding questionnaire. The researcher also received a number of phone calls and emails from various local/regional government employees requesting extensions in order to complete their submissions (all of which were granted).

Ultimately, however, only five completed questionnaires were received by the end of the research period – amounting to a disappointing response rate of 15%. Completed questionnaires were received from Windhoek Municipality, Walvis Bay Municipality, Grootfontein Municipality, Rehoboth Town Council, and Erongo Regional Council. As a consequence of this low response rate, the methodology of this study was amended to provide more generalised assessments of the levels of transparency and accountability shown by each of the 32 local and regional councils under review rather than designating each council with a numerical ranking. However, future editions of this report will be more specified in their methodologies, providing a numerical ranking and overall score for each council across various indicators.

Based on the availability and content of the above information sources, the 32 LAs and RCs surveyed for the 2021/22 governing period were assessed according to the following ten criteria:

1. **Participatory Democracy** – are residents able to participate in local/regional decision-making structures through regular public consultative meetings? Are regional/local development committees active and well-attended? Is information about development committees and community engagement meetings effectively advertised to residents?
2. **Fiscal Transparency** – is the LA/RC open about the state of its finances including revenue and expenditure figures and all sources of funding e.g., GRN subsidies, utility rates etc.? Are financial statements and/or annual budget reports accessible to the public? If not, did the LA/RC accommodate the researcher's request for disclosure?
3. **Service Delivery** – has the LA/RC managed to deliver basic services to its residents with no reports of failures to provide water and electricity or to maintain roads, sewage and sanitation systems and other public infrastructure? Are funds being effectively used to further local/regional development projects?
4. **Online Presence (1): Website** – does the LA/RC have a functioning and professional website? Is the content of the website informative, accessible and regularly updated?
5. **Online Presence (2): Socials** – does the LA/RC possess any social media accounts including Facebook, Twitter and/or Instagram? How often are posts being made and how informative is the content of these posts? Are posts made in languages other than English?
6. **E-Governance** – does the LA/RC possess a sophisticated online interface/portal through which residents can submit feedback, complaints and questions? Does the interface enable residents to manage their municipal service accounts and make payments online?
7. **OAG Reports** – Did the LA/RC receive an adverse, disclaimer or qualified opinion from the AG in the last financial year that it was selected for auditing? Are there any reports in the media of the LA/RC failing to fulfil its obligations to the OAG such as by not submitting its financial statements on time?
8. **Availability of Activity Reports** – are annual, quarterly or monthly activity reports available for public consumption? If not, did the LA/RC oblige the IPPR's requests for disclosure? How comprehensive are these reports?
9. **Corruption, Mismanagement and/or Gross Misconduct** – are there any ongoing investigations or media reports from within the review period covering incidences of corruption, mismanagement and/or gross misconduct within the LA/RC ranks? Where incidences did occur, how did the LA/RC deal with these matters i.e., filing reports with the MURD/NAMPOL/ACC and/or launching internal audit investigations?
10. **Community Presence and Access to Information** – does the LA/RC possess an operational office space that is accessible to residents? Are residents able to attend council meetings and do they have access to meeting agendas and minutes, online or otherwise? How responsive was the LA/RC to the IPPR's request for information, including the completion of its questionnaire?

The transparency and accountability of each of the 32 local and regional government councils under review is assessed according to these ten factors with each LA and RC being categorised according to best, higher average, lower average and worst administrative and governing performances. While a certain degree of critical analysis is applied in assessing each of the councils, all assessments are ultimately based on tangible data that has been collected and aggregated within the forthcoming tables. These tables constitute data summaries of the transparency and accountability of each of the 32 LAs and RCs under review guided by the ten assessment criteria outlined above. However, no judgements have been made on the merits of individual councils' governing strategies, for example, as such qualitative issues fall beyond the scope of this paper.

Essentially, the more data the researcher was able to gather about the quality of administration and overall governing performance of each respective council, the more favourable transparency and accountability assessment a council was likely to receive. The review period for this first edition covers 01 September 2020 – 30 August 2022 with assessments based only on data collected from within this two-year time frame.

One key observation emanating from this year's assessment is the evident correlation between levels of development across the regions and local authority areas surveyed and the assessments their councils received with respect to transparency and accountability. A general pattern was observed whereby councils located in more economically developed areas tended to perform better across all ten assessment criteria with a few notable exceptions.

To be sure, this is not to discredit the merits of those LAs and RCs that performed well as merely a function of having access to more resources. Indeed, some councils managed to perform relatively well in spite of their experiences of serious cash flow issues, resource limitations and other unfavourable circumstances. Rather, the relationship between economic development and transparent and accountable governance raises the possibility that the poorer assessments received by other LAs and RCs may not necessarily be a function of negligent council leadership but could perhaps reflect the considerable human and institutional capacity constraints experienced by many governing bodies at the local and regional levels.

Structural factors notwithstanding, it is pertinent to caveat the forthcoming assessments with several practical recommendations for how local and regional governments can work to improve their levels of transparency and accountability and in turn elevate their performances in future editions:

- 1. Building Online Presence** – In light of the considerable distances that exist between many LA and RC offices and rural communities, it is essential that councils prioritise the establishment of their online presence. At a minimum, this should include a functioning website that residents can visit in order to put a face to the name of their representatives and understand the work they are doing to improve service delivery. More preferable, however, would be for all LAs and RCs to also possess at least one social media account where residents can access day-to-day updates on development projects. Even better, councils should work on producing more live streams of council meetings to ensure that citizens who do not reside in regional capitals are still able to attend and participate in these events virtually.
- 2. Auditing Training** – Out of the 32 LAs and RCs surveyed in this study, no council was awarded an unqualified score by the OAG in their most recent audit reports. This underlines the necessity for all employees working in Councils' Finance Departments to undergo IPSAS (International Public Sector Accounting Standards) training so as to achieve an acceptable level of financial accounting standards going forward. Councils may also wish to enlist the support of the Namibian Institute of Professional Accountants (NIPA), which recently signed a service agreement with the Windhoek Municipality in January 2022.
- 3. Budgeting as a Public Exercise** – A recurring criticism raised by members of the public against local and regional governments is their lack of fiscal transparency. These criticisms are often vindicated by reports of corrupt dealings on the part of some elected representatives. Councils can put these claims to bed by fostering a culture of accountable spending. This could include organising and effectively advertising public budget consultations in as many wards/constituencies as is feasible and making targeted appeals for input to local civil society groups and the private sector. When completed, full annual budget reports could be posted across all online platforms accompanied by summary presentations of key budgetary priorities to ensure that the data is accessible to everyone.
- 4. Diversifying Revenue Streams** – A commonality binding many LAs and RCs in the wake of the pandemic is their considerable debts owed to water and electricity suppliers for unpaid utility bills. These dire financial straits largely stem from the MURD's 2020 directive that all residents be given access to water irrespective of their ability to pay for it to fend off the spread of COVID-19. Bills incurred for this blanket relief measure were allegedly supposed to be paid for by GRN in due course, but this commitment has since been rescinded. Consequently, local authorities are experiencing increasingly more frequent water cut offs due to their inability to purchase water supplies while also honouring debt repayments. This unfavourable situation makes it all the more imperative that councils work to diversify their revenue streams by partnering with GRN and civil society on income-generating development projects; formulating land rental agreements with private sector actors; addressing loopholes in their financial systems and cracking down on illegal water and electricity connections. These sorts of initiatives are especially necessary in light of the apparent dormancy of the Trust Fund for Regional Development and Equity which appears to have been entirely unresponsive to various councils' attempts to gain access to funds during the two-year period under review.

5. Improving Access to Information – As previously stated, only 15% of the 32 LAs and RCs invited to participate in this year’s assessment exercise submitted responses to the IPPR’s research questionnaire. The difficulties experienced by the IPPR in chasing responses to their requests for access to public information begs the question of how quickly, if at all, ordinary citizens are receiving responses to their own queries, complaints, and all other manner of correspondence with their representatives. Councils are advised to improve the quality of their customer service by imposing measurable targets for cutting response times and inviting the public to participate in surveys to share their feedback on how governing bodies can better serve the needs of their constituents.

*** Local authorities included in this year’s assessments include:**

- Municipalities: Windhoek; Walvis Bay; Swakopmund; Tsumeb; Otjiwarongo; Okahandja; Grootfontein; Keetmanshoop; Mariental; Gobabis; Karasburg; Rundu.
- Town Councils: Rehoboth; Lüderitz; Katima Mulilo; Opuwo; Outapi; Oshakati.

Transparency and Accountability Assessments 2022

Best Performing Local Authorities / Regional Councils
Erongo Regional Council
Kavango West Regional Council
Kunene Regional Council
Oshakati Town Council
Oshana Regional Council
Oshikoto Regional Council
Swakopmund Municipality
Walvis Bay Municipality
Windhoek Municipality

Higher-Average Performing Local Authorities / Regional Councils
Grootfontein Municipality
Hardap Regional Council
Khomas Regional Council
Omaheke Regional Council
Omusati Regional Council
Rehoboth Town Council

Lower-Average Performing Local Authorities / Regional Councils
Gobabis Municipality
Keetmanshoop Municipality
Lüderitz Town Council
Ohangwena Regional Council
Opuwo Town Council
Otjiwarongo Municipality
Otjozondjupa Regional Council
Tsumeb Municipality

Worst Performing Local Authorities / Regional Councils
//Kharas Regional Council
Karasburg Town Council
Katima Mulilo Town Council
Kavango East Regional Council
Mariental Municipality
Okahandja Municipality
Outapi Town Council
Rundu Town Council
Zambezi Regional Council

Section A: Local Authorities

1. Gobabis Municipality

Website	https://www.gobabis.org/ <ul style="list-style-type: none"> - Website is basically functional but contains limited information; for example, there is no information available about the current mayor or CEO and no contact details for any of the town's councillors. - The Notice Board has not been updated for over a year. - There is an option to sign up to receive the Gobabis newsletter via email.
Social Media	Facebook: https://www.facebook.com/gobmun1506/ <ul style="list-style-type: none"> - 4700 followers. - Approximately 140 posts in review period. - Notable post topics include cultural and community events, formalisation meetings with informal settlement residents, invitations to attend public meetings, live streams of council meetings and press conferences, consultative meetings with residents from informal settlements.
E-Governance	<ul style="list-style-type: none"> - No sophisticated online feedback portal, online payment systems or any other online enquiry forms available.
Access to Information & Council Meetings	<ul style="list-style-type: none"> - Council meetings are advertised on Facebook roughly 48 hours prior to their scheduled start time. - Meetings are usually live streamed on Facebook.
Regional / Local Development Committees	<ul style="list-style-type: none"> - No data about LDCs found on website or social media pages.
Activity Reports	<ul style="list-style-type: none"> - No activity reports published on website or referred to on social media. - Council did not respond to the IPPR's request for disclosure of documents.
Financial / Budgetary Documents	<ul style="list-style-type: none"> - No financial statements or budget reports published on website. - Council did not respond to IPPR's request for disclosure of fiscal data.
OAG Reports	<ul style="list-style-type: none"> - Gobabis is up to date with auditing submissions with its latest report covering the 2019/2020 financial year. - However, council received an adverse opinion due to its failure to provide evidence to verify municipal land owned, amongst other issues.
Service Delivery & Subnational Development	Housing Provisions <ul style="list-style-type: none"> - In March 2021, it was reported that 1100 households received land and 20 houses have been constructed under GRN's Flexible Land Tenure pilot project in partnership with Gobabis municipality, MURD, GIZ and the Shack Dwellers Federation. Gobabis also extended essential services to the new residential plots.

Corruption, Mismanagement & Misconduct	<p>Suspension of Seven Council Staff</p> <ul style="list-style-type: none"> - In August 2021, four managers and two junior employees were suspended for disobeying work-related orders, revealing confidential information to unauthorised persons, and tampering with evidence relating to an ongoing investigation. The accused attempted to have these charges thrown out in court on the basis of tribalism but lost the case in November. - In September 2021, a seventh municipal employee was suspended for leaking confidential council information without authorisation. <p>Netherland Twinning Withdrawal</p> <ul style="list-style-type: none"> - In May 2022, Smallerland municipality in the Netherlands reportedly withdrew from its 1995 twinning agreement with Gobabis due to evidence coming to light about corrupt activities.
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2. Grootfontein Municipality

Website	<p>http://www.grootfonteinmun.com.na/</p> <ul style="list-style-type: none"> - Outdated website format containing very limited information. - With the exception of the 'Home' tab which provides a brief town biography, mission and values, the functions of the Finance Department, Town Engineer, Environmental Health Department, and the Build Together Programme, none of the other tabs are operational. - The website is described as "dormant" in Council's questionnaire responses, but it is said that there are plans to revamp it after the release of the forthcoming Strategic Plan for 2022/23 – 2027/8.
Social Media	<p>Facebook: https://www.facebook.com/MunGrootfontein/</p> <ul style="list-style-type: none"> - 5600 followers. - Approximately 160 posts in review period. - Notable post topics include vacancies, development project advertisements, service interruptions, media releases on pertinent national legislation and policy developments, invitations to community meetings, budget consultative meetings, workshop events, and COVID-19 vaccination advisories. <p>Twitter: https://twitter.com/mungrootfontein?lang=en</p> <ul style="list-style-type: none"> - 12 tweets in the two-year period with no new tweets made since March 2021. - 275 followers. <p>Instagram: https://www.instagram.com/mungrootfontein/</p> <ul style="list-style-type: none"> - First post is from November 2021. - 15 posts during review period. - 206 followers.
E-Governance	<ul style="list-style-type: none"> - 'Feedback' tab on website is not working; thus, no sophisticated online feedback interface is available.
Access to Information & Council Meetings	<ul style="list-style-type: none"> - Some council meetings were advertised on Council's Facebook page in 2021 but none were advertised in 2022. - Council admits in its questionnaire responses that meetings are not well attended and that it tends to be the same few faces frequenting these meetings. - Poor attendance is attributed to council's failure to properly advertise meetings. Also, the council's chamber is said to be too small to accommodate high turnouts. - Council minutes can be requested free of charge by members of the public.
Regional / Local Development Committees	<ul style="list-style-type: none"> - Facebook posts do not specifically mention LDCs but do evidence regular and well-attended consultative meetings in each of the towns' seven ward communities. - Questionnaire responses indicate that the town's LDC is not very representative of the community but provides no other details.
Activity Reports	<ul style="list-style-type: none"> - No data is available on any of the municipality's online platforms, and no documents were shared with the researcher in questionnaire responses.

<p>Financial / Budgetary Documents</p>	<ul style="list-style-type: none"> - No data available on council's website and no financial statements were disclosed with questionnaire responses. - However, council was transparent about the poor state of its finances, reporting a revenue decline of 15% compared to the previous financial year, and a 50% increase in illegal water and sewerage connections. - Council disclosed the amount of subsidies it received in 2021/22 from GRN and Road Authority + own funding figures and expected funds from the sales of council-owned land at Extensions 7 & 8. - Council also mentions efforts to diversify revenue streams through: <ul style="list-style-type: none"> o Discussions with the Walvis Bay Corridor Group to establish Grootfontein as an inland logistic hub of choice for Southern African markets. o Discussions to convert TransNamib facilities into a service stop centre to transport Zambian copper to coast. o Land rental agreements with Welwitchia University and Shalom Vocational Training Centre.
<p>OAG Reports</p>	<ul style="list-style-type: none"> - Council is one year behind with its auditing submissions with its latest report covering the 2018/2019 financial year, for which it received an adverse opinion.
<p>Service Delivery & Subnational Development</p>	<p>Political Infighting</p> <ul style="list-style-type: none"> - In February 2022, residents complained that infighting grounded in Swapo factionalism was having a deleterious effect on service delivery. Council has reportedly failed to rehabilitate poor roads, refurbish reticulation systems, and provide electricity to new extensions as a result. - However, in its questionnaire responses, Council characterised its service delivery shortcomings as a by-product of insufficient funding and a lack of human resources. <p>Housing Backlog</p> <ul style="list-style-type: none"> - Council reported a 3000+ housing backlog and significant delays in formalising informal areas. <p>Extended Vacancies + High Staff Turnover</p> <ul style="list-style-type: none"> - High numbers of staff vacancies coupled with a high rate of staff turnover is also said to be having a negative impact on service delivery with a large number of staff retirements, an aging work force, and various senior positions being unoccupied for long stretches of time. <p>Land Servicing</p> <ul style="list-style-type: none"> - Council indicates land servicing plans at Extension 6 Omulunga (200 plots) and Extension 9 Luiperdheuvel Proper (300+ plots) as part of the mass housing initiative. - Council also cited an MoU signed in 2021 with the Shack Dwellers Federation and NHA for the delivery of public health and sustainable housing development goals.
<p>Corruption, Mismanagement & Misconduct</p>	<p>Gross Misconduct + Suspension of Council CEO</p> <ul style="list-style-type: none"> - In March 2022, Grootfontein Municipality's CEO Kisco Sinvula was suspended over allegations of serious misconduct ranging from insubordination, abuse of power, corruption, forgery, negligent trading, racketeering and misuse of public funds, violations of the Procurement Act, among others. This corruption case was also verified in council's questionnaire responses. - However, council has been proactive in addressing incidences of alleged corruption under its watch by calling in the ACC to investigate issues surrounding fraudulent qualification; conducting an in-house anti-corruption educational campaign and workshop; and establishing an in-house corruption watchdog committee.

3. Karasburg Town Council

Website	https://karasburgtowncouncil.org/ <ul style="list-style-type: none"> - Website is poorly formatted and is populated with more information relating to Karasburg as a tourism attraction than information for residents about council activities and services. - A current list of names and photos of individuals serving on the TC is available, but no contact details are provided. - No information is available on local authority services, ongoing development projects, or procurement. - 'Upcoming Events' tab has not been updated.
Social Media	<ul style="list-style-type: none"> - No social media profiles.
E-Governance	<ul style="list-style-type: none"> - Residents can submit requests for assistance or questions via an online form under the 'Contact Us' tab. - No sophisticated online governance interface or online payment systems.
Access to Information & Council Meetings	<ul style="list-style-type: none"> - No data about council meetings has been posted on Karasburg TC website.
Regional / Local Development Committees	<ul style="list-style-type: none"> - No data on LDC found on website. - Non-submission of IPPR questionnaire meant no other information could be sourced on the status of the committee.
Activity Reports	<ul style="list-style-type: none"> - No data available on the website. - TC did not respond to the IPPR's request for disclosure of reports.
Financial / Budgetary Documents	<ul style="list-style-type: none"> - No data available on the website. - TC did not respond to the IPPR's request for disclosure of financial statements.
OAG Reports	<ul style="list-style-type: none"> - TC is one year behind with its auditing submissions with its latest available report covering the 2018/2019 financial year, for which Karasburg received a disclaimer opinion.
Service Delivery & Subnational Development	<p>Extended Period without a Substantive CEO</p> <ul style="list-style-type: none"> - As one of ten local authorities in Hardap and //Kharas region reported to have been without a CEO for 2+ years, it is likely service delivery has been negatively affected by this prolonged open spot in the Council's administrative machinery.
Corruption, Mismanagement & Misconduct	<p>Investigations into Finance Manager and CEO</p> <ul style="list-style-type: none"> - In July 2022, it was reported that the TC was investigating its suspended Finance Manager Mervin Amupolo and the Council's CEO in connection with N\$10 million alleged to have been diverted from its back accounts into private pockets in 2018.

4. Katima Mulilo Town Council

Website	https://www.kmtc.org.na/ <ul style="list-style-type: none"> - Website is underdeveloped and unfinished, with most tabs containing only generic information, e.g. generic email and phone number that was presumably included in the website template has not been updated for any of the council's departments. - No specific details about council administration personnel across various departments + no contact information for elected officials in key positions. - Document links for business registration, dog licenses and land zoning etc. are not working. - However, the 'Careers' tab has been updated with current vacancies and the 'Procurement' tab contains two recent posts containing invitations for bids.
Social Media	<p>Twitter:</p> <p>https://twitter.com/katimatc</p> <ul style="list-style-type: none"> - Account is dormant with only 8 tweets from July 2017 to September 2019.
E-Governance	<ul style="list-style-type: none"> - Residents can submit enquiries online by filling out a basic form under the 'Contact' tab of the website. - No sophisticated online governance portal exists to process residents' feedback, account payments etc.

Access to Information & Council Meetings	<ul style="list-style-type: none"> - No data on council meetings available on website, no social media profiles where meetings can be live streamed + no applicable information was provided via IPPR questionnaire responses.
Regional / Local Development Committees	<ul style="list-style-type: none"> - No data on committees found on website or socials and non-submission of IPPR questionnaire responses means no other information can be discerned about whether LDC is active.
Annual Activity Reports	<ul style="list-style-type: none"> - No data available on the website. - TC did not respond to the IPPR's request for disclosure of reports.
Financial Statements	<ul style="list-style-type: none"> - No data available on the website. - TC did not respond to the IPPR's request for disclosure of financial statements.
OAG Reports	<ul style="list-style-type: none"> - KMTC is one year behind with its auditing submissions with its latest report covering the 2018/2019 financial year and receiving an adverse opinion.
Service Delivery & Subnational Development	<p>Outstanding Utility Debts</p> <ul style="list-style-type: none"> - In July 2022, KMTC appointed RedForce, a private debt collection firm, to recover over N\$148 million owed by residents in arrears which it classified as a key obstacle to the enactment of local development. <p>Service Disruptions</p> <ul style="list-style-type: none"> - In October 2021, pre-paid water meters were shut off in Katima Mulilo after the town's council failed to settle debts owed to ABC Investment, a Chinese-owned company with which it had entered into a public-private partnership in 2018 to supply pre-paid water to residents. <p>Road Maintenance</p> <ul style="list-style-type: none"> - In February 2021, residents complained about the recurring issue of potholes, making many of the town's roads impassable, despite the allocation of funds by the Roads Fund Administration to KMTC in order to perform essential maintenance. - KM CEO has blamed the town's potholes problems on the way roads were initially constructed in that due to a lack of storm water drainage, bitumen roads in KM start to melt when rainwater becomes stagnant. - In February 2022, KMTC, with assistance from the RFA, purchased N\$1.8 million worth of roads maintenance equipment to deal with road damage issues. - In July 2022, KMTC set aside a further N\$9.9 million for the rehabilitation of roads damaged by a lack of proper maintenance and heavy rainfalls.
Corruption, Mismanagement & Misconduct	<p>CEO Assault Allegation</p> <ul style="list-style-type: none"> - In April 2021, CEO Raphael Liswaniso was accused of assaulting AR activist Simasiku Mukendwa at the Town Council's offices. <p>Criticism from Ombudsman</p> <ul style="list-style-type: none"> - In September 2022, the Ombudsman Basilius Dyakugha criticised KMTC's management of the issue of illegal land occupations after it enlisted Kayuni Investments to destroy several homesteads at Lwanyanda and Cowboy informal settlements on the basis that land had already been earmarked for local development projects. - Dyakugha was critical of the council's decision not to pursue an amicable solution through mediation and instead opting for a method that would "traumatise children". <p>Ongoing ACC Investigations</p> <ul style="list-style-type: none"> - ACC recently revealed that it was conducting two ongoing investigations into KMTC employees: <ul style="list-style-type: none"> o One employee was reportedly paid by a resident for a plot of land but pocketed the money without registering the plot in the complainant's name. o One traffic officer employed by KMTC received money from a client who was fined by the council but converted the money for their own personal use.

5. Keetmanshoop Municipality

Website	<p>https://khpmmun.com/</p> <ul style="list-style-type: none"> - Informative content but unsophisticated website format in need of updating. - Site contains several fairly informative power points summarising the regional economy, town's economic profile, unemployment and other service delivery challenges. However, presentations are all several years old and require updating. - The details of the municipality's current invitations for bids and previous bid closings are available online. However, no information has been posted under the Tender Awards tab. - Municipal tariffs schedules are accessible; however, the prices calendar has not been updated since 2020/21 financial year. - Under the 'Projects' tab, residents can be informed of the exact launch dates of upcoming development projects including free community Wi-Fi, extended street lighting, and the opening of a community computer lab. - The last edition of the 'Quiver Tree' newsletter is from April 2021.
Social Media	<ul style="list-style-type: none"> - No social media accounts.
E-Governance	<ul style="list-style-type: none"> - No sophisticated online governance, payments and/or feedback portal.
Access to Information & Council Meetings	<ul style="list-style-type: none"> - No data on council meetings was found on the council's website + no information was provided through questionnaire responses.
Regional / Local Development Committees	<ul style="list-style-type: none"> - No data on LDCs was found on the council's website + no information provided through questionnaire responses.
Activity Reports	<ul style="list-style-type: none"> - No data found on the website. - Council did not respond to IPPR's request for disclosure of reports.
Financial / Budgetary Documents	<ul style="list-style-type: none"> - No data available on the website. - Council did not respond to IPPR's request for disclosure of financial statements.
OAG Reports	<ul style="list-style-type: none"> - Council is one year behind with its auditing submissions with its latest report covering the 2018/2019 financial year, for which it received an adverse opinion.
Service Delivery & Subnational Development	<p>Free Community Wi-Fi & IT Donations</p> <ul style="list-style-type: none"> - In July 2022, the municipality received 19 computers from TIKa for its new Computer Laboratory at Keetmanshoop Multi-Purpose Youth Centre to facilitate students' computer literacy. - In August 2022, Keetmanshoop Municipal Council, in partnership with Leo Canopus, launched its free Wi-Fi community project through which community members will receive one gigabyte of complementary data per device per month.
Corruption, Mismanagement & Misconduct	<p>Frequent LPM Recalls & Resignations</p> <ul style="list-style-type: none"> - In December 2021, LPM sacked Keetmanshoop mayor Maree Smith over allegations that she had colluded with the CEO in cutting the water supply of ordinary residents, in violation of party directives to only cut water to companies, agencies and ministries who owed the municipality money. - In January 2022, following the LPM's recalling of councilors Maree Smith, the party withdrew another two of its councilors, Sydney Skakana and Willie Kisting. - In July 2022, LPM withdrew Keetmanshoop deputy mayor Charlyta Cooper over allegations that she shared confidential information and compromised the work of the party.

6. Lüderitz Town Council

Website	<p>https://www.luderitz-tc.com/</p> <ul style="list-style-type: none"> - Website is basically formatted but provides an informative snapshot of local authority functions + economic profile, challenges and investment opportunities. - In June 2022, a new quarterly newsletter 'The Lüderitzbucht Pulse' was launched and includes an article summarising the TC's Strategic Plan for 2022 – 2027, which is also available to download. - Other downloadable documents include the Annual Procurement Plan 2021 – 2022 and recent notices for tender awards from April and May 2022. - The 'News' tab is infrequently updated with 4 posts made between June and July 2022, but no other posts made prior to January 2019. - Although names and photo IDs are available for council members, no contact details are provided. - Some tabs such as 'Forms & Publications' have no content.
Social Media	<p>Facebook: https://www.facebook.com/luderitzmunicipality/</p> <ul style="list-style-type: none"> - 5800 followers. - Approximately 260 posts made during review period. - Notable post topics include service disruptions, monthly public meetings schedules, housing and serviced land plots waiting lists, public dialogue consultations, youth empowerment initiatives, council trainings and workshops. - A handful of posts are made in languages other than English such as Oshiwambo and Nama/Damara. - In May 2022, it was announced that users could ask questions to the Town Council directly and that answers would be posted within the fortnight. <p>Instagram: https://www.instagram.com/luderitztowncouncil/?hl=hu</p> <ul style="list-style-type: none"> - 321 followers. - 97 posts since creation in April 2022. - Most posts are duplicates of information already posted on Facebook page. <p>YouTube: https://www.youtube.com/channel/UCFhpZgue7Y1HY9kWzTdSdmA/about</p> <ul style="list-style-type: none"> - In July 2022 a YouTube channel was launched and has since posted three snippets of a September 25 community engagement meeting. However, the sound on these videos is of poor quality.
E-Governance	<ul style="list-style-type: none"> - No sophisticated online governance, feedback and/or payments portal can be accessed via the website.
Access to Information & Council Meetings	<ul style="list-style-type: none"> - In June 2022, a Facebook post was made promising residents that live streaming of council meetings would soon become available. - In September 2022, a live stream was made available, but the video was of poor quality.
Regional / Local Development Committees	<ul style="list-style-type: none"> - No specific mentioning of LDCs on website or social media pages. - However, Facebook posts regularly advertise community engagement meetings including date, time, venue and agenda items 3-4 days in advance. In September, live streams of community engagement meetings were posted but these were again poor quality.
Activity Reports	<ul style="list-style-type: none"> - No data available on the website. - TC did not respond to IPPR's request for disclosure of reports.
Financial / Budgetary Documents	<ul style="list-style-type: none"> - No data available on the website. - TC did not respond to IPPR's request for disclosure of financial statements.
OAG Reports	<ul style="list-style-type: none"> - Lüderitz is three years behind in its auditing submissions with the latest audit report published in May 2020 for the 2016/17 financial year receiving an adverse opinion.

Service Delivery & Subnational Development	<p>Land Servicing</p> <ul style="list-style-type: none"> - In September 2021, the TC committed N\$6 million to servicing 41 erven in Nautilus Extension 3 in a bid to combat overcrowding at informal settlements and provide adequate housing to residents. <p>Delays with Waterfront Development Project</p> <ul style="list-style-type: none"> - In December 2021, the second phase of Lüderitz Waterfront Development project was delayed due to the financial constraints that arose after the original cost estimate was increased by N\$133 million. Consequently, renovations to the Lüderitz old power station have ceased operations with quantity surveyors projecting a N\$70 million loss of potential income due to incomplete facilities from the project.
Corruption, Mismanagement & Misconduct	<p>Technical Errors with Management Committee Election</p> <ul style="list-style-type: none"> - In April 2021, Magistrate Adelinus Hailonga filed an affidavit in the High Court outlining his error in allowing seven members to be nominated and sworn into the Lüderitz TC management committee instead of five members as prescribed under law. - This irregularity put the council in an illegal position where it could not convene meetings or carry out its statutory mandate. Consequently, the town functioned without a management committee for more than six months until May 2021.

7. Mariental Municipality

Website	<p>https://www.mariental.org/</p> <ul style="list-style-type: none"> - Website appears unfinished, and interface is somewhat difficult to navigate. - Many tabs including 'Office of the CEO' and 'Vision, Mission and Core Values', 'Municipal Team', 'Annual Procurement Plan' contain no content. - Some information is available on the town's demographics, history, economic profile and investment opportunities.
Social Media	<p>Facebook:</p> <p>https://www.facebook.com/marmun1946/</p> <ul style="list-style-type: none"> - 7000 followers. - Active profile with over 450 posts made in review period. - Notable post topics include service disruptions, vacancies, public invitations to council meetings, advertisements for all council meetings for the upcoming calendar year, public-private consultation dialogues, SME trainings and workshops. - Biggest proportion of posts relate to the Hardap Dam - during the rainy season, the Council posts information on its volume capacity, inflow and release rate as well as any potential flood warnings.
E-Governance	<ul style="list-style-type: none"> - A basic enquiry form can be filled in on the website but no sophisticated governance interface is available.
Access to Information & Council Meetings	<ul style="list-style-type: none"> - 'Community Meetings' and 'Council Resolutions' tabs on website are not operational. - On Facebook, dates and times of all council meetings for the upcoming calendar year are available with invitations posted as and when the next council meeting is approaching. - However, agenda items or minutes of these meetings were not posted.
Regional / Local Development Committee	<ul style="list-style-type: none"> - No information about LDCs is available on any of Council's online platforms + no other insights provided through questionnaire responses.
Activity Reports	<ul style="list-style-type: none"> - No documentation available on the website + no response to the IPPR's request for disclosure of reports.
Financial / Budgetary Documents	<ul style="list-style-type: none"> - No data available on the website.
	<ul style="list-style-type: none"> - Council did not respond to the IPPR's request for disclosure.
OAG Reports	<ul style="list-style-type: none"> - Mariental is five years behind in its auditing submissions with the latest available audit report for the 2014/15 financial year having received a qualified opinion.

<p>Service Delivery & Subnational Development</p>	<p>During the former mayor Adam Kuhlman’s tabling of the municipality’s 2021/22 budget in July 2021, several service delivery amendments were announced including:</p> <ul style="list-style-type: none"> - 7-8% increases in sanitation and sewerage tariffs - 5% reduction in assessment rates for businesses - Installation of 1000 pre-paid water meters - Zero rate basic water charges for seniors. - Special electricity rates for seniors - Sewerage reticulation and construction of 200 toilets in informal settlements.
<p>Corruption, Mismanagement & Misconduct</p>	<p>LPM Councilor Resignations</p> <ul style="list-style-type: none"> - In March 2022, Mayor Adam Kuhlman became the first LPM councilor to resign from his post (six other councilors had previously been recalled by the party). - Kuhlman cited false accusations that he and his personal assistant were conspiring to destroy the LPM and topple its leaders. - In May 2022, LPM lost its attempt to get the High Court to rescind a previous judgement in which it ordered the party to reinstate two members withdrawn from Mariental TC due to accusations of accepting bribes in respect of the sale of land by the council and collusions with Swapo members. - In August 2022, Chairperson Frensis Gawases became the latest LPM councilor to tender her resignation from both the municipal council and the party. <p>Councilor Arrest on Marijuana Charges</p> <ul style="list-style-type: none"> - In August 2022, Councillor Shuketamaba Michael Jonas was arrested in connection with possession of marijuana to the value of N\$231,000. He was subsequently expelled from representing the IPC.

8. Okahandja Municipality

Website	No operational website.
Social Media	<p>Facebook: https://www.facebook.com/okahandja</p> <ul style="list-style-type: none"> - 223 followers. - Profile is dormant with no posts made to the feed since its creation. <p>Twitter: https://twitter.com/mokahandja</p> <ul style="list-style-type: none"> - 111 followers. - Posts are infrequent with only 60 posts made in the two-year review period. - Notable post topics include service disruptions, notices on the hosting of public events in Okahandja, requests for project proposals, stakeholder engagement meeting advertisements.
E-Governance	- No sophisticated online governance / feedback interface exists.
Access to Information & Council Meetings	- No data on council meetings was found on council's limited online platforms.
Regional / Local Development Committee	- No data on LDC was found online + no further information provided through questionnaire response submissions to determine if committee is active or not.
Annual Activity Reports	- No data available and no documents submitted at the request of IPPR.
Financial Statements	- No data available and no documents submitted at the request of IPPR.
OAG Reports	- Council is up to date with its auditing submissions with its latest report covering the 2019/2020 financial year for which it received a disclaimer opinion.
Service Delivery & Subnational Development	<p>Housing Provisions</p> <ul style="list-style-type: none"> - In August 2021, Council handed over 20 low-cost houses constructed in collaboration with Shack Dwellers Federation to local residents. <p>Serviced Land Shortages & Land Grabbing</p> <ul style="list-style-type: none"> - In March 2022, Okahandja residents of Ekunde Extension 5 criticized the local authority over the lack of municipal services and its failure to launch the land delivery programme that it had been promising residents for years. - In March 2022, Okahandja residents of Ekunde Extension 5 criticised the local authority for its poor delivery of municipal services and specifically for its failure to launch the land delivery programme that it had been promising residents for years. While the first eviction order was halted after Minister Uutoni ordered residents to be registered and allocated a piece of land, Council has been unable contain the situation of land grabbing since that point, particularly around the Ekunde informal settlement.
Corruption, Mismanagement & Misconduct	<p>ACC Probes Former CEO over Illegal Land Sales</p> <ul style="list-style-type: none"> - In October 2020, former CEO Martha Mutilfa was summoned to appear before the ACC to explain allegations of corruption whereby she illegally sold large tracts of un-serviced land during a time when GRN had banned land sales in the area, with 3200 plots said to have been sold between 2014 and 2020. - Mutilfa had already been suspended by the town council early in 2020 over allegations of abuse of funds, fraud, corruption, insubordination, and dubious land deals. <p>Internal Investigation into Illegal Land Sales</p> <ul style="list-style-type: none"> - In October 2021, Council was obliged to launch an internal investigation into all land deals made at the municipality over the past 10 years including plots allocated to former councillors and municipal employees after community members complained about illegal allocations that were made during a period when there was a moratorium on land sales.

9. Opuwo Town Council

Website	No website operational.
Social Media	<p>Facebook: https://www.facebook.com/people/Opuwo-Town-Council/100067960233326/</p> <ul style="list-style-type: none"> - 2300 followers. - 190+ posts during review period. - Notable post topics including community meetings and agenda items; transcripts of mayoral addresses; service delivery improvements, disruptions and advisories; staff trainings and workshops; clean up campaigns and annual trade fair promotions (the latter featured especially frequently due to President Geingob's attendance of the event). - Videos are occasionally posted in Otjiherero. <p>Instagram: https://www.instagram.com/opuwotown/?hl=en</p> <ul style="list-style-type: none"> - 990 followers. - Approximately 230 posts with topics including private sector donations, expressions of interest and bid invitations, public notices on service disconnections, updates and disruptions, cultural events, trade fair promotions, and community engagement meetings.
E-Governance	- No sophisticated online governance / feedback / payments portal exists.
Access to Information & Council Meetings	<ul style="list-style-type: none"> - No information has been posted on socials about council meetings specifically. - More focus is directed to documenting community engagement meetings and outlining corresponding agenda items. - Nevertheless, these community meetings all appear to be well-attended.
Regional / Constituency Development Committee	- No information has been posted on socials about LDCs + non-submission of questionnaire responses makes it difficult to determine if committees are active.
Activity Reports	- No data available. The TC did not respond to the IPPR's request for disclosure of reports.
Financial / Budgetary Documents	- No data available. The TC did not respond to the IPPR's request for disclosure of financial statements.
OAG Reports	- TC is one year behind with its auditing submissions with its latest report covering the 2018/2019 financial year, for which it received a disclaimer opinion.
Service Delivery & Subnational Development	<p>Public-Private Partnerships on Housing</p> <ul style="list-style-type: none"> - In November 2020, TC availed land to construct 208 houses as part of a public-private partnership with Octagon Construction in the first initiative of its kind at the town. <p>Serviced Land Shortages</p> <ul style="list-style-type: none"> - In August 2022, it was reported that burgeoning of informal settlements at the town is resulting in many informal communities on the outskirts of Opuwo lacking proper sanitation.
Corruption, Mismanagement & Misconduct	- No reports of corrupt activities were found in media during review period.

10. Oshakati Town Council

Website	<p>http://www.oshtc.na/</p> <ul style="list-style-type: none"> - Modern, professional and easy to navigate interface. - Oshakati Today Newsletter is published on a quarterly basis. However, no new newsletter has been published since January 2022. - Phone numbers are available for all council members, management cadre personnel and the Office of the CEO but no corresponding email addresses are provided. - Requests for Quotations and other types of Bid Invitations are regularly updated with the most recent document showing a Closing Date of 11 November 2022. - No new stories have been uploaded to the 'News' tab since December 2019. - Certain links are not working – namely: 'FAQs', 'Highlights – Development' and 'Highlights – Projects'. - Upcoming management committee and ordinary council meeting times, dates and venue are posted under 'Events' tab.
Social Media	<p>Facebook: https://www.facebook.com/oshtc.na/</p> <ul style="list-style-type: none"> - 12,000 followers. - Roughly 160 posts during review period. - Notable post topics including videos on how to acquire residential and business plots, feedback meetings on regional environmental assessments, service interruptions, debt collection advisories, tariff increases, newspaper articles related to the region, council meetings schedules for the 2021 and 2022 calendar years, contact numbers for all essential services and personnel. <p>Instagram: https://www.instagram.com/oshakatitowncouncil/</p> <ul style="list-style-type: none"> - 1652 followers. - 20 posts relating to events such as the Annual Business Breakfast, new leadership, service updates and disruptions etc. - One out of 20 posts is written in Oshiwambo.
E-Governance	<ul style="list-style-type: none"> - Under the 'Services' tab, residents can apply for a stand at the open market or apply for a refuse removal bin. - Residents can submit basic enquiry forms about property, sewage and water supply. - In 2021, TC billing systems were updated such that residents could receive their monthly water bills by SMS + email. - No other sophisticated online governance/ feedback/payments portal.
Access to Information & Council Meetings	<ul style="list-style-type: none"> - Past and upcoming Management Committee and Ordinary Council meetings are listed under the 'Events' tab on website. - No content regarding council meeting agenda items or meeting minutes. - Meetings were halted due to COVID-19 health regulations but resumed in September 2021. - Oshakati Newsletter reports that 19 public meetings were held throughout 2021 in all locations and townships of the town.
Regional / Local Development Committees	<ul style="list-style-type: none"> - Oshakati Newsletter for October 2021 indicates that LDCs were elected at public meetings in informal settlements throughout the year.
Activity Reports	<ul style="list-style-type: none"> - No formal reports are posted on any of the region's online platforms. The TC did not respond to the IPPR's request for disclosure of said documents. - However, Annual Newsletter provide a fairly comprehensive summary of the activities undertaken by council throughout the year.
Financial / Budgetary Documents	<ul style="list-style-type: none"> - No data available online. The TC did not respond to the IPPR's request for disclosure of financial statements.
OAG Reports	<ul style="list-style-type: none"> - RC is one year behind with its auditing submissions with its latest report covering the 2018/2019 financial year, for which it received an adverse opinion.

Service Delivery & Subnational Development	<p>Annual service progress listed in the Town Council's Quarterly newsletters (2021 only):</p> <ul style="list-style-type: none"> - December 2020: Land Hold Titles handed over to all residents of Eemwandi location who were relocated to Onawa. - April 2021: revamping of Caribbean recreational facility + phase one of formalization of Uupindi South. - June 2021: initiation of construction of Ekuku park recreation facility + completion of new weigh bridge at Oshakati landfill site. - 2021: 482 households relocated from the Sky Location to Onawa. - 2021: re-gravelling of old roads. - September 2021: revival of Build Together Programme. - October 2021: Formalisation of Evululuko Extension 10. - December 2021: launch of new open market with 28 stalls with funding support from GIZ and the MURD. - March 2022: beginning of project to formalise Ehenye Extension 11 and part of Extension 12. - April 2022: relocation of 800 residents of Kalaula, Oshimbangu-Solar plant and Oshoopala to the new Onawa. - May 2022: TC determined that it would write off 100% of all debts for residents and businesses customers who settle their debts to the council within six month of July 01, 2022, and 60% for those who settle debts within 12 months.
Corruption, Mismanagement & Misconduct	<ul style="list-style-type: none"> - No such incidences reported in the media during review period.

11. Otjiwarongo Municipality

Website	<p>https://www.otjimun.org.na/</p> <ul style="list-style-type: none"> - Modern format and easy to navigate interface. - Residents can read about ongoing development projects including the Clay House Project and the extension of water connections to informal settlements. - 'Services' tab contains step-by-step instructions on how to apply for water connections; how to process utility payments; how to register businesses etc. Applications are also available to download. - All links under 'Documents' tab are not working. - 'Invitation for Bids' link under the Procurement tab is not working. - 'Noticeboard' tab has not been updated since May 2022. - No content available under the 'Videos' tab. - No information has been posted regarding the current makeup of the municipal council or management cadre personnel – no names, photo - IDs or contact information provided. - Webpage security requires improvement.
Social Media	<p>Facebook: https://www.facebook.com/www.otjiwarongomun.org.na/</p> <ul style="list-style-type: none"> - 11,000 followers. - Roughly 200 posts made during the review period. - Notable post topics including public and ordinary council meeting invitations + planned agenda items; calendar for community meetings in informal settlements; business registration and fitness certification advisories; procurement information sessions; service advisories; request for bids. <p>Twitter: https://twitter.com/otjiwarongom?lang=en</p> <ul style="list-style-type: none"> - 162 followers. - Account is mostly dormant with only 67 tweets in total and 50 in the last two years. <p>Instagram: https://www.instagram.com/otjiwarongomun/?hl=en</p> <ul style="list-style-type: none"> - 1275 followers. - Approximately 165 posts including ordinary council meeting invitations; procurement information sessions; bidding invitations; commuting engagement meetings; service updates and interruptions.
E-Governance	<ul style="list-style-type: none"> - No sophisticated online governance/feedback/payments interface.

Access to Information & Council Meetings	<ul style="list-style-type: none"> - Invitations to council meetings are routinely posted several days in advance on Council's Facebook. - Limited information on agenda items and no meeting minutes available.
Regional / Local Development Committee	<ul style="list-style-type: none"> - No specific mentioning of LDCs on any of the council's online platforms and no further information provided through questionnaire responses.
Activity Reports	<ul style="list-style-type: none"> - Activity Reports link on the website are not working.
Financial / Budgetary Documents	<ul style="list-style-type: none"> - No data available on website. Council did not request to IPPR requests for financial statements.
OAG Reports	<ul style="list-style-type: none"> - Otjiwarongo is up to date with auditing submissions with its latest report covering the 2019/2020 financial year + receiving an adverse opinion.
Service Delivery & Subnational Development	<p>Development Projects listed on TC website:</p> <ul style="list-style-type: none"> - Provision of water to informal settlements - Clay House Project: funding of N\$5.3 million has been contributed for the building of 100 formal houses and 25 quick-shelters. - In November 2020, Otjiwarongo councilor Maralyn Mbakera acknowledged the Council's inadequate service delivery track record during a speech at a Swapo Party political rally. <p>Land & Housing Provisions</p> <ul style="list-style-type: none"> - In April 2021, Council, in collaboration with NHE, acquired 40 plots on which to construct low-cost houses for residents with a June 2022 completion date. - In September 2022, the municipality began the roll out of an accelerated land delivery action plan, inclusive of the flexible land tenure system, in collaboration with NHE, to combat land grabbing pressures and decrease housing backlogs for low and middle-income residents. <p>Urban Agriculture</p> <ul style="list-style-type: none"> - In December 2021, Council announced plans to rent small-scale agricultural plots out to residents in order to enhance its urban agriculture policy.
Corruption, Mismanagement & Misconduct	<p>Improper Chairperson Nominations</p> <ul style="list-style-type: none"> - In September 2021, in a letter addressed to Minister Uutoni, LPM accused SWAPO councillor Godhard Hoko of ascending to power as Chairperson of the municipal management committee without a second nomination in violation of the Local Authorities Act. <p>Councillor Guilty of Corruption</p> <ul style="list-style-type: none"> - In July 2021, Councillor Hilde Noreses was found guilty of corruptly soliciting and accepting gratification by a taxpayer as an incentive to write off outstanding tax payments in 2018.

12. Outapi Town Council

Website	https://outapitc.org.na/ <ul style="list-style-type: none"> - Executive summary of all bid evaluation reports divided into cleaning, refuse removal, security, animal collection and IT maintenance services available under 'Procurement' tab. - Basic explanations about how essential services are provided and who supplies them including electricity, water, rates & taxes and waste removal are available under 'Citizens' tab. - Majority of tabs either do not contain any content or feature content that is unfinished, poorly formatted and/or requiring further editing. - Strategic Plan is outdated from 2015 – 2020. - No contact information provided for any of the town's councillors + management cadre; only one main phone line with no extensions for contacting different departments.
Social Media	<p>Facebook: https://www.facebook.com/OutapiTownCouncil/</p> <ul style="list-style-type: none"> - 13,000 followers. - Account has been mostly dormant with only 25 posts, most of which are just pictures of the town. <p>Twitter: https://twitter.com/outapitown</p> <ul style="list-style-type: none"> - 62 followers. - Account is entirely dormant with no tweets since 2013.
E-Governance	<ul style="list-style-type: none"> - Basic enquiry form is available under 'Contact us' tab on website but no sophisticated online governance portal available.
Access to Information & Council Meetings	<ul style="list-style-type: none"> - No information about council meetings was found on any of the council's online platforms + no further information was provided via questionnaire responses.
Regional / Local Development Committee	<ul style="list-style-type: none"> - No data on LDCs was found on any of the regions' online platforms and no further information was disclosed through responses to the IPPR's questionnaire.
Activity Reports	<ul style="list-style-type: none"> - No data available on council's online platforms. - Council did not respond to IPPR's requests for disclosure of said reports.
Financial / Budgetary Documents	<ul style="list-style-type: none"> - No data available on any online platforms. - Council did not respond to IPPR's requests for disclosure of financial statements.
OAG Reports	<ul style="list-style-type: none"> - Outapi is three years behind with its auditing submissions with its latest report covering the 2016/2017 financial year and receiving a qualified opinion.
Service Delivery & Subnational Development	<p>Water Disconnections</p> <ul style="list-style-type: none"> - In March 2021, Council disconnected the water supplies of 426 households that were in arrears on their water bills for more than 30 days and owed more than N\$4.3 million for water. <p>No Clean Water Supply</p> <ul style="list-style-type: none"> - In April 2021, residents complained that Council was providing low-quality and dirty water which was causing stomach cramps diarrhoea but had still continued to make residents pay for sub-standard municipal services at the risk of water disconnections.
Corruption, Mismanagement & Misconduct	<ul style="list-style-type: none"> - No such incidences have been reported in the media during the review period.

13. Rehoboth Town Council

<p>Website</p>	<p>https://rtc.org.na/</p> <ul style="list-style-type: none"> - Website has an easy to navigate format, with a pleasant aesthetic. - Three internal committees have been established to ensure procurement transparency, namely: Procurement Management Unit; Bid Evaluation Committee and Procurement Committee. - FAQs tab contains practical advice for residents who are in arrears + disconnection and re-connection procedures. - Services tab contains comprehensive information on emergency; electricity; housing; water, roads & sewage; + public health including: <ul style="list-style-type: none"> o Tariffs for basic services o Current connection costs o Charges for illegal connections o Account payment options o Department contact details. - Events tab has not been populated with any information. - Council indicates in its questionnaire responses that this is because the website was only recently launched in August 2022, thus some parts of the platform are still incomplete.
<p>Social Media</p>	<p>Facebook: https://www.facebook.com/RehobothTowncouncil/</p> <ul style="list-style-type: none"> - 8900 followers. - Approximately 175 posts during review period with first post made in December 2020 and activity becoming increasingly more frequent and comprehensive as time went on. - Notable post topics include service disruptions, fire warnings, development project updates, account payment details, community meeting and ordinary council meeting invitations and agenda items, live streams of all ordinary council meetings. - Occasionally, posts are made in Afrikaans.
<p>E-Governance</p>	<ul style="list-style-type: none"> - Residents may submit a basic enquiry form under 'Contact us' tab; however, no sophisticated online governance/feedback portal is available
<p>Access to Information & Council Meetings</p>	<ul style="list-style-type: none"> - Ordinary council meetings are live streamed on RTC Facebook page. - Council meetings schedule for the year is published in the RTC Newsletter, the link for which is posted on Facebook.
<p>Regional / Local Development Committee</p>	<ul style="list-style-type: none"> - Settlement Development Committees were established in Bahnhof and Acasia Park wards in February 2021.
<p>Activity Reports</p>	<ul style="list-style-type: none"> - No data found on website or social media platforms and no relevant documentation attached to questionnaire responses.
<p>Financial / Budgetary Documents</p>	<ul style="list-style-type: none"> - Council shared exact figures received from GRN subsidies and Road Administration funds for 2020/21 and 2021/22 in its questionnaire responses but notes that these amounts were not enough to cover the size of its development projects. - Council has been unable to source any funds from the Regional Trust Fund; GIPF or the Environmental Investment Fund. - In a Public Notice on Facebook, Council admitted that it was under financial strain due to its prepaid water agreement with NamWater which requires it to purchase water every second day.
<p>OAG Reports</p>	<ul style="list-style-type: none"> - RTC is four years behind with its auditing submissions with its latest report covering the 2015/2016 financial year and receiving an adverse opinion.

<p>Service Delivery & Subnational Development</p>	<p>Questionnaire Responses:</p> <ul style="list-style-type: none"> - The local authority has a backlog of 3000+ applicants for serviced land. However, Council recently approved the allocation of plots to more than 400 beneficiaries, reducing this backlog by 13%. - RTC is working collaboratively with GIZ on two development projects, namely: construction of the multi-sports field + planning and upgrading informal areas under the ISUD project. - RTC is also in the advanced stages of securing an agreement with FNB to provide funding for the fast-tracking of land delivery with conditional support for this arrangement from the MURD. - RTC was transparent about the N\$172 million total debts it owes to bulk service suppliers NamWater and NamPower and the effect this situation is having on service delivery, as part of all revenue collections has to be directed to servicing these debts. <p>- July 2022: Town residents reportedly complained that Rehoboth was operating more as a settlement than a town due to poor service delivery including poor refuse removal systems and 95% of the town's road infrastructure not being tarred.</p> <p>The first edition of the RTC Newsletter published in July 2022 outlines ongoing development projects:</p> <ul style="list-style-type: none"> o Commissioning of solar powered borehole for the upcoming construction of a new Sports Field. o New pump station for Block H to the value of N\$4.1 million. o Ongoing construction of new Fire Station with expected February 2023 completion date. o Council ruled that prepaid water meters will be compulsory for all town residents.
<p>Corruption, Mismanagement & Misconduct</p>	<p>Housing Officer Jailed by ACC</p> <ul style="list-style-type: none"> - In May 2021, former mayor Rudi van Wyk wrote to the ACC Director requesting him to investigate the TC's Housing & Properties Officer who he alleged had fraudulently received N\$5000 from a client in desperate need of housing. - In its questionnaire responses, Council refers to this incident of corruption involving illegal land sales and confirms that the official has been jailed for his offences by the ACC.

14. Rundu Town Council

<p>Website</p>	<p>No website operational.</p>
<p>Social Media</p>	<p>Facebook: https://www.facebook.com/profile.php?id=100067432261267</p> <ul style="list-style-type: none"> - 790 followers. - Dormant account: no posts made since October 2019
<p>E-Governance</p>	<ul style="list-style-type: none"> - No sophisticated online feedback / governance / account payments interface exists.
<p>Access to Information & Council Meetings</p>	<ul style="list-style-type: none"> - No data available. - Council did not respond to the IPPR's questionnaire so difficult to discern how often council meetings happen and if they are sufficiently advertised to the public.
<p>Regional / Local Development Committees</p>	<ul style="list-style-type: none"> - No data available and no further information provided through responses to the IPPR's questionnaire.
<p>Annual Activity Reports</p>	<ul style="list-style-type: none"> - No data available. - Council did not respond to the IPPR's request for reports disclosure.
<p>Financial Statements</p>	<ul style="list-style-type: none"> - No data available. - Council did not return IPPR's request for access to financial statements.
<p>OAG Reports</p>	<ul style="list-style-type: none"> - Rundu is three years behind in its auditing submissions with the latest audit report published for the 2016/17 financial year receiving an adverse opinion.

<p>Service Delivery & Subnational Development</p>	<p>Sewage Overflows</p> <ul style="list-style-type: none"> - In September 2021, it was reported that a faulty sewer pump station at Rainbow Village was causing large spillages of sewage water into the community with no maintenance interventions from the Council. The incident subsequently attracted a concerned visit to the town from MURD Minister Erastus Utoni. <p>Water Crisis</p> <ul style="list-style-type: none"> - Water and electricity supplies are routinely interrupted. - In September 2021, Rundu residents were left without water for up to a week after NamWater cut the TC's water supply due to its failure to settle accumulating debt. <p>Road Maintenance</p> <ul style="list-style-type: none"> - In January 2022, the RFA expressed discontent with Rundu TC's failure to make use of N\$5.5 million that it had previously been allocated to improve the town's decaying road systems. Throughout the entire previous financial year, the TC had only used 30% of its total allocation, leaving huge potholes unattended to. - In February 2022, Council announced the closure of Sam Nujoma Drive for three months to provide time for a rehabilitation project. <p>Blaming Residents</p> <ul style="list-style-type: none"> - In September 2021, Rundu TC blamed residents, who reportedly owed the council close to N\$300 million in overdue municipal bills, for the town's experiencing three days of water cuts after falling short in its ability to pay NamWater for prepaid water supplies while also honouring its utility debt repayments. - In January 2022, Rundu CEO made a statement blaming the Kavagara Agricultural Project, comprised mainly of members of the Kaisosi community, who he accused of blocking contractors' access to a borrow pit from which to mine gravel needed to be extracted for road maintenance. Kaisosi residents reportedly blocked the extraction on account of the site constituting part of their ancestral land.
<p>Corruption, Mismanagement & Misconduct</p>	<p>Extended Staff Vacancies</p> <ul style="list-style-type: none"> - Rundu TC was operating without a CEO for almost three years between July 2018 and May 2021. <p>Financial Mismanagement</p> <ul style="list-style-type: none"> - The Committee accused Rundu TC of 'cooking its books' after it stated it had N\$110 million in its bank accounts when in fact it had no such amounts and could not pay debtors such as NamWater, which it owed N\$124 million. - The Committee accused the TC of 'cooking its books' after it stated it had N\$110 million in its bank accounts but in fact had no such amounts and could not pay debtors such as NamWater, which it owes N\$124 million.

15. Swakopmund Municipality

<p>Website</p>	<p>https://swakopmun.com/</p> <ul style="list-style-type: none"> - Professional, accessible and well-formatted interface. - Complete, up-to-date list of phone numbers for all councillors, offices, departments and divisions (but no email addresses). - Each Department's mandate and responsibilities is broken down into smaller sections - No content under any of the links in the 'Tourism' tab. - News, notices, and events are all regularly updated under the 'Community' tab including a populated calendar of public notices, community and public consultation meeting invitations, vacancies, erven sales, applications, bid invitations etc. for each month selected. - Comprehensive rundowns of the mandate and responsibilities of each municipal department and division. - Employment, refuse removal, business registration, assessment rate exemptions forms all available to download. - No up-to-date capital budget available with the latest being for 2019/20. - Swakopmund Investment Profile is available to download but has not been updated since 2019.
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Social Media	<p>Facebook: https://www.facebook.com/swkmun/</p> <ul style="list-style-type: none"> - 25,000 followers. - Feed is highly active with over 1000+ posts during review period including details on ordinary council meetings, construction of new schools and other development project updates, clean up campaigns, municipal account payment advisories, sale of council-owned properties and land, local events and social activities calendar, bidding invitations, local business promotions. <p>Twitter: https://twitter.com/swkmun</p> <ul style="list-style-type: none"> - 441 followers. - 400+ tweets with topics including local cultural and community events, vacancies, community consultations, tariff schedules for 2022/23, service advisories, bi-annual ordinary council meeting calendars, media articles relating to the town, annual refuse removal calendars, council meeting invitations, account details for the payment of municipal service bills. <p>Instagram: https://www.instagram.com/swkmun/?hl=en</p> <ul style="list-style-type: none"> - 1935 followers. - 207 posts in review period.
E-Governance	<ul style="list-style-type: none"> - Client Balances tab on website allows residents to view their municipal balances by providing their account names and account numbers. - Residents can send messages to the Council via basic online enquiry form; however, there is no sophisticated online feedback interface for residents to submit to.
Access to Information & Council Meetings	<ul style="list-style-type: none"> - Under the 'Downloads – Information Documents' tab, residents can access the Agendas for all Ordinary Council Meetings on a monthly basis since February 2019. - Minutes of Ordinary Council Meetings are also accessible from January 2019 – August 2021 but have not been published for at least the last year. - Under the 'Community – Notices' tab, promotional posters are published inviting residents to attend public consultation meetings.
Regional / Local Development Committees	<ul style="list-style-type: none"> - No specific mentioning of LDCs on website or social feeds. No further information was provided by way of IPPR questionnaire submissions.
Annual Activity Reports	<ul style="list-style-type: none"> - No data available on website and Council did not respond to IPPR's request for disclosure of said reports.
Financial Statements	<ul style="list-style-type: none"> - No data available on website; Council did not respond to IPPR's request for disclosure of financial statements.
OAG Reports	<ul style="list-style-type: none"> - Swakopmund is up to date with its auditing submissions with its latest report covering the 2019/2020 financial year and receiving a disclaimer opinion.
Service Delivery & Subnational Development	<p>Housing Provisions</p> <ul style="list-style-type: none"> - The municipality constructed 70 houses at a cost of N\$8.8 million for low-income residents through the Build Together programme in 2021 with a further 79 construction plans in 2022. - To effectively manage the town's momentous housing waiting list of 22,000, Council has appealed to GRN and relevant stakeholders to allow for the sale of 290 incomplete mass houses to residents as is. - In August 2021, 49 houses constructed under the 40/40 housing scheme were handed over to DRC residents. <p>Smart City Goals</p> <ul style="list-style-type: none"> - Illustrated through ongoing projects focuses including the N\$1.6 billion Swakopmund School of Engineering, Marine, Logistics and Health Sciences and the N\$42 million International University of Management. - Boosted through signing of MoU between Swakopmund Council and MTC for future collaborations on the development of a connected digital ecosystem in the town.
Corruption, Mismanagement & Misconduct	<p>Allegations of Discriminatory Appointments</p> <ul style="list-style-type: none"> - In June 2022, disgruntled council employees staged a peaceful demonstration backed by NAPWU over alleged unprocedural appointments, racial discrimination, and nepotism. - A petition was handed over to the deputy mayor calling out alleged institutionalised corruption whereby black employees were reportedly discriminated against through the council's adoption of an illegal and racially selective disciplinary policy.

16. Tsumeb Municipality

Website	https://tsumebmunicipality.wordpress.com/ - With the exception of the 'Junior Council' and 'Contact Us' tabs, the website is entirely devoid of content.
Social Media	Facebook: https://m.facebook.com/people/Tsumeb-Municipality/100064814346099/ - 7800 followers. - Active profile with over 750+ posts during review period with posts including bid invitations, invitations for stakeholder inputs on policy draft documents, municipal vacancies, and community meetings with local authority councillors. - Many posts made on this page are not necessarily applicable to the municipal council e.g., re-shares of events, job openings, articles + other miscellaneous content outside of the town.
E-Governance	- No sophisticated online governance / feedback / payments interface.
Access to Council Meetings	- Council meeting invitations and calendars are posted in advance on Facebook. - No ordinary council meeting agenda items or minutes are published online.
Regional / Local Development Committee	- No reference to LDCs on the Tsumeb Facebook feed or on its website. - No additional information could be discerned on the status of these committees due to council's lack of responses to the IPPR's questionnaire.
Annual Activity Reports	- No data available; Council did not respond to IPPR request for disclosure.
Financial Statements	- No data available; Council did not respond to IPPR request for disclosure.
OAG Reports	- Tsumeb is one year behind with auditing submissions with last available audit report for the 2018/19 financial year receiving an adverse opinion.
Service Delivery & Subnational Development	Housing & Land Provisions - Council plans to service 295 plots by the end of 2022. - To address the lack of vacant land in the town, the municipality recently completed a project to formalise Extension 9 at Nomtsoub with water, sewer and road networks to the cost of N\$25 million.
Corruption, Mismanagement & Misconduct	Extended Periods without Substantive CEO - Prior to the May 2022 appointment of Victoria Kapenda, Tsumeb had been without a substantial CEO since December 2018 (four years total). - In July 2021, the TC suspended its Acting CEO Karolina Damaseb over alleged dubious dealings, misappropriation of funds and maladministration.

17. Windhoek Municipality

<p>Website</p>	<p>http://www.windhoekcc.org.na/</p> <ul style="list-style-type: none"> - Website is highly informative, but format is somewhat dated and site security needs improvement. - Questionnaire responses indicate that a new website that is more up to date with the latest technological trends will be launched soon. - Comprehensive FAQs sub-divided into electricity, finance (client accounts, debt management, meters, + property rates), human resources, infrastructure, water + technical services, and solid waste management. - 'News' tab features media releases, official statements and documents dating back to March 2021 including highlights from ordinary council meetings; mayoral statements; council motions; and a 2021/22 budget. - No content has been inputted into CoW Events Calendar. - Suppliers are invited to subscribe to CoW's Online Bid Service to receive timely information on the City's product and service needs via email. - 'Info Portal' is populated with detailed information on all tariffs rates for 2021/22 + phone numbers for all service departments and divisions. - 'Citizen Portal' contains municipal services account payment options and access to E-Portal. - 'Councillors Portal' provides access to all Council Meeting Agendas for all months within the review period as well as an archive of all mayoral speech transcripts dating back to 2021. - 'Department Portal' outlines services provided by each Council department + names of Strategic Executives (but with no corresponding contact information). - 'Media Portal' is not populated with any information. - Monthly 'Aloe Newsletter' containing a Public Events Calendar for the upcoming month.
<p>Social Media</p>	<p>Twitter: https://twitter.com/CoWMunicipality</p> <ul style="list-style-type: none"> - 4000 followers. - Approximately 1750 in two-year review period. - Notable post topics include debt collection advisories; invitations to City Street Markets; council meeting invitations; monthly public meeting schedules; partnerships with the private sector and IGOs; annual tariff increases; donation drives; business development and training workshops; service disruption notices; community education campaigns; updates to municipal service audit; Development Committee meetings in collaboration with CoW's Public Participation team; updates to capital development projects such as Farm Okukuna urban agriculture and waste management projects + IPSAS training courses for 70+ employees in the CoW Finance Department. <p>Facebook: https://www.facebook.com/cowmunicipality/</p> <ul style="list-style-type: none"> - 2000+ posts during the review period. - Posts mostly cover the same topics as those featured on the CoW Twitter Feed with the addition of live streams of ordinary council meetings and media briefings, detailed caption summaries of council meeting highlights, detailed updates on urban agriculture development projects, international visits and engagements, quotes from residents lifted from community engagement meetings. <p>Instagram: https://www.instagram.com/cowmunicipality/?hl=en</p> <ul style="list-style-type: none"> - 9380 followers. - Approximately 275 posts during review period. - Topics include Informal Settlement Upgrading Pilot Project; public health and disaster risk management advisories; consultative meetings with GRN and other local/regional councils; development project updates; council meeting invitations; service interruptions; public education and environmental campaigns and community consultative meetings to discuss development priorities with residents.

E-Governance	<ul style="list-style-type: none"> - Residents can fill out standardised feedback forms located under the 'Contact Us' tab of the website. - CoW E-Portal can be accessed under the 'Citizen Portal' tab but this is about to be decommissioned and replaced with a new system. Services for CoW's new interface will include improved online statements, meter self-reading, incident reporting + traffic fine payments. - Residents can view and securely pay their traffic fines via a dedicated online portal. - Option for resident to sign up for access to municipal services' account balance enquiries by text.
Access to Information & Council Meetings	<ul style="list-style-type: none"> - Residents can access council meeting minutes by clicking on the 'Highlights from the Municipal Council of Windhoek ordinary council meeting held on X date' documents located under the 'News' tab of the website. - Agenda items are available to download for the entire review period – around 3-4 uploads per month. - Council meetings are also advertised and live streamed on the CoW Facebook with meeting agendas posted on its website prior to each meeting's commencement.
Regional / Local Development Committee	<ul style="list-style-type: none"> - Questionnaire responses indicate that CoW has signed an MoU with Khomas RC which has an RDCC in place allowing the municipality unhindered access whenever the need arises. - CoW is in the process of establishing its own forum starting in the informal settlement areas which will be known as the Neighbourhood Committee and will serve as a medium between the CoW and local residents in line with the City's Informal Settlement Development and Upgrading Policy.
Activity Reports	<ul style="list-style-type: none"> - No formalised activity report documents were located on CoW's website. CoW did not disclose these reports in their questionnaire responses.
Financial Statements	<ul style="list-style-type: none"> - Questionnaire responses disclosed the exact amount of GRN subsidies received in 2020/21 and 2021/22 as well as exact figures for all other sources of income including: <ul style="list-style-type: none"> o Rates and taxes o Land sales o Sewerage charges o Sanitation o Water consumption charges o Basic water charges o Electricity consumption charges o Basic electricity charges o Prepayment electricity charges o Other revenue. - A Media Briefing Budget for 2021/22 PowerPoint posted on the CoW's website presents all relevant financial information including: services tariff increases; operational budget; income; expenditure versus revenue composition; surplus; GRN subsidies; external loans; grants; and major capital projects.
Last OAG Reports	<ul style="list-style-type: none"> - Windhoek is up to date with its auditing submissions with its last report for the 2019/2020 financial year receiving a disclaimer opinion. - Facebook posts indicate that 70+ employees from CoW Finance Department took part in IPSAS training courses as part of the City's ambition to achieve unqualified audit reports in the future.

<p>Service Delivery & Subnational Development</p>	<p>Sanitation & Solid Waste Management</p> <ul style="list-style-type: none"> - In February 2021, it was reported that CoW had delayed the installation of 116 flush and dry toilets despite receiving toilets as donations from NamPower and Development Bank of Namibia over a year prior. <p>Informal Settlement Upgrading Affordable Housing Pilot Project</p> <ul style="list-style-type: none"> - In 2020 CoW launched its affordable housing policy in collaboration with NHE, MURD and Khomas RC and by June 2022, over 400 houses had been constructed across various informal settlements. <p>Development Partnerships</p> <p>According to its questionnaire responses, Windhoek Municipality currently partners with three core stakeholders to optimise service delivery and development progress:</p> <ul style="list-style-type: none"> o Windhoek Vocational Training Centre: agreement to provide internship opportunities for students. o UNAM and NUST: cooperative agreements in terms of research and development; SMART city and technology; Economic advancement; Urban transport, climate change and human settlement development; Water, sanitation and electricity; Adequate housing research; Public safety, security and disaster and emergency management; Professional capacity building; Public participation; Urban agriculture and food security; and International relations. o Namibia Correctional Service: cooperative agreements to share infrastructure, material and human resources in times of need; information exchange; sharing of expertise; rehabilitation and reintegration of ex-offenders; provision of municipal services; Sports and cultural activities.
<p>Corruption, Mismanagement & Misconduct</p>	<p>Coalition Leadership Infighting</p> <ul style="list-style-type: none"> - CoW's coalition arrangement whereby numerous parties have representation on the 15-seat municipal council and 3 or 4 opposition parties control the management committee has been criticised for failing to establish a common ground on issues affecting service delivery. - This is evidenced by the multiple reconfigurations of the management committee and most recently, the July 2022 vote of no confidence motion ushered in by AR against the IPC-controlled committee on charges of gross incompetence. <p>Extended Period without Substantive CEO</p> <ul style="list-style-type: none"> - A controversial recruitment process has seen Windhoek operating without a substantive CEO for the entirety of the two-year review period. - In a recent letter from the MURD's Minister Erastus Uutoni to the Windhoek mayor, this extended period of operations without a CEO was criticised for having destabilised the city's administrative machinery. - Uutoni's letter was sent following allegations by AR's Job Amupanda in August 2022 that the recruitment process had been compromised by corrupt conduct whereby candidates were being discriminated against based on their party affiliations. <p>Double Dipping Transport Benefits</p> <ul style="list-style-type: none"> - In July 2022, the CoW management committee unanimously endorsed dual transport benefits such that the mayor and deputy mayor could at once claim transport allowance and use allocated official vehicles under 'special circumstances'. These new recommendations are being criticised for effectively endorsing an irregularity in municipal policies. <p>Corruption Response Protocol</p> <ul style="list-style-type: none"> - Questionnaire responses verify the occurrence of multiple potentially corrupt incidences, all of which were referred to NAMPOL and/or the ACC. - Incidences of gross irregularities and fraud are dealt with in line with the CoW's Anti-fraud Policy and Procedures with those implicated subject to an internal disciplinary process.

18. Walvis Bay Municipality

Website	<p>https://www.walvisbaycc.org.na/</p> <ul style="list-style-type: none"> - Website is informative but format appears outdated. However, questionnaire responses indicate that website is due to be revamped in the next few months. - Strategic Plan for 2021 – 2026 and various town planning policies including an Integrated Environmental Policy for 2022 – 2030 can be downloaded under the ‘Documents’ tab. - Annual Procurement Plan 2022/23, Urban Structure Plan 2022-2042, and an invitation to an upcoming tourism forum meeting are all viewable under the ‘Notice board’ tab. - Current bid invitations and recently awarded bids can be accessed under ‘Business’ tab. - No content under ‘Mayor fund activities’ tab. - Council meeting agendas and minutes/mayoral speech transcripts are accessible from January 2020 onwards.
Social Media	<p>Facebook: https://www.facebook.com/municipalityofwalvisbay/</p> <ul style="list-style-type: none"> - 19,000 followers. - Approximately 660 posts during review period. - Notable post topics including monthly calendars of all public consultative meetings + all events going in Walvis Bay (Council-related or otherwise); mayoral fundraising galas; bid invitations; services interruptions; public awareness campaigns on solid waste management + sewer systems; collaborative meetings with other local/regional councils to discuss service delivery best practices; invitations to submit comments for environmental risk assessment of green hydrogen plant; public budget consultation meetings; summary presentations of key aspects of 2022/23 budget + link to full budget speech; links to council meetings and minutes; live streams of council meetings, mayor media briefings, strategic plan launches; announcements of development partnerships with IGOs and private actors. <p>Twitter: https://twitter.com/walvisbaymun?lang=en</p> <ul style="list-style-type: none"> - 343 followers. - Account is dormant with only 6 tweets ever posted and only 1 in review period.
E-Governance	<ul style="list-style-type: none"> - Residents can fill in basic enquiry forms and specify their messages for the attention of particular department under the ‘Contact Us’ tab of website. - No sophisticated online governance interface exists; however, the municipality indicates that new technology is being investigated to make feedback systems more streamlined.
Access to Information & Council Meetings	<ul style="list-style-type: none"> - Under the ‘Council’ tab on the website, it is stated that council meetings are held every last Tuesday of the month at 18:00 at one of two listed locations. - Council agendas items and minutes of statements given by the mayor or deputy mayor are available to download. - Live streams of ordinary council meetings and transcripts of meeting minutes are also posted on the MWB’s Facebook page.
Regional / Local Development Committee	<ul style="list-style-type: none"> - MWB is a member of the Constituency Development Committee for both urban and rural constituencies but does not possess a Local Development Committee.
Activity Reports	<ul style="list-style-type: none"> - Walvis Bay was the only one out of 32 councils surveyed to provide the IPPR with access to its quarterly and monthly activity reports spanning January – September 2020 and May 2021 – June 2022 respectively. - Activity reports are populated with exhaustive datasets across various categories including: <ul style="list-style-type: none"> o Mayor’s schedule; public relations and customer service; media and social media engagement; capital development projects and service delivery updates for all departments including waste management, water supplies, road maintenance & building services, environmental & coastal monitoring; public health and Covid-19 statistics; financial reporting on expenditure, revenue, credits & arrears.

Financial Statements	<ul style="list-style-type: none"> - To address the challenge of diversifying revenue streams, a Revenue Enhancement project has been launched to collect all monies owed by residents and to address all system loopholes. - Council shared the amount of GRN subsidies it received for 2021, 2022 and the forthcoming 2023 financial year as well as additional income received from rates and utilities for 2020 + 2021. - Currently, MWB receives no GRN subsidies for operational expenditures. - Council is not currently operating at a deficit despite its cash flow issues. - A Facebook post summarises the management committee's presentation of Walvis Bay's 2021/22 Capital Budget, Operating Budget and Tariff Structure. - Another Facebook post showcases a PowerPoint presentation summarising all of the key aspects and figures of the budget by department including land development projects, service delivery-related projects, infrastructure repair, social projects, vehicle replacements and provisions for pensioners' debt write offs. - Activity reports feature a comprehensive 'Financial Results' section exhibiting all budgeted versus actual expenditure, revenue, rates & taxes all of which are categorised by item of service, institution and town area.
OAG Reports	<ul style="list-style-type: none"> - Walvis Bay is up to date with its auditing submissions with its last report for the 2019/2020 financial year receiving an adverse opinion.
Service Delivery & Subnational Development	<p>Forgiving Pensioner Debts</p> <ul style="list-style-type: none"> - In September 2022 it was announced that MWB will write off an estimated N\$6.7 million in outstanding pensioners' debt while ordinary residents and businesses will also have some of their interest waived. <p>Housing & Land Servicing</p> <ul style="list-style-type: none"> - In 2021/22, the municipal council allocated the biggest chunk of its N\$600 million capital budget to land development projects with N\$38 million earmarked for development of 30,000 plots at Farm 37. - Despite these ambitious plans, Council admits to a backlog in housing and land servicing but does not disclose exact figures. - Council attributes its considerable backlog to the rate of migration to congested urban areas, a shrinking economy, + high unemployment. - In May 2022, protestors gathered outside the IPC-controlled council chambers demanding that elected representatives stop debating the N\$24 million lost by the previous administration and instead focus on delivering serviced land to those that voted them into government. - In September 2022, it was reported that the first phase of Farm 37, which will see 677 erven ready for residents, will be finished in next six months. - Council has also entered into public-private partnerships to service four other extensions. <p>Extended Period without Substantive CEO</p> <ul style="list-style-type: none"> - Walvis Bay operated without a substantive CEO since November 2021 following Council's decision not to renew the former CEO Muronga Haingura's contract.
Corruption, Mismanagement & Misconduct	<p>Suspension of CEO & Investigation into Missing N\$24 Million</p> <ul style="list-style-type: none"> - The town's former CEO Muronga Haingura was suspended for seven months in December 2020 to make way for a forensic investigation into alleged misappropriation of funds and irregularities under his watch. - His suspension came after it was discovered that N\$24 million had gone missing from the Council's funds for urban land servicing projects. <p>Erroneous Service Payments</p> <ul style="list-style-type: none"> - In April 2022, local authority administrators incorrectly paid N\$1.2 million to a security company providing ad hoc services to the municipality, with overpayment occurring for over six months before it was detected. <p>Ongoing Corruption Investigations</p> <ul style="list-style-type: none"> - Questionnaire responses disclose that incidences have occurred but does not divulge any further details as cases are currently under investigation by the ACC and NAM-POL. - In August 2022, it was reported that two senior officials had been internally charged with negligence and gross misconduct and are now facing internal disciplinary action. <p>Corruption Response Protocols</p> <ul style="list-style-type: none"> - Council has recently established its own version of a Corruption Risk Assessment in collaboration with the ACC. This initiative is spearheaded by an Integrity Committee. - A Corruption Risk Assessment Report from February 2020 is accessible via website.

Section B: Regional Councils

1. Erongo Regional Council

Website	<p>http://www.erc.com.na</p> <ul style="list-style-type: none"> - Website is somewhat informative with accessible and stream-lined format. - Phone numbers available for Head office, constituency and settlement offices but no email addresses. - Comprehensive procurement information including Annual Plan for 2022/23 + open and closed bids, quotation opening and bid opening reports, awarded contracts and cancelled bids, up to date documents for which are all available to download. - Development objectives are outlined with some level of detail; however the information is outdated in that reference is made to projects that were completed over ten years ago.
Social Media	<p>Facebook: https://www.facebook.com/erongorcouncil/</p> <ul style="list-style-type: none"> - 2500 followers. - Last post made in July 2022. - Approximately 90 posts made in review period with a considerable number being duplications/re-posts. - Notable post topics include tender bidding invitations, staff trainings and workshops, images from council meetings, visits from Ministers and members of the Cabinet, councillor elections and staff appointments, SOTR addresses, annual regional development plan reviews, and a Council Meetings Schedule for 2022. <p>Twitter: https://twitter.com/erongorc</p> <ul style="list-style-type: none"> - 294 followers. - No posts since March 2021. - All tweets from last two years are e-shares of posts already made on Instagram. <p>Instagram: https://www.instagram.com/erongorcnamibia/</p> <ul style="list-style-type: none"> - 980 followers. - 87 posts made between September 2020 and January 2022. - No posts in the last eight months.
E-Governance	<ul style="list-style-type: none"> - GRN Communication System-operated Citizen Feedback Portal available on website with feedback, suggestions and complaints options. - Website invites residents to complete a Google Form entitled 'Stakeholders Needs & Expectations Assessment of Erongo RC' to aid in defining the focus of the Strategic Plan 2022 – 2027.
Access to Information & Council Meetings	<ul style="list-style-type: none"> - Council Meetings Schedule for 2022 is published on RC's Facebook page. - Under the 'Speeches' tab on the website, minutes are available from weekly media briefings of the Regional Governor along with two statements made by the RC Chairperson at two ordinary council meetings during the review period (November 2020 + February 2021). - No other speeches by the Chairperson or any other member of the RC have been posted since February 2021.
Regional / Local Development Committees	<ul style="list-style-type: none"> - One post displaying images of the Erongo regional governor attending an RDCC meeting was published on the Council's Facebook page in February 2021. - Questionnaire responses state that the Directorate of Development Planning, Monitoring and Evaluation hosts RDCC meetings on a quarterly basis.
Activity Reports	<ul style="list-style-type: none"> - Last Annual Report published on website was for 2010/11, posted on November 18, 2013, but the file is inaccessible. - Last accessible Annual Report on the website was for 2009/10 and was posted on May 31, 2013.

Financial / Budgetary Documents	<ul style="list-style-type: none"> - No financial documents are posted on website, and no statements were released at the request of the IPPR. - Questionnaire responses indicate that the RC is not operating at a deficit. - Questionnaire responses share exact funding figures allocated to the RC by GRN for 2021/22 and 2022/23. <p>Other listed revenue streams include:</p> <ul style="list-style-type: none"> o Income from 5% rates levied on Settlement Areas & Local Authorities* o Interests and sales of bidding and tender documents o Rents from Erongo RC-owned properties o No funding received from the Regional Trust Fund during review period. <p>* This income is identified as the region's primary source of development funding.</p>
OAG Reports	<ul style="list-style-type: none"> - RC has one outstanding financial statement submission with its most recent audit report covering the 2017/18 financial year and receiving an adverse opinion.
Service Delivery & Subnational Development	<ul style="list-style-type: none"> - To assist in determining Council's focus for its upcoming Strategic Plan for 2022 – 2027, stakeholders are invited to complete an online feedback form entitled 'Stakeholder Needs & Expectations Assessment of ERC' which is available on its website. - In the RC's questionnaire responses, it is advised that an Evaluation and Impact Assessment of the Strategic Plan expiring at the end of 2022 is forthcoming. - No media reports were published during the review period indicating any major service delivery failures.
Corruption, Mismanagement & Misconduct	<p>Removal of Former Chairperson</p> <ul style="list-style-type: none"> - In October 2021, former RC Chairperson Ciske Smith-Howard was suspended by the IPC due to suspected fraudulent activities surrounding the location of her residence. - In April 2022, Smith-Howard resigned after tabling of no confidence vote against her by fellow councillors.

2. Hardap Regional Council

Website	<p>https://hardaprc.gov.na/ca/</p> <ul style="list-style-type: none"> - Standard government formatting, populated with various relevant information including: - An up-to-date list of councillors, management cadre and contact information of the regional governor and CRO. - Services offered and key functions that have been delegated to HRC under the decentralisation policy. - Core functions of each Directorate and their respective Divisions. - Up-to-date calendar of all present and past open tenders and quotations. - However, a post on Council's Facebook page suggests that the website only became active in October 2021.
Social Media	<p>Facebook:</p> <p>https://www.facebook.com/people/Hardap-Regional-Council/100064882082176/</p> <ul style="list-style-type: none"> - 4700 followers. - Limited feed activity with approximately 85 posts in review period. - Post topics include regional government vacancies, press conferences, public notices, invitations to public hearings, calls for project proposals and requests for sealed quotations, bidding invitations, cultural events such as genocide memorial services etc. <p>Twitter:</p> <p>https://twitter.com/RCHardap/</p> <ul style="list-style-type: none"> - Account is dormant with the last tweet having been made in January 2019.
E-Governance	<ul style="list-style-type: none"> - GRN Communication System-operated Citizen Feedback Portal available on website with feedback, suggestions and complaints options.
Access to Information & Council Meetings	<ul style="list-style-type: none"> - No advertisements or information about the content of council meetings is advertised on HRC socials or on its website. - No agenda items or minutes have been published for council meetings.

Regional / Local Development Committees	- No data about RDCCs posted on HRC socials or on its website.
Activity Reports	- No activity reports are published on website + no documentation was disclosed at the IPPR's request.
Financial / Budgetary Documents	- Directorate of Finance, Administration and Human Resources tab on website provides insight into the state of HRC's finances, providing exact figures on the following: <ul style="list-style-type: none"> o Total capital and operational budgets for last 3 years. o GRN subsidies o GRN vs. HRC budget contributions.
OAG Reports	- Council is up to date with its auditing submissions with its latest report covering the 2019/2020 financial year but receiving an adverse opinion.
Service Delivery & Subnational Development	<p>New School Construction</p> <ul style="list-style-type: none"> - In February 2022, Council constructed two new schools to offset overcrowding resulting from rapid urbanisation. <p>Partnership with WFP</p> <ul style="list-style-type: none"> - In January 2022, an MoU was signed between HRC, Hardap Regional Governor and the World Food Programme for the development of a sustainable food systems programme at Stampriet Primary School.
Corruption, Mismanagement & Misconduct	<p>Unfounded Expulsion of Education Director</p> <ul style="list-style-type: none"> - In January 2022, Hardap Education Director Gerhard Ndafenongo was instructed to vacate his office by the Council's Chairperson. However, the Executive Director at the Ministry of Education intervened and told Ndagenongo to maintain his position. - It was alleged that Ndafenongo, who is Oshiwambo-speaking, was given no reason for his attempted expulsion and that the move may have been motivated by tribalism on the council.

3. Kavango East Regional Council

Website	<p>https://kavangoastrc.gov.na/ca/</p> <ul style="list-style-type: none"> - Standardised government interface with clear and accessible formatting. - Contact details are posted for all RC departments and constituency offices; names and picture IDs of all councillors and management cadre; and profiles of all constituencies in the region. - There is no current Regional Development Plan document available with the latest edition being from December 2015. - Residents can watch the 2022 SORA via a video link embedded on website.
Social Media	- No social media accounts.
E-Governance	- GRN Communication System-operated Citizen Feedback Portal available on website with feedback, suggestions and complaints options.
Access to Information & Council Meetings	- No data about council meetings is posted on website + no other information was provided via questionnaire submissions.
Regional / Local Development Committees	- No data about committees posted on website + none provided by way of questionnaire responses.
Activity Reports	<ul style="list-style-type: none"> - No data available on website. - TC did not respond to the IPPR's request for disclosure of reports.
Financial / Budgetary Documents	<ul style="list-style-type: none"> - No data available on website. - TC did not respond to the IPPR's request for disclosure of financial statements.
OAG Reports	- RC is two years behind in its auditing submissions with the most recent audit report covering the 2017/18 financial year and receiving an adverse opinion.

Service Delivery & Subnational Development	<p>Extension of Services to Settlements & Development Project Progress</p> <ul style="list-style-type: none"> - In June 2022, during his SOTR address, Kavango East governor Bonifatius Wakudumo reported that KERK spent N\$600 000 on income-generating projects in all six constituencies amounting to 15 funded projects in total. Progress was also made on the construction of municipal services infrastructure, electrification and sanitation across various settlements.
Corruption, Mismanagement & Misconduct	<p>Demonstrations against Councillor</p> <ul style="list-style-type: none"> - In April 2022, Mashare constituency community members planned to stage a demonstration against KERK councillor Filiphus Mavara who they accused of selling land without the community's consent and failing to combat unfair labour practices at a commercial blueberry farming unit.

4. Kavango West Regional Council

Website	<p>https://kavangowestrc.gov.na/ca/</p> <ul style="list-style-type: none"> - Standardised government interface with simple and clear formatting. - Contact numbers for Head Office and all constituency offices are available + updated names and photo IDs of regional councillors for the 2020 – 2025 governing period. - Three active tender bidding advertisements are posted under the 'Documents - Procurement' tab. - However, navigation of this part of the website is less clear and there is no record of prior tenders + to who these were awarded. - Event promotion links on 'Home' page are out of date e.g. Kavango West Fundraising Festival which occurred in May 2022.
Social Media	<p>Facebook: https://www.facebook.com/KavangoWestRC/</p> <ul style="list-style-type: none"> - 5000 followers. - Active feed with approximately 275 posts made in the two-year period under review. - Topics include development project updates, voting information, public consultative meetings with private sector development partners, disaster risk management, stakeholder consultations for policy reviews and recommendations, invitations to national and regional consultative meetings, community engagements with residents, service advisories, ministerial visits, bidding invitations, staff training workshops and skills transfer initiatives with other councils, and regional fundraising events. - No live streams of council meetings and speeches and no posts on agenda items.
E-Governance	<ul style="list-style-type: none"> - GRN Communication System-operated Citizen Feedback Portal available on website with feedback, suggestions and complaints options. - No online accounts & payment systems available via website.
Access to Information & Council Meetings	<ul style="list-style-type: none"> - No data available on website but video reports of ordinary council meetings are compiled and posted on Facebook page. - There have been no video summaries of council meetings since March 2022.
Regional / Local Development Committees	<ul style="list-style-type: none"> - No data about RDCCs on the KWTC website and nothing applicable has been posted about on socials during the review period.
Activity Reports	<ul style="list-style-type: none"> - No data available on website or socials; no response to IPPR's request for disclosure.
Financial / Budgetary Documents	<ul style="list-style-type: none"> - No data available on the website. Council did not respond to the IPPR's request for disclosure of said documents. - Facebook posts from May 2022 indicate that RC has established a Kavango West Fundraising Festival to attract funding and investment to the region.
OAG Reports	<ul style="list-style-type: none"> - KWRC is four years behind with its auditing submissions with its latest report covering the 2015/2016 financial year and receiving an adverse opinion. - A Facebook post from March 2022 indicates that KWRC established an Independent Audit Committee in April 2021 tasked with ensuring regional compliance with all relevant laws, regulations and accounting standards.

Service Delivery & Subnational Development	<p>First Community Visitation Campaign</p> <ul style="list-style-type: none"> - In July 2022, for the first time since the region was created in 2013, KWRC conducted a community visitation programme in all eight of its rural constituencies to inform inhabitants of their mandate as a local government and to better understand residents' needs. <p>Multiple Staff Vacancies</p> <ul style="list-style-type: none"> - RC's education directorate has been operating with a total of 33 vacancies out of 175 approved staff positions with particular challenges in human resources + planning and development. <p>Partnership with UNAM</p> <ul style="list-style-type: none"> - In August 2022, KWRC signed an MoU with UNAM with the latter pledging to provide research and skills to help develop the region.
Corruption, Mismanagement & Misconduct	<ul style="list-style-type: none"> - No incidences have been reported in the media during the review period.

5. //Kharas Regional Council

Website	<p>https://karasrc.gov.na/</p> <ul style="list-style-type: none"> - Standardised government interface with basic but accessible format. - Contact details including phone numbers and email addresses are available for all eight regional council members and for the majority of village and settlement offices. - Region's Procurement Plan for April 2022 – March 2023 is available to download and a recently elapsed notice of invitation for bids is posted under the 'Procurement' tab. - Other available documents include the region's Strategic Plan 2017 – 2022 and one recent procurement invitation. However, there is no information under the 'Bid Awards' tab.
Social Media	<p>Facebook: https://www.facebook.com/KharasRC/</p> <ul style="list-style-type: none"> - 5800 followers. - Minimal activity with 30 posts made in the two-year period with topics including development project updates, management committee meetings, twinning agreements, governors' visits, and ministerial visits. - Regular posting began in August 2022.
E-Governance	<ul style="list-style-type: none"> - GRN Communication System-operated Citizen Feedback Portal available on website with feedback, suggestions and complaints options. - No online accounts & payments system.
Access to Information & Council Meetings	<ul style="list-style-type: none"> - No data on council meetings is posted on any of the region's online platforms.
Regional / Local Development Committees	<ul style="list-style-type: none"> - No data on RDCC meetings is posted on any of the region's online platforms + no information was provided via questionnaire response submissions.
Activity Reports	<ul style="list-style-type: none"> - No data available on the website. - Council did not respond to the IPPR's request for disclosure of reports.
Financial / Budgetary Documents	<ul style="list-style-type: none"> - No data available on the website. - Council did not respond to the IPPR's request for disclosure of financial statements.
OAG Reports	<ul style="list-style-type: none"> - //Kharas RC is one year behind with its auditing submissions with its latest report covering the 2018/2019 financial year for which it received an adverse opinion.
Service Delivery & Subnational Development	<p>Infighting between LPM and SWAPO</p> <ul style="list-style-type: none"> - During the first quarter of 2021, two Swapo councillors refused to join the regional management committee. - Swapo councillors have accused LPM of failing to honour regional debts to NamWater and using monies paid by residents to cover LPM councillors' S&T allowances. - Swapo has also criticised the multiple senior staff recalls and resignations that have occurred under LPM leadership. - LPM has countered that service delivery failures are rooted in the region being starved of financial resources. <p>Development of Northern Cape Relations</p> <ul style="list-style-type: none"> - In August 2022, //Kharas RC held a two-day meeting with representatives from the Northern Cape to discuss strengthening bilateral relations and cooperation on development projects.

Corruption, Mismanagement & Misconduct	<p>Extended Period of Operations without Management Committee</p> <ul style="list-style-type: none"> - RC was unable to convene council meetings for an extended period after 2020 elections due to its failure to form a full management committee following two Swapo councillors' rejection of their nominations to the committee. - In June 2022, a High Court hearing was scheduled after the MURD Minister sought an order to set aside the elections of the RC's management committee and National Council members held in December 2020 due to alleged irregularities after three Swapo councillors were found not to have attended election proceedings. <p>Suspension of CRO</p> <ul style="list-style-type: none"> - In May 2021, CRO Beatus Kasete was suspended for three months after it was discovered that he had signed an agreement with Maximum Profit Recovery Namibia (Pty) Ltd in 2018 without the co-signature of the then Chairperson.
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6. Khomas Regional Council

Website	<p>https://khomasrc.gov.na/</p> <ul style="list-style-type: none"> - Website has standardised government format and is comparatively more informative than those of its peers with additional information and situational analysis provided on the region's economic and investment potentials, infrastructure/agricultural development + schools and clinics. - A list of active and recently closed procurement tenders, notices to bidders, notices of selection of tender awards, bid openings and reports on service delivery performances is also available. - However, little current information is posted under the 'Downloads' tab with the most recent SORA transcript being from 2018. - No content posted under the Performance Review and Strategic Plans tabs.
Social Media	<p>Facebook: https://www.facebook.com/KhomasRegionalCouncil/</p> <ul style="list-style-type: none"> - 1800 followers. - Approximately 140 posts with activity only beginning in June 2021. - Post topics include community donations, SORA live streams, public consultative meetings, informal settlement upgrading and affordable housing delivery actions, public health and Covid-19 vaccination advisories and brief footage from ordinary council meetings. <p>Twitter: https://twitter.com/khomascouncil?lang=en</p> <ul style="list-style-type: none"> - 95 followers. - Account has been mostly dormant with only 51 tweets in total.
E-Governance	<ul style="list-style-type: none"> - GRN Communication System-operated Citizen Feedback Portal available on website with feedback, suggestions and complaints options. - No online accounts & payment processing systems.
Access to Information & Council Meetings	<ul style="list-style-type: none"> - Aside from brief footage of council meetings, no other data – such as meetings calendars and invitations, agenda items and minutes – is available on any of council's online platforms.
Regional / Local Development Committees	<ul style="list-style-type: none"> - No mentioning of RDCC meetings on either the RC website or socials + no further information provided through questionnaire responses.
Activity Reports	<ul style="list-style-type: none"> - No data available on the website. - RC did not respond to the IPPR's request for disclosure of reports.
Financial / Budgetary Documents	<ul style="list-style-type: none"> - No data available on the website.
OAG Reports	<ul style="list-style-type: none"> - Council is up to date with its auditing submissions with its latest report published in April 2022 covering the 2019/2020 financial year. However, the council performed poorly in this latest audit, receiving an adverse opinion.

Service Delivery & Subnational Development	<p>A March 2022 Facebook post indicates that the following Development Projects are ongoing:</p> <ul style="list-style-type: none"> - Construction of classrooms and ablution block at Mix Settlement Primary School - Construction of classrooms, ablution block and fencing at Mount View High School - Construction of Abraham Iiyambo Primary School - Construction of Havana Project Secondary School - Renovation of Hakahana Clinic - Purchasing of science laboratory equipment for A. Shipena Secondary School - Expansion of WIFI & purchasing of computers at Rossing Community Library - Dagbreek School Aquaponics Upgrading Project - Construction of an ablution block at Pioneers Park Primary School - Renovation of hostel blocks at Concordia College; renovation of hostel blocks at Ella Du Plessis Secondary School - Rural Sanitation and Water Provision Programmes at Ongombo West, - Stink water and Dordabis Settlements. <p>Affordable Housing</p> <ul style="list-style-type: none"> - Between July 2020 and June 2022, Council has availed N\$3.5 million for the construction of affordable housing in informal settlements as part of a joint initiative with the MURD (N\$80 million), City of Windhoek (N\$10 million) and the Nation Housing Enterprise (N\$15 million).
Corruption, Mismanagement & Misconduct	<p>Suspension of Katutura East Councillor</p> <ul style="list-style-type: none"> - In August 2022, the Katutura East constituency councillor Rodman Katjaimo was suspended by the PDM following accusations that he had swindled money from a group of young people under the pretext of organising a trip to the Commonwealth Games which never actually materialised.

7. Kunene Regional Council

Website	<p>https://kunenerc.gov.na/zh/</p> <ul style="list-style-type: none"> - Standardised government formatting. - Phone numbers and email addresses are available for management cadre; all divisions and departments; all local and regional councilors + settlement representatives. - Procurement coverage is comprehensive. Table 1 outlines all closed bids that have taken place from September 2020 to October 2022. Table 2 showcase the RC's open bids registry from May 2021 to September 2022. Table 3 shows a schedule of awarded contracts, the earliest from May 2021 and latest September 2022. A list of cancelled bid advertisements is accessible. Finally, Quarterly Procurement Reports from 2019/2020 and 2021/2022 are viewable. - An internal newsletter entitled 'Great Kunene' was launched in January 2020, but no new editions have been published since June 2020. - A number of links are not working under the 'Documents' tab including the Regional Development Profile, Strategic Plan, Annual Plan Review and Quarterly Review links for each of the RC's Directorates.
Social Media	<p>Facebook: https://www.facebook.com/KuneneRC/</p> <ul style="list-style-type: none"> - 4900 followers. - Active profile with over 400+ posts in review period with topics including tender bid invitations, ministerial media releases, scholarship and grant opportunities for residents, advertisements of land and farm resettlement applications, development projects updates, SORA live streams, and public consultative engagements. <p>Twitter: https://twitter.com/councilkunene</p> <ul style="list-style-type: none"> - 87 followers. - Profile is mostly inactive with only 12 posts made in the past two years and the last from December 2020. <p>Instagram: https://www.instagram.com/kuneneregionalcouncil/</p> <ul style="list-style-type: none"> - 800 followers. - 180 posts in review period including calls for suggestions for the improvement of service delivery, invitations to workshops and trainings, public engagement sessions, land resettlements, SORA highlights, ministerial visits. - Some posts are made in Otjiherero and Nama/Damara as well as English.

E-Governance	<ul style="list-style-type: none"> - GRN Communication System-operated Citizen Feedback Portal available on website with feedback, suggestions and complaints options. - No online account & payments systems.
Access to Information & Council Meetings	<ul style="list-style-type: none"> - Occasionally, council meetings are advertised on Facebook a week in advance. - Some follow-up posts are also made outlining the agenda items that Council deliberated on and any notable motions that were passed.
Regional / Local Development Committees	<ul style="list-style-type: none"> - The facilitation of quarterly RDCCs and LDCs is cited in the region's Annual Journal as a responsibility of the Directorate of Planning and Development Services. - However, no committee meetings are indicated to have occurred in the Journal's council activities review for 2021. - No other mention of committee meetings on RC website or social media platforms.
Activity Reports	<ul style="list-style-type: none"> - Council began producing an Annual Journal entitled 'Great Kunene' in 2020 with two editions now available, printed in December 2020 and December 2021 respectively and covering the following development activities: <ul style="list-style-type: none"> o Rural sanitation o Food voucher pilot programme o Road infrastructure o Low-cost housing collaboration with MURD, Standard Bank + Shack Dwellers Federation o Home grown school feeding programme o Terrace Bay Clean Up Campaign - Each of the journals also contains a review of all council activities, item dates and descriptions for 2020 and 2021 respectively. - Council did not respond to IPPR's request for disclosure of formal activity reports.
Financial / Budgetary Statements	<ul style="list-style-type: none"> - No data posted on website. - RC did not respond to the IPPR's request for disclosure of financial statements.
OAG Reports	<ul style="list-style-type: none"> - Kunene is one year behind with its auditing submissions with its latest report covering the 2018/2019 financial year and receiving an adverse opinion.
Service Delivery & Subnational Development	<p>Food/Cash-for-Work Programmes</p> <ul style="list-style-type: none"> - In 2021, Council allocated funds for the Food/Cash-for-Work programmes to implement various constituency projects including community gardens, roads, infrastructure development, protection walls and fencing to protect against marauding wildlife. <p>Land Servicing Collaborations</p> <ul style="list-style-type: none"> - In March 2022, a collaboration between Kunene RC and the Ministry of Agriculture, Water and Land Reform along with the Shack Dwellers Federation facilitated the drilling and installation of 53 boreholes and other similar provisions for decent, low-cost housing. <p>Lack of Hostels for Long-Distance Learners</p> <ul style="list-style-type: none"> - In August 2022 it was reported that students at Etanga Primary School, which is 100km from Opuwo, are being forced to sleep on floors at schools because they live too far away to return home each day. The situation is contributing to high school dropout rates.
Corruption, Mismanagement & Misconduct	<p>Employee Recruitment Irregularities</p> <ul style="list-style-type: none"> - In December 2021, CRO George Kamseb was temporarily barred by the MURD from issuing employee salaries due to alleged recruitment irregularities.

8. Ohangwena Regional Council

Website	<p>https://ohangwenarc.gov.na/</p> <ul style="list-style-type: none"> - Standardized government interface with accessible format and an up-to-date list of all management staff and council members; main activities of each directorate; constituency, town and village profiles. - Procurement tab contains detailed, back-dated tables with headings including invitations to bid; bid opening reports; bid cancellations; and bid award notifications. - Transcripts of SORA speeches for 2018 – 2021 are available to download. - Bid opening reports are published on a monthly basis with the most recent invitations signposted as 'New' in red letters. - Although councillors are named and most have photo IDs attached to their profiles, no contact details are provided.
Social Media	<p>Facebook: https://www.facebook.com/RCOhangwena/</p> <ul style="list-style-type: none"> - 3000+ followers. - Profile is dormant with no posts made since July 2018.
E-Governance	<ul style="list-style-type: none"> - GRN Communication System-operated Citizen Feedback Portal available on website with feedback, suggestions and complaints options. - No online accounts/payment systems.
Access to Information & Council Meetings	<ul style="list-style-type: none"> - No data on council meetings was found on any of the regions' online platforms.
Regional / Local Development Committees	<ul style="list-style-type: none"> - No data on RDCC meetings is available on any of the regions' online platforms + no further information was provided via questionnaire responses.
Activity Reports	<ul style="list-style-type: none"> - No data available on website. - RC did not respond to the IPPR's request for disclosure of said documents.
Financial / Budgetary Statements	<ul style="list-style-type: none"> - No data available on the website. - RC did not respond to IPPR's request for disclosure of financial statements.
OAG Reports	<ul style="list-style-type: none"> - RC is one year behind with its auditing submissions with its latest report covering the 2018/2019 financial year, for which it receives a disclaimer opinion.
Service Delivery & Subnational Development	<p>Construction of New Regional Offices</p> <ul style="list-style-type: none"> - In December 2021, the RC received N\$10 million of a total of N\$50 million earmarked by GRN for the construction of the region's new office headquarters. <p>High Teen Pregnancy & Dropout Rates</p> <ul style="list-style-type: none"> - In February 2022, it was reported that 1260 girls in the region had dropped out of school due to pregnancy throughout 2021, reigniting conversations surrounding the inadequacies of sex education in schools across the region. <p>Extension of Water Supplies</p> <ul style="list-style-type: none"> - In February 2022, the Ohangwena Wellfield water infrastructure project was launched with the aim of accelerating the provision of water to constituencies whose residents currently rely on wells, rainwater and boreholes for their water supply. <p>NUST Satellite Campus</p> <ul style="list-style-type: none"> - In March 2022, NUST satellite campus commenced with classes in Eenhana with offerings of 45 different programmes across five faculties.
Corruption, Mismanagement & Misconduct	<p>SME Criticisms of Procurement Methods</p> <ul style="list-style-type: none"> - In September 2020, Council's procurement methods and requests for sealed quotations from prospective contractors when bidding for tenders attracted criticism from owners of SMEs who alleged that the procurement management unit at the council was discriminating against SMEs. <p>Allegations of Tender Award Corruption</p> <ul style="list-style-type: none"> - In September 2020, Council was accused of corruption after it awarded a N\$22-million tender for the construction of a new kitchen-dining facility for its Rural Development Centre to a company with a record of failing to complete similar projects in other regions despite 42 other companies applying.

9. Omaha Regional Council

Website	<p>https://omahekerc.gov.na/</p> <ul style="list-style-type: none"> - Unsophisticated but functional website format. - Names, photos and responsibilities of council members and management cadre under the 'About Us' tab (but with no contact information included). - A PDF of the Council's Strategic Plan 2017 – 2022 is available to download. - A News Updates feed is viewable on the 'Home' page featuring various updates on capital development projects. - Complete table of all closed bid invitations from January 2021 up to September 2022 + bid opening records from 2019/2020 up to 2022/23 + Award Notices for 2018/19 up to 2021/22. - Comprehensive constituency profiles with information on demographics, community projects, development opportunities and economic data. - The first and only edition of the Omaha RC Newsletter 'The Eastern Journal' was published in July/September 2021.
Social Media	<p>Facebook: https://www.facebook.com/OmahekeRC/</p> <ul style="list-style-type: none"> - 5200 followers. - Approximately 290 posts in review period. - Notable post topics including bid invitations, community engagement meetings, ordinary council meeting updates and public invitations, public health updates, voting information, high-level ministerial engagements, capital development project progress, election results, capacity-building workshops, regional development committee meetings, news articles related to the region. <p>Twitter: https://twitter.com/omahekerc?lang=en</p> <ul style="list-style-type: none"> - 386 followers. - 400+ posts in review period. <p>Instagram: https://www.instagram.com/omahekerc/?hl=en</p> <ul style="list-style-type: none"> - 1167 followers. - 187 posts in two-year period.
E-Governance	<ul style="list-style-type: none"> - GRN Communication System-operated Citizen Feedback Portal available on website with feedback, suggestions and complaints options. - No accounts & online payments system.
Access to Information & Council Meetings	<ul style="list-style-type: none"> - A PDF of the RC's 'Meetings Calendar 2022/2023' can be found on website – inclusive of all council meetings dates and times as well as with whom they are scheduled including the procurement committee, management committee, House of Democracy, wellness committee, risk management committee, decentralisation forum, fleet-ing steering committee, Build Together committee, and those of the RC itself. - Each month a new PDF is posted on the website's notice board showing all the meetings scheduled for that month. - No meeting minutes or agenda items can be found on website or socials.
Regional / Local Development Committee	<ul style="list-style-type: none"> - A document containing all CDC meetings scheduled to take place in each of Omaha's seven constituencies for the entire 2022/23 financial year is available to download. - According to the RC's Facebook profile, RDCC meetings were suspended for one year due to Covid-19 but resumed in October 2021.
Activity Reports	<ul style="list-style-type: none"> - No formalised data is available on council's online platforms; however, fairly regular news updates on council activities are posted on the website.
Financial / Budgetary Documents	<ul style="list-style-type: none"> - No applicable data available on website + no disclosure of financial statements at request of IPPR.
OAG Reports	<ul style="list-style-type: none"> - RC is two years behind with its auditing submissions with its latest report covering the 2017/2018 financial year and receiving an adverse opinion.

<p>Service Delivery & Subnational Development</p>	<p>Build Together Programme Failures</p> <ul style="list-style-type: none"> - In the governor's 2021 SONA, it was confirmed that Omaheke RC together with the Gobabis Local Authority failed to build 32 houses through the Build Together programme and that the added costs associated with using private contractors to service land had compounded the unaffordability of land for most residents. <p>Servicing Improvements at Settlements</p> <ul style="list-style-type: none"> - In February 2022, the RC rolled out capital projects to the value of N\$2.3 million in Omitara settlement including upgrading the sewer pump station and the transformer in order to construct a new low voltage supply line with street lights. <p>Agricultural Investments</p> <ul style="list-style-type: none"> - In August 2022, the first Omaheke Agriculture Food Conference Expo aimed at creating a market for regional agricultural produce, in partnership with the WFP, took place in Gobabis. This followed a previous engagement between the Council, AgriBank and local farmers on how best to support agricultural development in the region. <p>Establishment of Malnutrition Committee</p> <ul style="list-style-type: none"> - Following reports of 86 hospital cases and 17 deaths resulting from malnutrition in Omaheke region in the first quarter of 2022, the Omaheke Malnutrition Technical Committee reported worked to resolve food security issues through various initiatives including the revival of dormant soup kitchens. As a consequence, by July 2022, malnutrition numbers had dropped to four hospital cases and two deaths at Gobabis state hospital.
<p>Corruption, Mismanagement & Misconduct</p>	<p>Extended Period without Substantive CRO</p> <ul style="list-style-type: none"> - Omaheke was operating without a substantive CRO from December 2019 until June 2022 with 2 x Acting CROs alternating in filling the vacuum for almost 2 years.

10. Omusati Regional Council

Website	https://omusatirc.gov.na/ja/ <ul style="list-style-type: none"> - Standardised government interface with clear and accessible formatting. - Contact phone numbers are available for all constituency and settlement offices, but no email addresses are provided. - The Annual Procurement Plan 2021/2022 and Omusati RC's Quarterly Procurement Report for April – June 2022 are viewable. - Other procurement resources include a table containing all open bids, bid invitations and recent tender award notifications. - The SORA 2022, Strategic Plan 2017 – 2022, Etayi Constituency Annual Report 2021 – 2022 and the Annual Report for Subdivision Auxiliary Services 2021 – 2022 are also available to download.
Social Media	<p>Facebook: https://www.facebook.com/RCOmusati/</p> <ul style="list-style-type: none"> - 3200 followers. - Only 22 posts made in review period. <p>Twitter: https://twitter.com/rcomusati?lang=en</p> <ul style="list-style-type: none"> - 174 followers and approximately 50 tweets in the last two years. <p>Instagram: https://www.instagram.com/rcomusati/?hl=en</p> <ul style="list-style-type: none"> - 591 followers. - 65 posts made during review period with topics including independent audit committee trainings, management committee meetings, SORA advertisements, consultative meetings with national bodies, local event advertisements, vacancy posts.
E-Governance	<ul style="list-style-type: none"> - GRN Communication System-operated Citizen Feedback Portal on website with options to leave feedback, suggestions, questions or complaints. - No online accounts/payment systems.
Access to Information & Council Meetings	<ul style="list-style-type: none"> - PDF of 'Schedule for the Annual Regional Council Key Meetings for 2022' has been published on RC's website under the 'Calendar' tab. - However, there is no information for council meeting agenda items or minutes.
Regional / Local Development Committee	<ul style="list-style-type: none"> - No data regarding LDCs was found online. - Non-submission of IPPR questionnaire responses meant no other information could be discerned on whether this committee is currently active.
Activity Reports	<p>PDFs of the following activity reports are available to download on RC website:</p> <ul style="list-style-type: none"> - Annual Report for Subdivision: Auxiliary Services FY 2021/2022 (includes procurement & stock control; regional disaster risk management; transport; registry; public relations; switch board; office support and cleaning services). - Annual Report for the Etayi Constituency FY 2021/2022.
Financial / Budgetary Documents	<ul style="list-style-type: none"> - No documentation available on website; non-disclosure of RC fiscal materials at the request of IPPR.
OAG Reports	<ul style="list-style-type: none"> - The RC is up to date with its auditing submissions with its latest report covering the 2019/2020 financial year. The council received a qualified opinion in this report.
Service Delivery & Subnational Development	<p>Road Extensions</p> <ul style="list-style-type: none"> - In September 2021, it was reported that service delivery was progressing well in the region following the extension of road networks in order to ensure that the majority of schools had access to transport links. <p>Flooding Response Restraints</p> <ul style="list-style-type: none"> - In February 2022, it was reported that Council's ability to provide effective emergency responses to seasonal flooding through resident relocation drives is restrained by the lack of land on high ground available in the region.
Corruption, Mismanagement & Misconduct	<ul style="list-style-type: none"> - No reports of corrupt activities are evidenced in recent print media articles.

11. Oshana Regional Council

Website	<p>https://oshanarc.gov.na/ca/</p> <ul style="list-style-type: none"> - Informative website with clear and modern formatting. - Constituency profiles showcase economic activities, investment potential and government institutions + contact numbers for councillors representing that constituency (but no email addresses provided). - Annual Newsletter 'The Oshana NewsFlash' contains useful information on how residents can navigate and effectively utilise website resources. - Procurement tab contains updated materials pertaining to Requests for Proposals, Sealed Quotations, Award Letters, Bid Invitations, Annual Procurement plan and others. - Event calendar has not been updated and contains no data.
Social Media	<p>Facebook: https://www.facebook.com/OshanaRC/</p> <ul style="list-style-type: none"> - 9000 followers. - Approximately 100 posts in review period. - Notable post topics include live streams of bid openings; stakeholder engagement meetings with national bodies; vacancy announcements; public information sharing sessions e.g., how to fill out a GRN employment application; live streams of public discussion forums; SORA live streams; Annual Plan workshops; and advertisements of ordinary council meetings for the 2022 calendar year. - A handful of public announcements are made in Oshiwambo as well as English. <p>Twitter: https://twitter.com/OshanaRC/</p> <ul style="list-style-type: none"> - 152 followers. - Only one post in review period. <p>Instagram: https://www.instagram.com/OshanaRC/</p> <ul style="list-style-type: none"> - 1990 followers. - 22 posts in the last two years covering SORA highlights, training and induction workshops, tender bid information, and newly elected leadership.
E-Governance	<ul style="list-style-type: none"> - GRN Communication System-operated Citizen Feedback Portal available on website with options to leave feedback, suggestions, questions or complaints. - No online accounts/payments system.
Access to Information & Council Meetings	<ul style="list-style-type: none"> - Schedule of dates, times and venues for all Council Meetings was posted for 2021. However, no corresponding calendar was posted for 2022. - Also, no information is posted on agenda items or meeting minutes.
Regional / Local Development Committee	<ul style="list-style-type: none"> - The first RDCC meeting for 2022/23 was held in June 2022. - For the first time, the meeting was held in a different setting, Uuvudhiya Constituency to ensure that "services are closer to the grassroots". - There is an option to join the RDCC meeting via Zoom link.
Activity Reports	<ul style="list-style-type: none"> - No data available on website. The TC did not respond to the IPPR's request for disclosure of reports.
Financial / Budgetary Documents	<ul style="list-style-type: none"> - No data available on website. The TC did not respond to the IPPR's request for disclosure financial statements.
OAG Reports	<ul style="list-style-type: none"> - RC is one year behind with its auditing submissions with its latest report covering the 2018/2019 financial year, for which it received an adverse opinion.
Service Delivery & Subnational Development	<p>Partnership with UNAM</p> <ul style="list-style-type: none"> - In April 2021, Oshana RC signed an MoU with UNAM to support collaborative efforts in research and capacity-building in the region. <p>Earth Dam Constructions</p> <ul style="list-style-type: none"> - In July 2021, the Ministry of Agriculture approved the RC's bid for funding to construct 44 earth dams and establish green schemes to improve food security. <p>Partnership with WFP</p> <ul style="list-style-type: none"> - In June 2022, Oshana RC and the World Food Programme signed an MoU for the improvement of food security and nutrition.
Corruption, Mismanagement & Misconduct	<p>Tender Double-Dipping by Ministry Official</p> <ul style="list-style-type: none"> - In August 2022, the ACC launched an investigation into how an official from the Ministry of Agriculture was able to privately benefit from an N\$8 million drought-relief tender after he was approached to find quotations for the tender by Oshana RC.

12. Oshikoto Regional Council

Website	<p>https://oshikotorc.gov.na/</p> <ul style="list-style-type: none"> - Standardised government interface with clear and easy to navigate formatting. - Regional Development Plan and Strategic Plan 2017 – 2022 can be viewed under 'About Us' section. - Email addresses and phone numbers are availed for all constituency and settlement offices + all regional offices, directorate, and divisions staff. - Bid advertisements for 2021/22, letters of tender awards since February 2021, cancelled bids, bid openings + past bid opening registers. - Detailed summaries of recently completed development projects + decentralisation implementation progress including: <ul style="list-style-type: none"> o 83 houses under Build Together Programme. o Rural sanitation – number of toilets constructed + temporal employment created. o Rural electrification – names of schools electrified in 2018/19. - Capital projects tab is outdated with most recent information being for project plans for 2018/19.
Social Media	<p>Facebook: https://www.facebook.com/oshikotorc/</p> <ul style="list-style-type: none"> - 5700 followers. - Around 300 posts during review period. - Notable post topics inclusive of live streams of bid openings, stakeholder engagement meetings with national bodies, vacancy announcements, public information sharing sessions e.g., how to fill out a GRN employment application, live streams of public discussion forums, SORA live streams, Annual Plan workshops, advertisements of council meetings for 2022 calendar year. A handful of public announcements are made in Oshiwambo as well as English. <p>Twitter: https://mobile.twitter.com/oshikotorc</p> <ul style="list-style-type: none"> - 72 followers. - Account appears to have been launched in February 2022 and has since posted around 60 tweets.
E-Governance	<ul style="list-style-type: none"> - GRN Communication System-operated Citizen Feedback Portal available on website with options to leave feedback, suggestions, questions or complaints. - No online accounts/payments system.
Access to Information & Council Meetings	<ul style="list-style-type: none"> - Council meetings annual calendars are posted on Facebook. - Council meeting agendas are occasionally summarised on Facebook and often include engagements with local authorities.
Regional / Local Development Committees	<ul style="list-style-type: none"> - No mentioning of RDCCs on any of council's online platforms + no further information provided through questionnaire responses.
Activity Reports	<ul style="list-style-type: none"> - No data available online. - RC did not respond to IPPR's request for disclosure of reports.
Financial / Budgetary Documents	<ul style="list-style-type: none"> - No data available online. - RC did not respond to IPPR's request for disclosure of financial statements.
OAG Reports	<ul style="list-style-type: none"> - RC is two years behind in its auditing submissions with the most recent report covering the 2017/18 financial year + receiving an adverse opinion.

<p>Service Delivery & Subnational Development</p>	<p>Improving Local Food Security</p> <ul style="list-style-type: none"> - In September 2020, Council launched an initiative whereby it procured surplus mhangu from local farmers which was in turn distributed to needy residents. - In April 2022, over 50,000 learners benefitted from the RC's feeding programme under the Directorate of Education which distributes sacks of wheat flour to schools in the region. <p>Doubling Efforts on Sex Education</p> <ul style="list-style-type: none"> - In January 2022, it was reported that Council's Directorate of Education has trained 325 Life Skills teachers and implemented sexual reproductive health programmes over the past three years to address high regional rates of teen pregnancies + school drop outs. <p>Partnership with Norwegian Council</p> <ul style="list-style-type: none"> - In March 2022, Council signed an MoU with the Norwegian county council of Innlandet during a delegation visit by colleagues from Norway, fortifying a pre-existing agreement from 2015 which focused on capacity-building, sharing best practices, development planning, cultural learning and public health. <p>Clean Water Shortages</p> <ul style="list-style-type: none"> - In May 2022, Oshikoto RC's spokesperson acknowledged the existence of issues surrounding poor road infrastructure and access to potable water. - In June 2022, Oshikoto inhabitants living in rural areas were still having to drink dirty saline water due to acute water shortages emanating from low water pipeline pressure in most areas
<p>Corruption, Mismanagement & Misconduct</p>	<ul style="list-style-type: none"> - No such incidences have been reported in the media during review period.

13. Otjozondjupa Regional Council

Website	No functioning website.
Social Media	<p>Facebook: https://www.facebook.com/OtjozondjupaRC/</p> <ul style="list-style-type: none"> - 4600 followers. - Account has limited activity with roughly 65 posts during review period including Young Africa Skills Centre applications, vocational trainings to tackle youth unemployment, local clean up campaigns, settlement office openings, advertisements for ordinary council meetings, local authority budget presentations, and regional development project updates. <p>Twitter: https://twitter.com/otjozondjuparc?lang=en</p> <ul style="list-style-type: none"> - 206 followers. - Account is mostly dormant with just 14 tweets made in last two years. <p>Instagram https://www.instagram.com/otjozondjuparc/</p> <ul style="list-style-type: none"> - 686 followers. - Account has limited activity with 67 posts made in review period including swearing-in ceremonies, ordinary council meetings, internal audit committee presentations, Annual Plan and Strategic Plan workshops, + RDCC sessions.
E-Governance	- No sophisticated online governance / feedback / account payments interface available.
Access to Information & Council Meetings	- An Ordinary Council Meeting was live streamed once on Facebook during the two-year period, in August 2021.
Regional / Local Development Committees	<ul style="list-style-type: none"> - Several posts about RDCC meetings on Council's Instagram indicate that the committee is active. - However, no further information is provided on frequency of meetings and the issues being discussed.
Activity Reports	<ul style="list-style-type: none"> - No data posted on any online platforms. - Council did not disclose said reports at the request of the researcher.
Financial / Budgetary Documents	<ul style="list-style-type: none"> - No fiscal data has been posted on any of council's online platforms. - Council did not disclose financial statements at the request of the researcher.
OAG Reports	- RC is two years behind in its auditing submissions with the most recent report covering the 2017/18 financial year + receiving an adverse opinion.
Service Delivery & Subnational Development	<p>Absence of Services in San Areas</p> <ul style="list-style-type: none"> - In August 2021, the constituency councillor of Tsumkwe settlement, known as the capital city of San people with a population of 9900, criticised the absence of ATM facilities and other essential services in the settlement and called for GRN intervention. <p>Build Together Progress</p> <ul style="list-style-type: none"> - According to Regional Governor James Uerikua, 1500 houses have been constructed under the Build Together Programme since 2019 while 10,000 erven have been serviced to accelerate development. <p>Performance Agreements</p> <ul style="list-style-type: none"> - In August 2022, the newly-elected Swapo coordinator for the region announced plans for all councillors and office-bearers to sign performance agreements upon election.
Corruption, Mismanagement & Misconduct	- No such incidences have been reported in recent media articles.

14. Zambezi Regional Council

Website	No website operational.
Social Media	Facebook: https://www.facebook.com/Zambezi-Regional-Council-585952164945873/ - Only 5 posts during review period, all of which were made on 12 April 2022.
E-Governance	- No sophisticated online governance / feedback / account payments interface exists.
Access to Information & Council Meetings	- No information about regional council meetings has been posted online as council has no operational website and its social media page is dormant. - Council did not respond to IPPR's questionnaire so difficult to discern how often meetings are held and if they are advertised at all.
Regional / Local Development Committee	- No information about RDCCs online. - Council did not respond to the IPPR's questionnaire, making it difficult to discern if any committee is currently active.
Activity Reports	- Council did not respond to IPPR's request for disclosure of reports.
Financial / Budgetary Documents	- No data available; Council did not respond to IPPR's request for disclosure of financial statements.
OAG Reports	- RC is two years behind in its auditing submissions with the most recent report covering the 2017/18 financial year and receiving an adverse opinion.
Service Delivery & Subnational Development	<p>Developmental Spending Priorities</p> <ul style="list-style-type: none"> - In August 2021, residents criticised the ZRC over its decision to refurbish a dilapidated Legislative Hall which the community claims is a misplaced priority and a waste of money in the context of so many other more immediate and pressing needs. - Residents also criticised the quality and pace of work at the Legislative Hall which they regard as not worth the amount of money being spent. <p>Lack of Institutional Support for Communities Impacted by BDF Killings</p> <ul style="list-style-type: none"> - In December 2021, a report by the Standing Committee on Home Affairs and Security in the National Council found that families of those killed by BDF border control soldiers had not been offered psychological support to deal with their traumas by ZRC which had in turn not been proactive in securing additional support from the Ministry of Health & Social Services.
Corruption, Mismanagement & Misconduct	<p>Ongoing ACC Investigations</p> <ul style="list-style-type: none"> - ACC investigations have been ongoing into three cases at ZRC involving the awarding of tenders without following proper procurement processes; senior officials occupying government houses while receiving housing allowances; and officials claiming S&T allowances despite their trips already being sponsored. There are also allegations that the three ZRC employees are guilty of awarding tenders to their own companies.

Appendix I: IPPR Questionnaire to Local and Regional Councils



INSTITUTE FOR PUBLIC POLICY RESEARCH

Local and Regional Government Transparency and Accountability Questionnaire

1. How effectively would you rate your Local/Regional Council's performance in service delivery? Is there a backlog in housing and/or land servicing delivery in your jurisdiction?
2. Does your Local/Regional Council coordinate with other stakeholders e.g., local NGOs to improve the efficiency of service delivery and to avoid the duplication/wastage of resources? Can you give an example?
3. Can you share with us the amount of GRN subsidy/grant you receive for subnational development? Can you share with us any other sources of income that you have received in the past two years e.g., moneys derived from rates, utilities etc.?
4. Please speak to the current financial state of your Local/Regional Council. Is your Council operating at a significant deficit due to debt etc.? Does your Council effectively utilise all subsidies made available for development by the central government?
5. Has your Council received any funding from the Regional Trust Fund for Regional Development and Equity? Has your Council had any correspondence with the Trust Fund regarding sponsorship of subnational development projects in the past two years?
6. Is your Local Authority/Regional Council actively seeking out additional revenue sources to fund development in your jurisdiction? If so, please specify any recent examples.
7. Have there been any verified incidences of corruption, fiscal mismanagement and/or gross misconduct within your Council in the past two years? If so, how did you handle these incidences e.g., filing reports with the MURD/NAMPOL/ACC; coordinating further anti-corruption education at the subnational level.
8. Are any key positions in your Council – e.g., Chief Executive Officer, Chief Regional Office, Chairperson – currently vacant? If so, for how long have these positions been unoccupied? Do you have any other comments on staff turnover rates and its impact on service delivery under your jurisdiction?
9. Does your Local/Regional Council possess its own offices? Are these offices clearly marked and accessible to the public?
10. Does your Council provide opportunities for residents to give feedback and/or lodge complaints (in-person, online or both)?
11. Does your Local/Regional Council possess a functioning website? Is the website regularly updated? Is the website accessible in languages other than English?
12. Does your Local/Regional Council possess any social media accounts? If so, are these accounts regularly updated and responsive to followers?
13. Are Council meetings properly advertised and well-attended by members of the public? Do residents have access to details of Council meetings such as agenda items and minutes?
14. Does your Council have a corresponding Regional/Constituency/Town Development Committee? How active and well-attended is your committee?

Thank you for taking the time to complete this IPPR questionnaire. Please kindly send your responses to the lead IPPR researcher in charge of this project kbmcgirr@live.com or to Graham Hopwood at director@ippr.org.na

Where available, please also kindly provide us with copies of the following documents:

- Annual Activity Reports
- Monthly Financial Statements
- Other Supporting Documents related to Regional/Local Development.

About the Author

Kitty Mcgirr is an IPPR Research Associate with a specialist interest in the intersection of labour, land, economic and racial justice issues. She holds a Bachelor's Degree in Political Science and African American Studies from the University of California and a Master's Degree in International Politics from SOAS, University of London with a regional focus on Southern Africa. She has previously worked for a number of civil society organisations in Namibia, the US, and the UK. She has previously written on the issue of decentralisation for the IPPR.

About the HSF

The Hanns Seidel Foundation (HSF) is a German non-profit organisation promoting democracy, good governance, and the rule of law across the African continent. HSF, which is present in more than 60 countries worldwide, describes its work and mission in the motto "in the service of democracy, peace and development".

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The Institute for Public Policy Research (IPPR) is a not-for-profit organisation with a mission to deliver independent, analytical, critical yet constructive research into social, political and economic issues that affect development in Namibia. The IPPR was established in the belief that free and critical debate informed by quality research promotes development.

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