

31 JULY 2026 VOL. 23

STEERING NamRA'S DIGITAL TRADE AGENDA

As digital trade continues to reshape global commerce, NamRA is modernising Customs administration through its newly established E-Commerce Centre. Led by Project Manager Tonateni Shidhudhu, the initiative aims to simplify online trade, strengthen Customs compliance and enhance revenue collection. Discover how the Centre is positioning Namibia for the future of cross-border e-commerce and digital trade. **FULL STORY ON PAGE 10**



NamRA MAKES SPORTING HISTORY

NamRA reached a major milestone by hosting the Southern Africa Inter-Revenue Administration Games (SAIRAG) in April 2026. The historic event united more than 1,300 participants from eight Southern African Revenue Administrations, showcasing sporting excellence, regional collaboration and Namibia's capability to host international events while delivering a significant boost to the local economy. **FULL STORY ON PAGE 14**



*Celebrating 5 Years
of Service to Namibia
and Positive Impact*

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EDITORIAL NOTE

Yaruokeekuro Ndorokaze

Chief Editor

Five years? Yes, it has indeed been five years since the establishment of the Namibia Revenue Agency (NamRA) in April 2021. This edition therefore captures the work and activities of NamRA as it moved into its sixth year of operation. Evidently, not much time or many resources were committed to reflecting on the milestones recorded during the first half-decade, with the common message being that significant progress has been made, but much more still needs to be done.

During the past five years, activities were anchored around four principal themes, with getting the right people in the right roles being a priority. By March 2026, 90% of the 1,550 approved organisational-structure positions had been filled, as the focus shifted to upskilling and creating a supportive working environment in the drive to build a world-class revenue agency. The second pillar highlighted the need for upgraded and stable systems, where significant investment has been made to ensure that the Integrated Tax Administration System (ITAS) and the Automated System for Customs Data (ASYCUDA), together with other systems, are responsive to the demands of the time and geared towards improved voluntary compliance, facilitation of legitimate trade and enhanced revenue collection.

Central to the above are clear and consistent processes that are comparable to any in the region and across the world. Here, the current processes have been documented with a view to redesigning them and optimising efficiency in service delivery. This aligns well with the elevated push for improved service delivery, as encapsulated in Strategic Objective 4 of the FY2026/7-FY2030/1 NamRA Strategic Plan. The last pillar has been a deliberate approach to inculcating the right culture by living our core values of integrity, fairness, efficiency, agility and diversity, all displayed through professional and consistent conduct.

The above illuminates what lies ahead: extensive work and hence the call to buckle up and prepare for greater shifts. However, this edition of the Communiqué Wagon reflects on some of the events marking the five-year point and the priorities going forward. Hosting the 2026 Southern Africa Inter-Revenue Administration Games was arguably the highlight of the quarter and the content that follows will attest to that apparent fact.

There is still space for our regular features, such as selected Editorial Impressions, together with an assortment of pictures depicting key events during the past quarter. We look forward to further interaction and suggestions on future focus areas.

Happy reading!

COMMISSIONER'S NOTE



Welcome to the first edition of the Communiqué Wagon for FY2026/7.

As we begin a new financial year, we reflect with pride on NamRA's remarkable journey over the past five years. Since its establishment in 2021, NamRA has grown into a stronger, more innovative and respected institution, strengthening revenue collection, enhancing voluntary compliance, modernising systems, while expanding local and international partnerships.

The first quarter of the FY2026/7 delivered a strong revenue collection performance. From April to June 2026, NamRA collected gross revenue of N\$19.5 billion, processed refunds totalling N\$2.4 billion and realised net revenue of N\$17,094 billion. This achievement reflects the dedication of our employees and the continued growth of a culture of voluntary compliance among taxpayers and traders.

A key highlight of the quarter was the successful hosting of the 2026 Southern Africa Inter-Revenue Administration Games (SAIRAG) in Swakopmund. Hosting the event for the first time, NamRA welcomed over 1,300 participants from across the region and proudly secured second place overall, demonstrating excellence, teamwork and regional collaboration.

Our fifth anniversary celebrations also gave us the opportunity to recognise compliant taxpayers and traders during the Taxpayer/Trader Appreciation Day, acknowledging their vital contribution to Namibia's economic growth and national development. We also celebrated our own NamRA Stars (NamRA Employees), whose dedication and commitment continue to drive the Agency's success.

As we look ahead, innovation remains central to our transformation agenda. The establishment of the E-Commerce Centre positions NamRA to support the growth of digital trade while improving compliance, service delivery and revenue collection. At the same time, we continue investing in learning, international partnerships and modernisation to build a world-class revenue administration.

Beyond our core mandate, we remain committed to making a positive impact in communities. The recent donation to support the Omaheke Regional Malnutrition Project highlighted the generosity and social responsibility of NamRA employees and our commitment to improving lives.

Thank you for your dedication, resilience and unwavering commitment to excellence.

Happy Reading.

Sam SHIVUTE
Commissioner

NamRA Celebrates

Five Years of Positive Impact by Honouring Compliant Taxpayers and Traders

The Namibia Revenue Agency (NamRA) celebrated its fifth anniversary on 7 April 2026 in Swakopmund by hosting the fifth Taxpayer/Trader Appreciation Day under the theme, **“Celebrating 5 Years of Positive Impact.”** The event honoured compliant taxpayers and traders for their significant contribution to Namibia’s economic growth and national development.

The celebration showcased NamRA’s achievements since its establishment in 2021, including the modernisation of revenue administration, enhanced taxpayer services and strengthened voluntary compliance through digital transformation.

Speaking at the event, NamRA Commissioner Sam SHIVUTE reflected on the Agency’s five-year journey of resilience, growth and transformation, highlighting NamRA’s continued role in mobilising revenue to fund essential government programmes, infrastructure and public services. NamRA Board Chairperson Dr Pieter Kruger underscored the importance of accelerating digital transformation by embracing innovation, data-driven decision-making and artificial intelligence to enhance public sector service delivery.

A key highlight of the event was the recognition of outstanding taxpayers and traders. B2Gold Namibia received the **Overall Top Tax Contributor (Domestic Taxes)** award, while Namibia Breweries Limited was honoured as the **Overall Top Revenue Contributor (Customs and Excise)**. Several other organisations and individuals were also recognised across various tax and customs categories, reaffirming NamRA’s commitment to promoting voluntary compliance.

The celebration featured cultural and musical performances, a commemorative video reflecting on NamRA’s five-year journey and concluded with a ceremonial toast celebrating NamRA’s achievements and the invaluable contribution of compliant taxpayers and traders.

As NamRA enters its next chapter, it remains committed to building a modern, transparent and customer-focused revenue administration that supports sustainable economic growth and delivers lasting value for all Namibians.



Recognising Excellence

in Tax Compliance and Contribution

The Namibia Revenue Agency proudly recognises taxpayers and traders who have demonstrated consistent compliance and a strong commitment to contributing to Namibia's development.

Behind each contribution is a dedication to responsibility, integrity and nation-building. Through their continued compliance, these award recipients play a vital role in strengthening revenue collection and supporting the delivery of essential public services.

NamRA remains committed to fostering a culture of voluntary compliance and acknowledges the important partnership between the Agency and its taxpayers and traders.



Overall Top Tax Contributor (Domestic Taxes) -
B2Gold Namibia (Pty) Ltd



Overall Top Revenue Contributor (Customs and Excise) -
Namibia Breweries Limited



1st Runner up Top Tax Contributor (Domestic Taxes) - **Debmarine Namibia (Pty) Ltd**



2nd Runner up Top Tax Contributor (Domestic Taxes) - **Swakop Uranium (Pty) Ltd**



3rd Runner up Top Tax Contributor (Domestic Taxes) - **Rossing Uranium Limited**



Highest Individual Contributor Far North Eastern Regional Office
- **Trans Caprivi Logistics and Entertainment Cc**



Most Compliant Clearing Agent -
Skeleton Coast Trawling

Domestic Taxes

Highest Contributor to Tax types

Highest Contributor to Employees' Tax 1st Runner up - **Debmarine Namibia (Pty) Ltd**
Highest Contributor to Employees' Tax - **Swakop Uranium (Pty) Ltd**
Highest Contributor to Corporate Income Tax - **B2Gold Namibia (Pty) Ltd**
Highest Contributor to Value Added Tax - **Debmarine Namibia (Pty) Ltd**
Highest Contributor, 1st Runner up to Withholding Tax on Services - **SanlamAllianz Namibia**
Highest Contributor to Withholding Tax on Services - **Swakop Uranium (Pty) Ltd**
Highest Contributor to Tax on Royalties - **PEP Namibia Holdings (Pty) Ltd**

Highest Contributor Regional Office

Highest Contributor Central Regional Office - **RFS Benchmark Retirement Fund**
Highest Contributor North Central Regional Office - **JDE Agri Implements CC**
Highest Individual Contributor Far North Eastern Regional Office - **Trans Caprivi Logistics and Entertainment Cc**
Highest Contributor Western Regional Office - **Steel and Industrial Supplies (Pty) Ltd**

Special Natural Person Category

Special Natural Person in the Youngest Taxpayer Category - **Claus Constantin Eckwert**

Large Taxpayer Unit highest contributors

Highest Contributor Large Taxpayer Unit, 1st Runner up (Retail) - **PEP Namibia Holdings (Pty) Ltd Namibia**
Highest Contributor Large Taxpayer Unit (Mining and Quarrying Sector) - **B2Gold Namibia (Pty) Ltd**

Customs and Excise Awards

Clearing Agents

Most Compliant Clearing Agent 2nd runner up - **Mona Clearing Services Cc**
Most Compliant Clearing Agent 1st runner up - **Namibia Diamond Trading (Pty) Ltd**
Most Compliant Clearing Agent - **Skeleton Coast Trawling**

Most Compliant Bonded Warehouse Operators

Most Compliant Bonded Warehouse Operator 2nd runner up - **Express Services (Pty) Ltd**
Most Compliant Bonded Warehouse Operator 1st runner up - **Absolute Logistics (Pty) Ltd**

Most Compliant Transit Bond Operators

Most Compliant Bonded Warehouse Operator 2nd runner up - **Interlogix Namibia (Pty) Ltd**
Most Compliant Bonded Warehouse Operator, 1st Runner up - **Corridor Logistics (Pty) Ltd**



**5th
Year
ANNIVERSARY**

Recognising the Stars

Behind Five Years of Growth and Innovation

The Namibia Revenue Agency (NamRA) commemorated its fifth anniversary with a staff engagement that celebrated NamRA's achievements, recognised employee contributions and inspired staff to continue driving excellence.

A major highlight was an insightful presentation by the guest speaker Dr Thobile Dlamini, Chief Financial and Value Officer of the Eswatini Revenue Service (ERS) and Public Sector Chief Financial Officer of the Year (2023), who encouraged employees to prioritise financial wellness through budgeting, saving, managing debt responsibly and embracing continuous learning. She emphasised that financial success depends more on disciplined spending habits than on income levels and urged staff to remain relevant by developing skills in areas such as data analytics and artificial intelligence.

Addressing the employees, NamRA Commissioner Sam SHIVUTE expressed gratitude to NamRA staff for their dedication and commitment over the past five years, noting that the agency's successes are the result of collective effort. He highlighted NamRA's growing international recognition through partnerships with institutions such as

Stanford University, Columbia University and various governments, international organisations and developmental partners.

Looking ahead, the NamRA Commissioner challenged employees to contribute towards making "NamRA great by choice" by embracing innovation, improving service delivery, pursuing personal growth and aligning their work with the organisation's strategic objectives. He also announced plans to strengthen initiatives focused on financial wellness, digital transformation, employee recognition, innovation and wellness programmes.

The celebration showcased employee innovation through an interactive NamRA knowledge quiz, which demonstrated the creativity and talent within the organisation. Staff who excelled at recent Southern African Inter-Revenue Administration Games (SAIRAG) were also recognised for their outstanding achievements. The Commissioner commended their efforts, noting that sport fosters teamwork, discipline and a winning mindset.

SHIVUTE reminded staff that the journey towards becoming a world-class revenue administration continues and expressed confidence that NamRA's best years lie ahead.



Dr Thobile Dlamini
Chief Financial and Value Officer,
Eswatini Revenue Service (ERS)



Overall Top Scorer: NamRA Knowledge Staff Quiz winner, Ester Lichaha from the Oshakati Regional Office, received her prize from the Acting Regional Manager: Domestic Taxes, Simson Shivolo.

HOW TO REGISTER ON THE NamRA ITAS PORTAL

Please follow the steps below to successfully register on the NamRA ITAS Portal:



STEP 1 ACCESS THE REGISTRATION PAGE

Visit the NamRA ITAS eservice portal.

STEP 2 START REGISTRATION

Click on “Click here to Register”.

STEP 3 CREATE YOUR LOGIN ACCOUNT

Complete the required fields as follows:

- ✓ Choose a **Username**
- ✓ Create a **Password**
- ✓ **Confirm** your password
- ✓ Enter a valid **Email Address**
(the activation link will be sent to this email)
- ✓ Select a **Security Question** and provide an **Answer**

STEP 4 ENTER SECURITY CODE

Type in the captcha/security code displayed on the screen.

STEP 5 SUBMIT REGISTRATION

Click “Submit/Register”.

STEP 6 ACTIVATE YOUR ACCOUNT

- ✓ Open your email inbox
- ✓ Look for the **NamRA activation email**
- ✓ Click on the **activation link** provided

STEP 7 LOG IN TO THE PORTAL

Log in using your newly created username and password via the **NamRA ITAS Login** page.

STEP 8 COMPLETE TAXPAYER REGISTRATION

After logging in, select **one** of the following options:

If you already have a Tax Identification Number (TIN):

- ✓ Select “**Link Existing Taxpayer**”
- ✓ Enter your **TIN**

If you do not have a TIN:

- ✓ Select “**Register New Taxpayer**”
- ✓ Complete the registration form by providing:
 - Registration Office
 - Taxpayer Category (e.g. Individual)
 - Taxpayer Type (e.g. Individual – Below Threshold)
 - Magisterial District
 - Primary Telephone Number
 - Personal Details
 - Email Address
 - Postal Address
 - Residential/Business Address

STEP 9 UPLOAD SUPPORTING DOCUMENTS

Upload the required documents:

- ✓ **ID or Passport**
- ✓ **Company registration documents**
(for businesses)

STEP 10 SUBMIT APPLICATION

Submit your application and wait for confirmation from NamRA.

NamRA CALL CENTRE

081 959 4000

E-MAIL

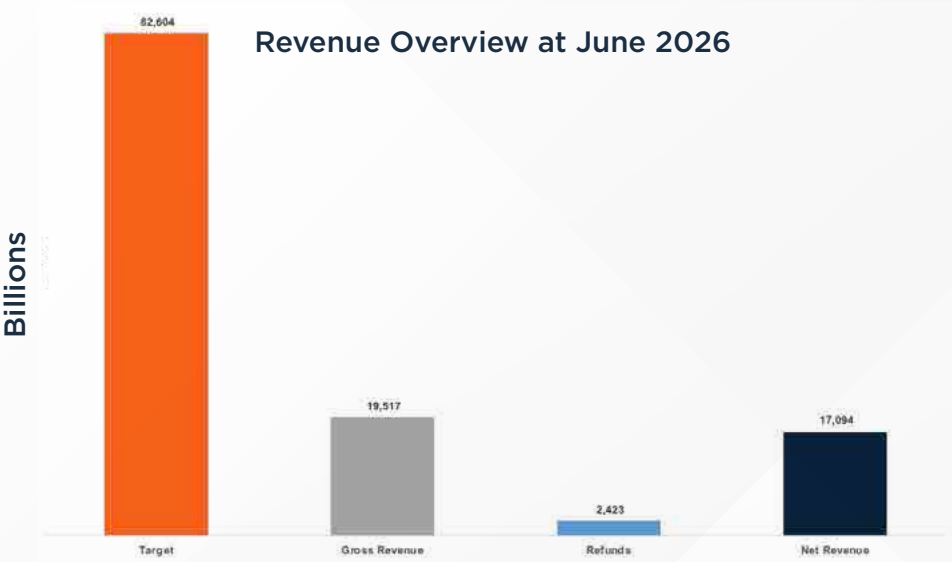
info@namra.org.na



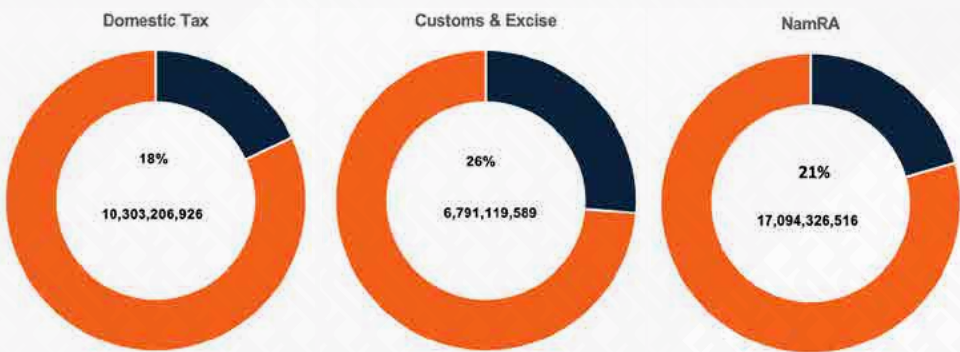
NamRA

IN NUMBERS

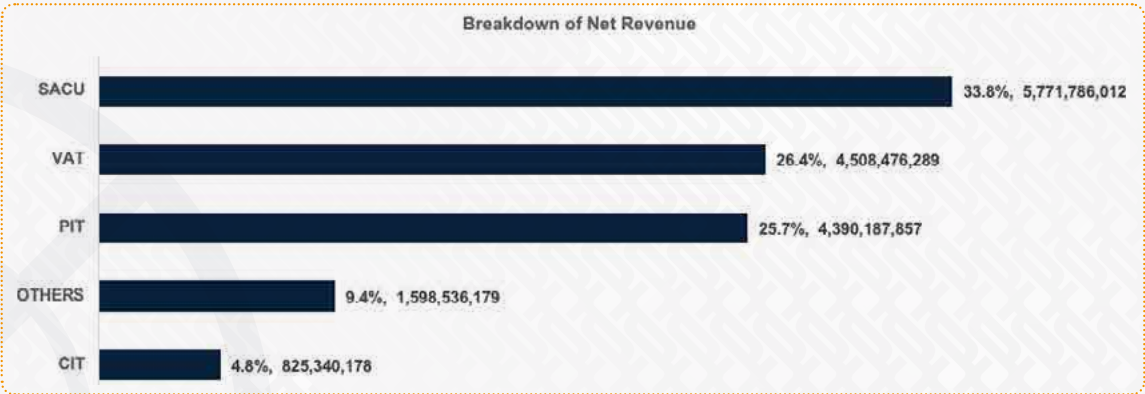
For the period under review, NamRA collected a net amount of **N\$17,094,326,516 billion** which equates to 20.7% of the total revenue target of **N\$82,603,681,120 billion** for FY2026/7. The figure below depicts revenue collected by 30 June 2026.



As shown in the table, NamRA collected **N\$19.5 billion** in gross revenue during the review period. After processing refunds totalling **N\$2.42 billion**, net revenue stood at **N\$17.094 billion** - representing **20.7%** of the FY2026/7 annual revenue target.



The table below provides a breakdown of the net revenue collected by 30 June 2026, categorised by the main tax types.





Steering NamRA's Digital Trade Agenda



Tonateni Shidhudhu

Manager: E-Commerce Centre

As global trade continues to shift towards digital commerce, the Namibia Revenue Agency (NamRA) is positioning itself to meet the evolving demands of Customs administration through the establishment of its E-Commerce Centre. Leading this initiative is Tonateni Shidhudhu, recently appointed Project Manager: E-Commerce within the Customs and Excise Department.

Previously serving as Manager: Strategic Communications and Stakeholder Engagements, Shidhudhu now assumes responsibility for driving one of NamRA's key modernisation projects aimed at facilitating the efficient clearance of goods purchased through online platforms while strengthening Customs compliance, revenue collection and trade facilitation.

The E-Commerce Centre was established to respond to the rapid growth in cross-border digital trade and the increasing volume of goods imported through online marketplaces, courier services and "order-with-me" operators. The Centre forms part of NamRA's broader modernisation agenda to improve service delivery, strengthen border management and support Namibia's participation in the digital economy.

"Our responsibility is to develop strategies and practical solutions that make it easier for traders to conduct business while ensuring compliance with Customs regulations," Shidhudhu explained. "Ultimately, efficient e-commerce processes contribute to economic growth by making legitimate trade faster, simpler and more predictable."

An important component of the project is stakeholder engagements. Shidhudhu said the success of the programme depends on strong partnerships with importers, clearing agents and other key role players across the e-commerce ecosystem.

"There is still a great deal of work to be done in educating stakeholders on Customs compliance," he said. "This education must reach every level of the e-commerce supply chain, from overseas suppliers, importers also known as 'order-with-me' operators, to clearing agents and the end users themselves. When everyone understands their responsibilities, Customs processes become more efficient."

NamRA is currently developing a simplified standard operational process that guides the movement of e-commerce consignments from Hosea Kutako International Airport to the E-Commerce Centre in Windhoek, reducing delays and improving coordination.

In addition, the Agency is working on a Memorandum of Understanding with strategic partners, including the ground handling company. These partnerships are expected to enhance collaboration and create an integrated operating environment that makes it easier and quicker for traders to clear their goods.

Although new to the position, Shidhudhu brings valuable experience in Customs-related stakeholder engagement. Before joining NamRA, he served as Chief Public Relations Officer in the Ministry of Finance, where he worked closely with Customs officials to develop trader education and awareness strategies focused on Customs compliance.

“It is exciting because it presents an opportunity to learn while contributing to an area that is shaping the future of international trade,” he said. “I am happy to serve in this position because e-commerce is growing fast and revenue agencies around the world are putting serious focus on it. This puts me right at the centre of a future-driven function.”

NamRA's e-commerce programme is aligned with the World Customs Organization (WCO) Framework of Standards on Cross-Border E-Commerce, which advocates the use of Advance Electronic Data (AED), simplified clearance procedures and robust risk management to facilitate secure and efficient cross-border trade.

As digital trade continues to expand, the Centre is expected to play a vital role in facilitating legitimate trade, improving customer experience, protecting revenue and supporting Namibia's economic development.

Congratulations

Congratulations to all NamRA STARS who have successfully graduated! Your hard work, dedication and commitment to personal growth continue to inspire us all. As an institution, we are proud to celebrate this remarkable achievement with you and wish you continued success as you reach even greater heights. Well done graduates!



NamRA Joins

Engagement

between the Right Honourable Prime Minister, Minister of Finance and Order With Me Business Operators

NamRA Management and Officials participated in the stakeholder engagement hosted by the Right Honourable Prime Minister, in collaboration with the Ministry of Finance, with Order With Me Operators on 13 June 2026 at Dawid Bezuidenhout High School, in Windhoek.

MAIN ISSUES AND RESPONSES

1. Customs Duties, Import Taxes and Inconsistent Application

Participants raised serious concerns about the high and unpredictable customs duties, particularly on goods imported from Angola, Botswana, Zambia and China. Specific complaints included inconsistent charges and penalties imposed at points of entry, storage fees accumulating due to inspection delays and restrictions on importing used vehicles older than 12 years.

Response

NamRA acknowledged these concerns and confirmed that the Agency operated within the framework of the Value-Added Tax Act, 2000 (Act No. 10 of 2000) and relevant international trade agreements, including Namibia's membership to the Southern African Customs Union (SACU). NamRA committed to enhanced education and awareness creation regarding the applicable duty structures. In relation to internal processes, NamRA is currently reviewing its processes, to determine service standards in respect of all its services. In particular, the stated inconsistencies at its Walvis Bay Office will be investigated forthwith.

2. NamRA Perceived as a Barrier to Business

Several participants expressed frustration with NamRA, citing cases of goods being confiscated and auctioned without prior notice to the traders, high assessments despite valid invoices provided, lack of responsiveness to complaints and inconsistent employee conduct across points of entry.

Response

NamRA encouraged specific cases to be submitted at its Offices across the country to ensure that such cases are investigated, alternatively through the NamRA Call Centre at 0819594000. This included a cited example where a consignment was reportedly delayed for one month and consequently N\$16,000.00

accrued in storage fees. As an intervention, NamRA indicated that the One-Stop Customs and Excise Centre in Windhoek's Southern Industrial Area, will have a dedicated e-commerce segment, to streamline the clearance of goods and reduce costs associated prolonged clearance processes.

NamRA also advised traders to obtain rulings prior to concluding the transactions, to ensure certainty regarding the applicable taxes and duties, via <https://ar.namra.org.na/loginnamra>

Similarly, traders were encouraged to apply for the pre-clearance of their consignments ahead of shipment, to hasten the clearance process.

3. E-Commerce, Digital Payments and Refurbished Electronics

Participants raised the need to formally define e-commerce within the tariff code and to build an enabling payment infrastructure for digital trade. Specific concerns included the inability to import refurbished electronics such as phones, which limits affordable consumer access. Participants also called for better online branding guidance and authenticity standards for 'Order with Me' operators.

Response

NamRA expressed willingness to explore efficient and secured payment arrangements for e-commerce operations, to enhance the clearance process. Further, awareness creation drive will continue on intellectual property rights, to mitigate the sale of counterfeit goods.





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- ✓ Clear audit trails and system controls reduce disputes and corruption
- ✓ Predictable and consistent customs decisions

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NamRA Makes Sporting History as Host of the Southern Africa Inter-Revenue Administration Games

NamRA proudly made history by hosting the 2026 Southern Africa Inter-Revenue Administration Games (SAIRAG) for the very first time, marking a significant milestone in the event's history.

Held from 3 to 5 April 2026 in the coastal town of Swakopmund, the Games brought together more than 1,300 participants from revenue administrations across Southern Africa. While the event celebrated sporting excellence, it also served as a platform to strengthen regional partnerships, foster teamwork and build lasting relationships among participating revenue administrations.

NamRA welcomed delegations from Angola, Botswana, Eswatini, Lesotho, South Africa, Zambia and Zimbabwe, with the Games officially commencing with a vibrant Parade of Nations through the streets of Swakopmund.

The official opening ceremony was graced by the Governor of the Erongo Region, Hon. Dr Natalia /Goagoses, alongside the Mayor of Swakopmund, Hon. Suama Kautondokwa, members of the Swakopmund Town Council and other distinguished guests.

Over two days of spirited competition, athletes competed across 10 sporting codes: Athletics, Basketball, Chess, Darts, Fun Race, Football, Netball, Pool, Tug of War and Volleyball. The level of competition showcased not only athletic talent but also the camaraderie and sportsmanship that define the Inter-Revenue Administration Games. The Zambia Revenue Authority emerged as the overall champions, while NamRA secured an impressive second place finish, earning 9 gold, 6 silver and 5 bronze medals.

NamRA athletes also received individual honours with five representatives being recognised as Players of the Tournament in their respective sporting codes:

Anna Etuhole Shipanga – Netball
Talinawa Saltiel – Female Volleyball
Petrus Vieira – Football
Fillemon Shidute – Tug of War
Jade Nangula – Overall Best Female Athlete

Beyond the sporting arena, the event featured a Commissioners General Gala Dinner, providing heads of delegation with an opportunity to engage on matters of mutual interest, exchange ideas and strengthen collaboration on regional revenue administration.

The Games also delivered a significant economic boost to Namibia, contributing an estimated N\$22.3 million to the local economy through tourism, accommodation, hospitality and related services.

As the curtains closed on a successful and memorable event, the hosting baton was officially handed over to the Kingdom of Eswatini, which will host the 2027 SAIRAG.

The successful hosting of the Games reaffirmed NamRA's commitment not only to excellence in revenue administration but also to promoting regional unity, collaboration and healthy competition across Southern Africa.

2026 SAIRAG IN NUMBERS

8

COUNTRIES

8

HEADS OF DELEGATION

20

NAMIBIAN VIPS

43

EXCO MEMBERS

11

SPORTS CODES

37

SERVICE PROVIDERS

3

DAYS OF EVENTS

TOTAL PARTICIPANTS

1301

OVERALL ATTENDANCE

ANGOLA	43
BOTSWANA	257
ESWATINI	146
LESOTHO	270
SOUTH AFRICA	37
ZAMBIA	225
ZIMBABWE	40
NAMIBIA	283

TOTAL INVESTMENT

N\$22,330,523.30

COMBINED SPEND
ACROSS ALL NATIONS

SPORTS CODES

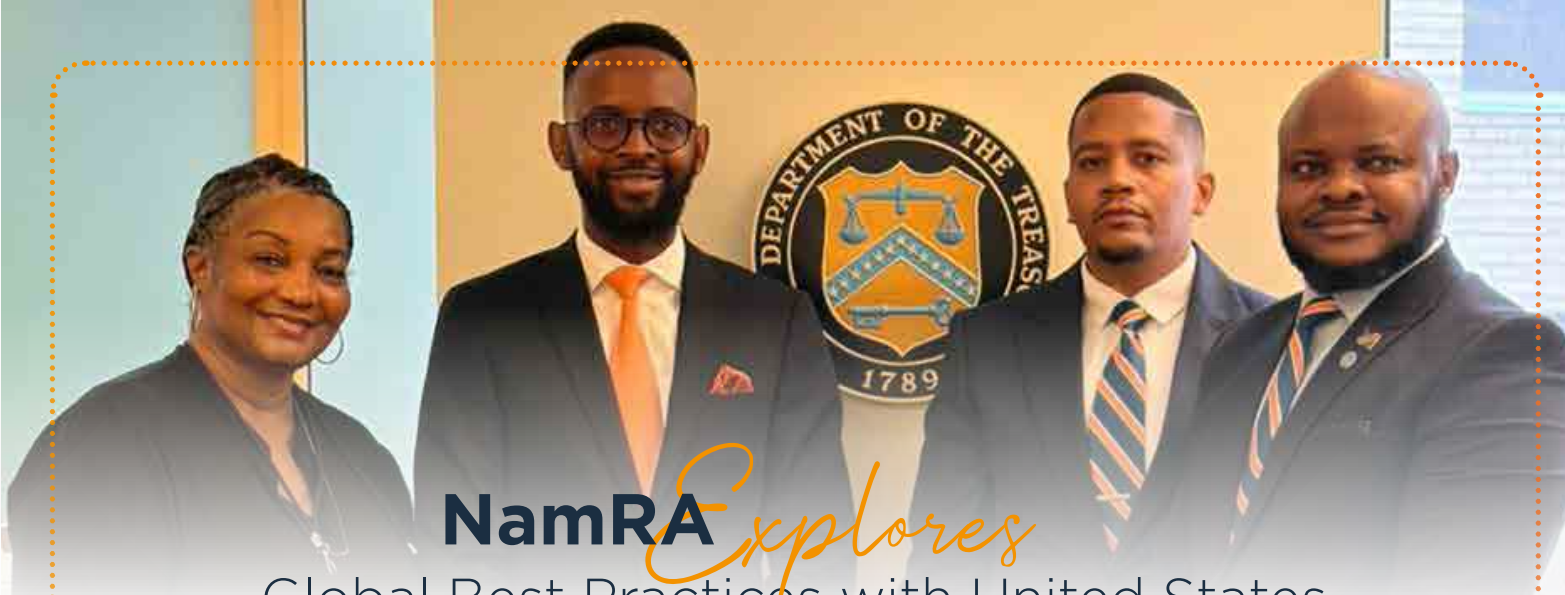
✓ FOOTBALL	✓ DARTS
✓ NETBALL	✓ CHESS
✓ VOLLEYBALL	✓ POOL
✓ BASKETBALL	✓ TABLE TENNIS
✓ TUG OF WAR	✓ FUN RUN
✓ ATHLETICS	

TOTAL MEDALS

73 | 28 24 21
TOTAL | GOLD SILVER BRONZE

MEDAL STANDINGS

COUNTRY	GOLD	SILVER	BRONZE	TOTAL
Zambia	14	11	5	30
Namibia	9	6	5	20
Botswana	2	4	5	11
Lesotho	1	2	2	5
Eswatini	1	1	2	4
Angola	1	0	1	2
South Africa	0	0	1	1
Zimbabwe	0	0	0	0



NamRA *Explores* Global Best Practices with United States Internal Revenue Service (IRS)

The Namibia Revenue Agency (NamRA) undertook a strategic benchmarking visit to the United States Internal Revenue Service (IRS) to learn from the global best practices aimed at strengthening tax administration and enhancing service delivery.

The five-day visit, which concluded on 12 June 2026, was organised and funded by the United States Department of the Treasury's Office of Technical Assistance (OTA), a longstanding development partner that continues to support NamRA's institutional development. Through the partnership, OTA has deployed more than ten technical experts to assist the Agency across various areas of tax administration.

Representing NamRA were Principal Tax Officer Fabian de Kock, Manager: Internal Audit Gebhard Mvula and Manager: Service Improvement and Customer Experience Victor Musiwa. The delegation participated in a comprehensive programme covering filing season preparedness, compliance risk analysis, digital transformation, data analytics, tax fraud prevention and service delivery excellence. The programme also included a conference on innovation and effectiveness in public sector service delivery.

NamRA Commissioner Sam SHIVUTE expressed appreciation to OTA for facilitating the benchmarking visit and reaffirmed the importance of international partnerships in strengthening the Agency's capabilities. "We are grateful to OTA for funding this important benchmarking opportunity and for its continued support to NamRA's transformation agenda. The IRS is widely recognised as one of the leading

revenue administrations in the world and this visit provided a valuable opportunity for our officials to learn from proven practices that can strengthen tax administration in Namibia," he said.

The benchmarking visit reflected NamRA's commitment to continuous improvement, innovation and operational excellence in enhancing voluntary compliance, strengthening revenue mobilisation and delivering world-class services to taxpayers and traders.





NamRA Stars *Supports* Omaheke Malnutrition Project

On 16 June 2026, the Namibia Revenue Agency (NamRA) donated food parcels valued at N\$44,800 to support the Omaheke Regional Malnutrition Project in Gobabis. The donation, funded through voluntary contributions from NamRA STARS (employees), benefited 10 soup kitchens across the region.

NamRA Commissioner Sam SHIVUTE handed over the donation to Omaheke Regional Governor, Hon. Pijoo Nganate, noting that the initiative was inspired by a 2024 visit to Gobabis District Hospital, where NamRA officials witnessed the impact of child malnutrition at firsthand.

Governor Nganate and the Omaheke leadership commended NamRA for demonstrating social responsibility and supporting efforts to address child malnutrition, emphasised the need for continued collaboration, poverty reduction, job creation and community support to achieve sustainable solutions. While Gobabis Mayor Hon. Elwin Gariseb and Omaheke Regional Malnutrition Task Force Chairperson Sister Emgard Kaune also expressed gratitude to NamRA staff for their generosity and commitment to improving the lives of vulnerable families.

The NamRA delegation further visited Vaal en Opstaan Soup Kitchen, which provides care to 24 children and daily meals to more than 145 vulnerable children. Founder Johanna Nakale welcomed the donation, highlighting its importance in sustaining the soup kitchen's services.

The initiative reflects NamRA's commitment to positively impact communities and supporting the well-being of vulnerable Namibians.



Editorial *Impressions*

SPOTTING EXCELLENCE IN NamRA ATTIRE

Ester Iiyambo is a seasoned Customs Professional with 23 years of dedicated service in Customs and Excise, bringing a wealth of experience and expertise to revenue administration and border management. As a Senior Customs and Excise: Risk Management Officer, based at Windhoek Regional Office,



Ester's NamRA attire is a true reflection of professionalism and excellence. Her immaculate, well-tailored uniform projects confidence, credibility and authority while demonstrating a deep sense of pride in representing the organisation. She embodies the values of NamRA through her polished appearance, serving as an outstanding ambassador for the brand and setting a strong example of professionalism in the workplace.

Faces at NamRA

From serious game faces to victory smiles and everything in between, here are the people who made 2026 SAIRAG one for the books.



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WHY FILING YOUR TAX RETURN IS IMPORTANT

A COMIC GUIDE FOR EVERY TAXPAYER

