

# REPUBLIC OF NAMIBIA



## VOTE OF THANKS

ON THE OCCASION OF THE  
LAUNCH OF THE NATIONAL CONSUMER PROTECTION POLICY 2020-  
2025 AND THE GS1 LICENSE

BY

HON. VERNA SINIMBO, MP  
DEPUTY MINISTER OF INDUSTRIALISATION AND TRADE

LEMON TRE RESTAURANT, EROS

10H00, 22 SEPTEMBER 2021,

**HON. LUCIA IIPUMBU – MINISTER, MIT;  
NDIITAH NGIPONDOKA-ROBIATI – DEPUTY EXECUTIVE DIRECTOR  
AND DIRECTOR OF PROCEEDING THIS MORNING,  
ALL EXECUTIVE DIRECTORS PRESENT,  
CHAIRPERSON OF THE GS1 NAMIBIA  
GS1 BOARD MEMBERS  
NAMIBIA TRADE FORUM BOARD MEMBERS  
STACEY PINTO-CHIEF EXECUTIVE OFFICER: NTF AND ACTING CHIEF  
EXECUTIVE OFFICER: GS1 NAMIBIA,  
SENIOR GOVERNMENT OFFICIALS,  
CAPTAIN OF THE INDUSTRY  
MEMBERS OF THE BUSINESS COMMUNITY,  
MEMBERS OF THE MEDIA,  
LADIES AND GENTLEMEN:**

1. It is with great honour that I am entrusted to deliver the most important segment of this gathering, the vote of thanks as we have launched the National Consumer Protection Policy 2020-2025 and the Namibia GS1 License. I wish to urge all stakeholders to bring their part as we move towards the implementation of the Policy. Equally, allow me to encourage all entrepreneurs and business community to fully utilise the Namibia GS1 Centre towards domestic and international market access.

#### **LADIES AND GENTLEMEN**

2. The implementation of the National Consumer Protection Policy requires a designated office in the name of the Consumer Protection Office charged with the responsibilities to collaborate with all stakeholders in order to ensure that consumers feel protected in all business sectors.
3. To achieve this, the Ministry's existing division of Consumer Protection and Internal Market Regulation has been seized with this noble but at the same time very important responsibility. Let me assure you that the Ministry will also continue to liaise with all relevant Offices, Ministries, Agencies and sector regulators to form part of the consumer protection

legal framework implementation. The framework serves as a yardstick for the Consumer Protection Office to implement this Policy and thereby ensure that consumers are effectively protected against Unfair, Deceptive and Abusive Acts and Practices (UDAAP). Noteworthy, establishment of cost-effective redress mechanisms, consumer education and information dissemination, consumer complaint receipt and capturing mechanisms, receiving and resolving of consumer complaints are some of the tasks to be executed by the Consumer Protection Officer towards effective implementation of this Policy.

4. Let me take this opportunity to appreciate the Hon. Minister of Industrialisation and Trade for the visionary leadership she continues to provide to the Ministry and by extension to the agencies under the Ministry. Comrade Minister, your words of wisdom shared here today are not in vain, as I am confident that the Policy will be implemented and thereby bear the desired results.

Permit me to thank the Directorate of Trade and Commerce under the Ministry of Industrialization and Trade which took up this significant role in spearheading and developing the national consumer policy framework and legislative until it was finally presented to and approved by cabinet, your efforts over the past 5 years are well appreciated.

5. At this juncture, I wish to thank the Namibia Trade Forum for their commitment towards the realisation of industrialisation and trade through public-private dialogue and all campaigns and initiatives embarked upon towards the implementation of the Growth at Home strategy. Equally, let me also welcome and appreciate the long awaited new baby on the block, Namibia GS1 Centre board members, management and all the employees. Specifically, I would like to recognize and thank all the 242 businesses that signed the call to support for the establishment of a GS1 Barcode centre in Namibia.
6. Most importantly, I would like to extend a special word of thanks to the stakeholders. Your presence here today marks as a testimony of the importance that your respective institutions have attached to this event and more importantly to the Policy and the GS1 License. Togetherness

and in the devoted Namibian spirit we will ensure that this Policy and GS1 License are utilised to the benefit of our people.

7. I would fail dismally in my duty if I do not recognise the efforts of the Technical Committee and GS1 team. Often, for an event of this magnitude, we might have inadvertently missed out some names. It is not intended to diminish or overlook your useful contributions which we appreciate immensely.
8. In conclusion, I express our sincere thanks to the media as they execute the important mandate of informing and educating the Namibian nation about policies and services that are aimed at improving their welfare.
9. We are indeed grateful to you all and may God bless Namibia.

**I THANK YOU.**