

Aloe



City of Windhoek

City of many faces

Issue 1 • July 2012

2012/2013 FINANCIAL BUDGET A BEACON OF SERVICE DELIVERY



Chairperson of Management Committee, Councillor Agnes Kafula

Chairperson of Management Committee, Cllr Agnes Kafula, presented the new financial year budget 2012/2013 under the theme "Enhancing service delivery to our people". The budget tabled totalled about N\$3 billion, of which about N\$400 million is for Capital projects and about N\$2, 6 billion for operations. Cllr Kafula pointed out that the deliverable of some key issues such as electricity, water, assessment rates and capital budget had directly impacted on the formulation of the budget.

The budget expenditure is planned and prioritised along three main themes, namely:

1. To provide municipal services to the informal areas;
2. To build houses for the low income categories; and
3. To maintain the existing infrastructure.

These provisional budgetary priorities are in line with the City's vision of enhancing the quality of life of its entire people, of whom amongst the midst is the swelling demand of service to those in the informal areas that are less privileged with meagre income. Whilst committed to service delivery the city is equally mindful of practicing prudent fiscal discipline and that service delivery be within the realistic ambit of available and potentially feasible revenue streams. Cllr Kafula took cognisance of the residents that timely pay their municipal bills

[Continue on Page 2](#)

IN THIS ISSUE

2012/2013 FINANCIAL BUDGET A BEACON OF SERVICE DELIVERY

MAYOR'S MESSAGE: "WINDHOEK CHAPTER: DECADE OF ACTION FOR ROAD SAFETY 2011 - 2020"

KLEINE KUPPE WASTE TRANSFER STATION A REMARKABLE DEVELOPMENT IN WASTE MANAGEMENT

ENHANCING COMMUNITY LIVELY HOODS WITH THE LAUNCH OF ONKUGO YEPONGO COMMUNITY HALL

BUSINESS REGISTRATION PROCEDURES

MORATORIUM ON CITY SHEBEN REGISTRATION LIFTED

WINDHOEK WATER SAFE FOR HUMAN CONSUMPTION

PROLONGING THE LIFE SPAN OF CEMETERIES IN WINDHOEK

AND MUCH MORE . . .

CEO's Corner



Chief Executive Officer Niilo Taapopi

of introduction of an Integrated Business Plan (IBP), a strategic way of mapping and monitoring performance of the City's operational objectives. With the IBP the City was able to put in place performance management agreements which at the current stage have been concluded at senior management level and are cascading down to all various sub units of the City.

The instruments of the City are put to test by the extension of the new City boundaries. This effort was necessitated by the high demand of land due to the relentless pace at which the City's population is growing.

I am pleased to update you on the various developmental aspects of the City and the considerable achievements that were made with specific reference to the 2011/2012 financial year, as a result

It is anticipated that with the extended boundaries, business opportunities will arise and that the onus rests upon those who own

[Continue on Page 2](#)



Editor's Desk



Josua Amukugo

Manager: Corporate Communications & Customer Care

It has been quite some times now that publication of the Aloe, the City of Windhoek's monthly newsletter that ensures a continuous two-ways information sharing aspect between the City and its residents, has been shelved, a situation that resulted in the right hand not really knowing what the left hand was doing. It goes without saying that such a communication blackout could not be endured, neither by an organisation of this magnitude, nor by its immediate stakeholders, hence a decision to revive its circulation forthwith.

It is only through this publication that goals and actions of the organisation are clearly made known to all having a stake in the day to day affairs of the City, as key issues, activities, policies and developments become open secrets for all to share. Equally important, the Aloe also serves as an important tool to carry out the thoughts and vision of an organisation to the people it serves, just as much as all the City clientele can pronounce their complaints, criticisms, needs, concerns, expectations and appreciations through this mouthpiece. Although, as Karl Popper notes: "It is impossible to speak in such a way that you cannot be misunderstood", this type of interaction is a crucial decisive factor in business relations and networking, and shall always serve as an ardent challenger to misunderstandings and unrealistic expectations.

2012/2013 Budget - Continued from page 1

and urged those that lag behind to do so for the enhancement of the city's revenue base. Her Worship the Mayor, Alderwoman Elaine Trepper, in her speech at the budgetary reading occasion, pointed out that amongst some of the resource challenges the City is enduring, is the prevailing shortage of energy sources in the region, of which Namibia and the City are no exception.

After Otjomuise Extension 10, further residential ervens will be developed in the suburbs of Havana, Okahandja Park and Omgulugwombashe. In terms of PPP initiatives, the City entered into a Public Private Partnership pilot project with a local private company in October 2011, for the planning, design and servicing of the land in Academia Extension 1 and Otjomuise Extension 4. These two PPP initiatives will undoubtedly contribute to the fast tracking of land delivery and help make a positive impact on the acute shortage of land. Her Worship the Mayor, urged resident to be patient as land delivery is a complex and financially draining task and the demand due to rapid increase in urban population outstrips the available resources, and to refrain from the alarming practice of land grabbing, and to rather follow the appropriate official City procedures availed to them on acquiring land.

CEO's Corner - Continued from page 1

ample land within the new boundaries to identify mutual benefitting opportunities such as going into partnerships that could advance land delivery for housing and or business development. There are equally challenges with the new boundary extensions, as municipal services will have to be stretched out to sparsely located communities

We are all therefore, called upon to make use of the Aloe in such a way that we collectively determine the way the City is developing; set the pace at which it is developing and; jealously guard all efforts aimed at preserving the status of our City being "the cleanest City in Africa".

The Aloe is produced by the Corporate Communications & Customer Care Division in the Office of the Chief Executive Officer. The public is welcome to make constructive submissions via the Editor's Column, and submissions should be forwarded to the following

and the surrounding farms. Hence the constraints will be on the already limited city resources to deliver the services to these new communities and in identifying the revenue streams that are needed in addressing these needs.

To meet these challenges the City can certainly not walk this pathway alone and wider concerted efforts from multiple stakeholders is required, particularly from the government and from the private Sectors, in a form of providing financial support for servicing land.

Current initiatives from government to this effect is the recently received notable funding from the Ministry of Local Government and Housing via the Targeted Intervention Program for Employment and Economic Growth (TIPEEG) which the city has received to service land for the informal settlement over the three year period to the tune of about 410 million. From these funds the first phase will yield around 1800 ervens in Otjomuise extension 10, to be delivered towards the end of next year. After Otjomuise Extension 10, further residential ervens will be developed in the suburbs of Havana, Okahandja Park and Omgulugwombashe.

We should be mindful that the City does not exist in isolation and global demands and trends similarly exert pressure on the City's marginal resources that may pose various economic challenges, as we are not insulated from the global sphere. It is increasingly expected of the City to sustainably and equitably utilise the land and to support initiatives that are ecologically friendly and equally so plan ahead in view of future dispensations.

address.

If you wish to make comments, suggestions, contribution or advertise in the Aloe, send an e-mail to communication@windhoekcc.org.na or visit our website for more information at www.cityofwindhoek.org.na.

Compiled by: Joshua Amukugo

Manager: CC & CCC

Scheifert Shigwedha

Acting PRO & ICO

Editor:

Joshua Amukugo

Design &

Gerhard Groenwald

Layout:

Graphic Designer (ICT)

Printed by:

John Meinert





MAYOR'S MESSAGE

(L-R, front row): Cllr. J. Moonde; NAMPOL Commissioner, F. Shilongo; Cllr. M. Kazapua; Her Worship the Mayor, of Windhoek. (L-R, back row) City Police Supt. A. Eiseb; Cllr. T. Gaeseb; Chief Kanime, City Police & EMS; National Road Council CEO, E. Tendekule; CoW CEO, N. Taapopi & Cllr. M. Ukeva

“WINDHOEK CHAPTER: DECADE OF ACTION FOR ROAD SAFETY 2011 - 2020”

On June 2012, the City of Windhoek witnessed, once again, another milestone in its zest to ensure the safety and security of all our people, when Her Worship the Mayor, Alderwoman Elaine Trepper launched the Windhoek Chapter: Decade of Action for Road Safety 2011-2020. The launch emanates from the 2010 UN General Assembly's proclamation of "A decade of action for road safety 2011- 2020". The purpose of said proclamation is to reduce the traffic fatalities through increased, well-planned and co-ordinated activities at regional, national and global levels. The initiative paves the way for proactive efforts in curbing the spate of country-wide road carnage by establishing measures for ensuring safer city roads and ultimately, saving the lives of our citizens and visitors. The Namibian Chapter of the Decade of Action 2011-2020 was launched by H.E. President, Hifikepunye Pohamba, on 11 May 2011.

Quoting from the UN WHO Report, Her Worship the Mayor indicated that about

1.3 million people lose their lives each year in traffic accidents, collisions and transgressions worldwide. As many as 20-50 million people are injured, 10 million of whom are children. In Namibia, approximately 12,000 traffic-related violations are recorded with an average of 5000 injuries and 500 fatalities, annually. Windhoek alone accounts for about 47% of all registered vehicles in Namibia and over 7000 traffic accidents annually. This denotes a total of about 1600 injuries of which 40% are estimated fatalities of predominantly economically active youth between 18 and 35 years of age. The tragic number of lost lives and/or injuries due to road accidents is unsustainable for the city of Windhoek as well as for Namibia's future.

In response to the said pillars, the City Police introduced laser and radar mobile automatic digital speed detection devices in December 2011. These devices facilitate the easy recording of speeding vehicle data without the need to stop the speeding vehicles. To date,

more than 15000 contraventions are recorded.

However, traffic violators are reluctant to pay their traffic fines on time. The City consequently, introduced a mobile speed detection device and automatic number plate recognition system. These systems can now assist in the prompt tracking and issuing of outstanding warrants and/or summons. According to Deputy Chief City Police, Adam Eiseb, some of the roads notorious for speed-related collisions and traffic violations will be fitted with the said technologies.

Furthermore, the Mayor reiterated that the new systems emphasises driver compliance to traffic rules and regulations, thus fostering a culture of responsible road usage. Also present at the event were National Road Safety Council CEO, Mr. E Tendekule, who urged mutual co-operation amongst stakeholders and future support via a Road Safety Managers forum should funding became available.



DECADE OF ACTION FOR ROAD SAFETY 2011-2020

Launch of the Windhoek Chapter, 20 June 2012





DID YOU KNOW

Windhoek, the capital City of Namibia, is traditionally known by two names: Ai-Gams (Nama) which refers to the hot springs that were once part of Windhoek and, Otjomuise (Herero) meaning a place of steam.

In the mid 1800's, as he settled near the main hot spring located in present day Klein-Windhoek, Jan Jonker Afrikaner, a Nama leader, named the area Winterhoek, after a farm where he was born. Windhoek as a City was founded on the 18th October 1890, when the foundation stone of the fort, which is now known as the Alte Feste (Old Fortress) was laid.

The population of Windhoek in 2011 was found to be 322 500, and grows continually due to influx from all over Namibia.

Windhoek has now been served by 49 Mayors since 1909, and only 5 of them were women, with **Marie Elisabeth May Bell** as the first female Mayor of Windhoek (1941-1946). Other women that served as Mayors

are **Joey Olivier, Petra Hamman, Vivienne Craig** and **Elaine Trepper** (the first black female Mayor) of Windhoek. The longest serving Mayors were **Matheus Shikongo**, who served for 11 years – from 1992 to 1993, and again from 2000 till 2010, and **John Meinert** who served for 10 years – from 1929 till 1938.

The first Mayors were **Dr Fritze** who served from 1909 till 1910, followed by **Gustav Voights** who served from 1910 to 1911. **Peter Muller** served two terms on the Council as Mayor, and was also the person that surrendered Windhoek to General Louis Botha of the Union of South African troops.

With Namibia's independence from South African administration in 1990, the City experienced a new wind of change that led to accelerated growth and development and, despite the large increase in population over the last few years, Windhoek remains a clean and virtual trouble-free city everyone would love to be associated with.

Despite the large increase in population over the last few years, the City remains extremely clean, with most tourists pronouncing it as "an un-African City" - Thanks to the City residents and tourists alike.

That the City has four water treatment plants, namely:

1. **Gammams Water Care Works (WCW):** This is the largest wastewater treatment plant in Windhoek. The plant treats mainly domestic wastewater and the biological effluent is supplied to the New Goreangab Water Reclamation Plant (NGWRP) for reclamation to produce drinking water for the City's residents.
2. **Otjomuise Water Care Works:** The second largest wastewater treatment plant in Windhoek, treating domestic sewage from suburbs in the surrounding area as well as wastewater from the New Goreangab Water Reclamation Plant. The effluent is disposed to river bed or can be treated at Old Goreangab for irrigation water.
3. **The Ujams Oxidation Ponds:** Treats industrial wastewater from the industries in the Northern Industrial Area for example Nakara, Namibia Breweries, Meatco and others. Some of the effluent are used for irrigation of lawn by a contractor and the rest is disposed to river beds.
4. **The Old Goreangab Reclamation Plant:** Treats effluent from Gammams WCW or Otjomuise WCW or Goreangab dam water to produce semi-purified water for irrigation purposes in the City of Windhoek.

Prolonging the lifespan of cemeteries in Windhoek

The rate at which the cemeteries in Windhoek are filling up has become a matter of concern that prompted Council to look for ways to prolong the lifespan of the current cemeteries. After careful consideration of various options, the City fathers offered to encourage two alternatives to the traditional ways of disposal in order to prolong the lifespan of our cemeteries, viz.:

Option 1: Council has resolved that the traditional system of offering 6 ft graves be done away with, and that only 8 ft graves be allocated to families for adult burials. An 8 ft grave allows for a 2nd interment, irrespective of the time lapsed since the 1st interment, with the 3rd interment to be allowed only after at least 30 years have lapsed. At the first burial, the coffin is sealed off with a steel plate, and when the 2nd interment is done, the grave is only dug down to 6 ft, and with this

system of burial, prices for the 8 ft graves shall be reduced drastically.

Option 2: This is the use of high temperature burning, vaporization and oxidation to reduce dead animal bodies, including human ones, to basic chemical compounds (ashes). It is an alternative to the interment of an intact body in a casket. It was commonly held that cremation is not the ideal method of interment, a feeling that is not based on any direct Command or Scripture, for there is none. Another myth is that as Christians, in our looking-forward to the resurrection of the body, cremation does not visually show or express a belief that the body will one day be resurrected. Given these reasons for earth-burial, we also need to note that God has not set down hard and fast rules for burial, and we would be wise not to do so either. We need to

keep in mind that certainly, God who breathed the world into existence and who raised his own Son from the death can renew cremated remains into glorified beings on resurrection day – just as He can renew naturally decayed remains.

Cremated remains, which do not constitute a health risk, may be buried in memorial sites, cemeteries, or be legally retained by relatives. It would be logical to assume that the complete lack of Biblical instructions on burials would indicate that burial methods aren't of great concern to God, and that it is one's personal commitment to Christ in life and not the manner of burial after death that determines where a person will spend eternity. Important to note as well, is the fact that cremation is not another form of a funeral, but rather an alternative to a burial.





Through the Office of the Mayor, the City of Windhoek has a total of 16 regional and international co-operation or twinning agreements:

- Regional and sub-regional: 7 co-operation agreements; Harare, Kadoma, Gaborone, Johannesburg, Lusaka, Drakenstein and Douala.
- International: 9 cooperation agreements of which four are with European cities namely; Vantaa, Trossingen, Berlin, Bremen and one in Asia, Shanghai; two with North America, Richmond, USA and Abbotsford, Canada, and one in the Caribbean, Havana, Cuba.

The City adopted a Twinning Policy guideline in 1995 in order to make provision for local authorities at local, continental and internationally.

Co-operation agreements provide opportunities for twinned cities to exchange knowledge, share experiences and provide developmental support in the form of technical and or direct funding of identified projects in the areas as per cooperation agreement.

Permission to temporarily host an event on public open space or residential area

The City of Windhoek has noticed with much concern the mushrooming of activities taking place in and around the City. Activities such as church crusades, political rallies, fundraising parties and weddings are noticed in and around the city on a daily basis. Our office has been inundated with applications of such events regularly. As a result, being the custodian of the city, the Council has made provision for these events in order to facilitate the process of granting approval for these activities; as long as the correct procedures are followed.

The procedures for obtaining such a permit are very simple, though some may deem it to be complicated and time consuming. This is to the benefit of the applicant, whose neighbours may complain about the event/ activity taking place without their knowledge. A site map indicating the erf number where the event shall take place must be obtained from the City of Windhoek's Customer Care Centre. This will be accompanied by a consent form, to be completed and signed by each neighbour living within the radius of fifty (50) metres from the place where the event will be hosted. Upon completion of this form, a covering letter, explaining the

nature of the event, date and time, including the organisation's name should be submitted to the Customer Care Centre. The application will thus be circulated to various departments, where it will be evaluated according to Council policies regarding the hosting of events in public open spaces or residential place.

There is no automatic granting of permit to every application; some may be declined due to shortcomings from the would-be affected neighbours. In this case, the applicant should bear with us and look for an alternative venue. It is also very important that our client adhere to the stipulated time limit and sound level when issued with a permit to host an event. If neighbours continuously complain to the City Police of a nuisance being caused by sound emissions, whether within the hours indicated or not, the City Police shall have no option but to stop the event. We can also not deny our school going children the opportunity to study and do their home works through excessive noise. Let us become responsible citizens by adhering to the rules and regulations of the city. For more information, please visit the City of Windhoek's Customer Care Centre or call telephone number 061-290 2568.

Eveline street gets hands on a new communal car wash facility

Having noted with concern the high incidences of illegal car wash operations in the North Western Suburbs juxtaposed with severe damage to road surfaces due to the use of chemicals by carwashers, in its commitment to poverty alleviation through the provision of employment and income generation opportunities, the City of Windhoek embarked on the development of car wash facilities to enable car wash operators to operate in a safe and formalised manner. To this effect, the City of Windhoek Committed N\$1 885 979.42 for

the construction of a new communal car wash facility on Erf 90, Eveline Street, Goreangab.

The facility which is a pilot project to be replicated in other areas, aims to provide an alternative and suitable infrastructure to the car-washers at officially identified sites in the City, and provides for six separate washing bays of which each has a washing-, drying-off-, and vacuum cleaning area, as well as ablution and storage facilities with access to water and electricity points. The rental fee for the

new communal car wash is currently set to be N\$193.30 per month, per bay, a fixed amount that excludes water and electricity charges which will be charged separately, based on the actual consumption at each bay.

Community members proposed that the car wash facility be named "Eveline Full Service Car Wash", in reference to the street along which the project is situated, a name wholeheartedly embraced by Council.





Windhoek water safe for human consumption

An article appeared in the local newspaper "Confidente" on 23-29 August 2012 under the header "Windhoek City Water contaminated" creating the impression that water distributed by the City of Windhoek is contaminated.

As of Monday 28 August 2012, an sms message was doing the rounds that claims that the drinking water in Windhoek is contaminated and that people need to boil the drinking water before use.

It is not known whether the sms is as a result of the Confidente article, which addresses discharges from a waste water treatment plant, and not in any way the safety of drinking water supplied by the City of Windhoek.

The article cites a report compiled two years ago that water flowing in the Okapuka River near Elisenheim development is contaminated.

The Article further states that water suspected to be discharged from the Ujams oxidation ponds into the Okapuka River is contaminated.

But the Ujams oxidation ponds are treating mainly industrial effluent from Windhoek's main industries, Namibia Breweries, Nakara, Meatco and some smaller industries located in the Northern industrial area.

In order to construct a new waste water treatment plant, the City has already

tendered and appointed a private sector consortium to build a new state of the art industrial waste water treatment plant.

As construction of this plant will take 18 to 24 months, the City has, as an interim solution, purchased a chemical treatment plant which is going to treat the effluent from the Ujams oxidation ponds to improve the quality of the discharges until the new plant is commissioned in two years' time.

Unfortunately, during transport from Walvisbaai to Windhoek some of the equipment of the new chemical treatment plant were damaged and this delayed the commissioning of this plant.

This temporary intervention will improve the quality of the Ujams oxidation ponds.

The Confidente article was extremely misleading in that the reporter did not do any research and has also not been able to draw any conclusion between a contaminated effluent from the Ujams oxidation ponds and Windhoek's drinking water.

Windhoek receives its conventional drinking water from Von Bach, Swakoppoort and Omatako Dams as well as from its boreholes. Another source is its Goreangab Reclamation Plant.

The contamination the Windhoek newspaper is referring to, is in the catchment of the Swakoppoort Dam.

It is an unfortunate geographical fact that river courses emanating from the Windhoek basin, drain into the Swakoppoort dam.

To date, the City of Windhoek rigorously monitors quality in its reservoirs, sources and distribution networks.

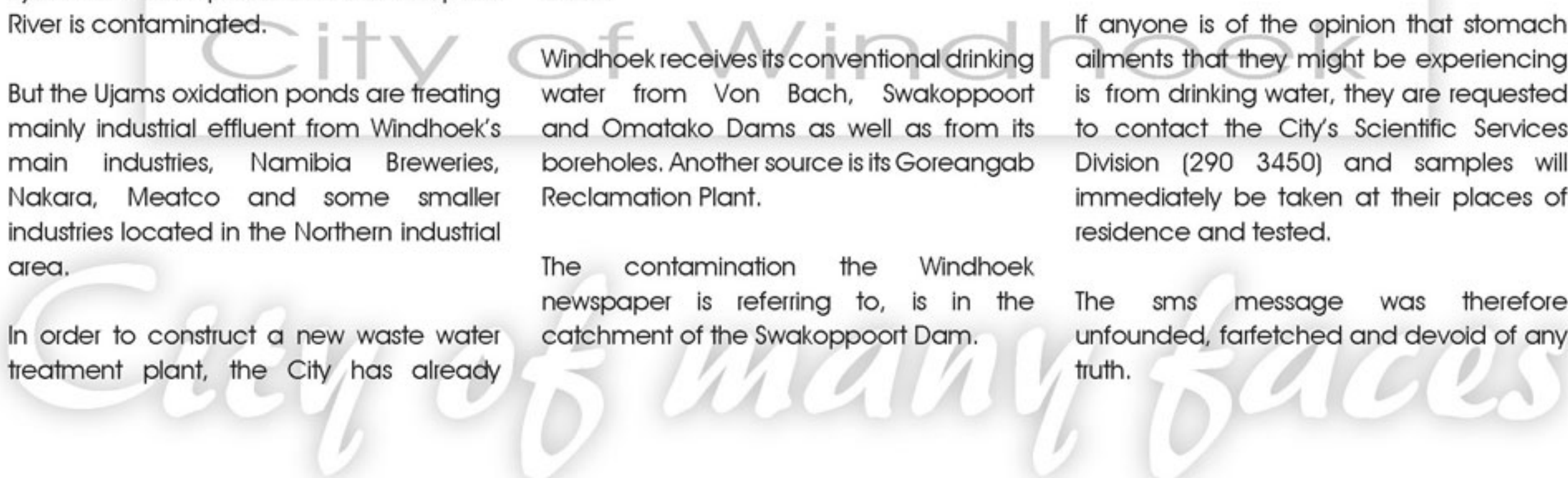
Due to the fact that Windhoek re-uses treated sewage effluent for drinking water, its reputation for supplying safe drinking water is of utmost importance and regrets the spreading of unscientific and untested information, which could affect the trust of our citizens in our drinking water.

The drinking water supplied from all sources via the distribution network of Windhoek to the Windhoek consumers, is of excellent quality.

The City is very serious about safeguarding our consumers and would want to be the first to know if there were any problem with the drinking water distributed.

If anyone is of the opinion that stomach ailments that they might be experiencing is from drinking water, they are requested to contact the City's Scientific Services Division (290 3450) and samples will immediately be taken at their places of residence and tested.

The sms message was therefore unfounded, farfetched and devoid of any truth.





ENHANCING COMMUNITY LIVELY HOODS WITH THE LAUNCH OF ONKUGO YEPONGO COMMUNITY CENTRE

Onkugo Yepongo Community Centre, translated from Oshiwambo to English literally means "A cry of the solemn lone voice in the wilderness" and thus the cry of the surrounding community has not fallen on deaf ears and was finally heard when the City managed to allocate funds to meet the urge of the community to be provided with a centre as was officially availed to the community recently.

The City's initiatives to invest in community

centres cannot be measured in monetary terms as these are efforts aimed at shaping sustainable and cohesive communities, and as such, the centre is the platform where community meetings will no longer be conducted under trees or makeshift set up but within a hygienic, modern and technologically equipped building.

The centre has a capacity to host over 200 people and was constructed at the tune of N\$ 1.4million.



Unveiling the inauguration plaque, His Worship Deputy Mayor, Gerson Kamatuka, and looking on L-R are, VM. Mwiya: Section Head: Public Participation; J. Kalundu: Manager: Community Development; G. Mayumbelo SE: Economic and Community Development; A. Kanime: Acting CEO and Chief City Police; Aldermen B. Ekandjo; Cllr H. Veico and Pastor Sasamba.

KLEINE KUPPE WASTE TRANSFER STATION A REMARKABLE DEVELOPMENT IN WASTE MANAGEMENT

A new waste transfer station was recently opened. The newly opened Kleine Kuppe Station is a notable development that will benefit the residents of the surrounding suburbs via a modern unique way of waste management, which will ensure sustainable logistical movement of waste while equally preserving the environment and its ecology.

Due to concerted efforts in ensuring a clean healthy City, to date Windhoek is

increasingly becoming known as amongst the cleanest urban centres in Africa and beyond, a scenario that all residents should guard and be proud of.

The station replaced the old Olympia landfill which has reached its life span, and its additional benefits is that it has no life cycle since it is only a waste transfer station where waste will be sorted and placed into containers and then transported off for either recycling or disposal.



His Worship Deputy Mayor, Gerson Kamatuka; Ms Andrea Hewicke, Section Engineer SWM and Manager: Corporate Communications & Customer Care, Mr. Joshua Amukugo.

BELOW: Waste transfer stations containers for offloading building rubble and garden refuse

THE JAZZ SHOWDOWN
Jazz OFF
 CONCERT
 3rd November
 Hage Geingob Stadium



BUSINESS REGISTRATION PROCEDURES

The City of Windhoek would like to inform our valued clients, business community and the public about procedures for the registration of businesses in terms of the provision of the regulations of the registration of Business, as well as requirements to comply with in terms of other applicable legislation.

The attention of the business community and the general public is drawn to the mandate of the City of Windhoek, which is to monitor and control all business activities in Windhoek by ensuring that all business activities for gain are registered.

Procedures

1. Obtain and complete an application form.
2. Obtain approval from relevant stakeholders:
 - Building Control Division
 - Bulk and Waste Water Division (required for butcheries; dry cleaners/laundry & factories only)
 - Emergency Management to verify that all safety measures are complied with
 - Health Services Division to ascertain that nothing poses a health risk

Documents to be Submitted

For applications to be processed and considered for the issuance of a Certificate of Registration; applicants must submit the following documents:

1. Proof of identity and a valid working permit (for Non-Namibians);
2. Copies of the lease agreement or proof of ownership of land or building unit;
3. Proof of registration as a legal entity (in the absence of proof of existence as a legal entity, such business will be registered in a natural person's name (business owner's name).
4. A consent letter (for businesses operating from a residential area)/ town planning certificate (for businesses operating from other uses than a residential area) from Urban Planning Division;
5. Proof of compliance with building requirements from Building Control Division;
6. Proof of compliance with drainage requirements (only applicable to butcheries, dry cleaners/laundry and factories) from Bulk and Waste Water Division;

7. Proof of compliance with the Fire Safety Requirements from Emergency Management Division;

8. Proof of compliance with Health Requirements from Health Services Division including the submission of medical certificates for food handlers (only applicable to food preparation premises).

Business Registration clients are thus advised to visit the Business Registration Counter at the Customer Care Centre in Rev Michael Scott Street to register or renew their Certificates of Registration.

Contact Details

Customer Care Officer:

Tel: +264 61 290 2690
Fax: +264 61 290 2331

Or

Business Registration:

Tel: +264 61 290 2496/3625/2489
Fax: +264 61 290 2056/2192

Or

The Chief of Health Services

The Chief: Health Services
Tel: +264 61 290 2594/2485

Moratorium on City Shebeen Registration lifted

A moratorium on registration of shebeens in the City of Windhoek that was instituted in May 2010 has now been lifted. In the same vein, the City fathers as well decided that a grace period of two years be granted to existing shebeens in order for them to register with the City and comply with the shebeen policy criteria.

This kind gesture from the City Council is no invitation for shebeen owners to relax, but to rather make use of this grace period to have their shebeens legalised. Shebeen owners are further requested to adhere to operating hours at all times, and a further special request is made to

the Shebeen Association to continuously educate and train its members on how to run their businesses in a proper and ethical manner. Windhoek is home to almost 5000 shebeens and bars, and it is estimated that 1500 of these shebeens are operating without licences.