

NamRA SETS THE TREND: REVENUE AGENCIES EMBRACE CLIENT APPRECIATION DAY

In a bid to enhance client relations, the Eswatini Revenue Service recently hosted its maiden Client Appreciation Day, taking inspiration from the successful event organized by the Namibia Revenue Agency (NamRA). Commissioner Sam SHIVUTE was a guest speaker at the inaugural affair, which exuded glamour and prestige.



FULL STORY ON PAGE 6

TAX CAFÉ

Tax Takeaways for Philanthropic Organizations: Compliance, Exemption, and More. Catch the NamRA Tax Café for expert insights on tax requirements, documentation, employer obligations, donation deductions and VAT implications.

ON PAGE 11



IN THIS EDITION SENIOR COMMUNICATIONS OFFICER SHARED EXCERPTS FROM HIS JOURNAL, CAPTURING THE INDELIBLE MEMORIES FROM THE ONDANGWA TRADE FAIR IN MAY.

"On the day of the official opening, I experienced another intriguing moment. To my astonishment, the Regional Governor Hon. Elia Irimari mentioned my name in the opening remarks, extending a warm welcome. It was an unexpected and humbling honor that made me feel deeply valued and appreciated."

- Absalom Absalom, NamRA's Senior Communications Officer

FULL STORY ON PAGE 9

YOU CAN BECOME AN AUTHORISED ECONOMIC OPERATOR (AEO)

To enjoy various benefits such as:

- expedited clearance of goods
- expedited VAT refunds
- Facilitated and flexible inspection scheme
- Provision of a Client Relationship Manager

Ask me how you can participate or email:
AEO@namra.org.na



Serving with passion



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INTRODUCING THE **NEW**

TAX AMNESTY PROGRAMME

From 1 April 2023
to 31 October 2024.

How much of a relief is this?

Total tax arrears owed to NamRA is over N\$69 billion, with the Revised Tax Amnesty Programme over N\$53 billion could be written off.

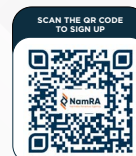
Capital Debts	Interests	Penalties
N\$15.2 billion	N\$11.4 billion	N\$42.5 billion

*As at 31 December 2022

How it works:

1. Register as an electronic filler on ITAS portal
2. File all your returns electronically on ITAS portal
3. Pay your capital amount
4. Register to partake in the Tax Amnesty

Visit your nearest NamRA office or visit our media platforms for more information on this programme.



NamRA
Namibia Revenue Agency

Serving with passion



EDITORIAL NOTE

**Yarukeekuro Steven
Ndorokaze**
Chief Editor

We have already seen half of 2023 pass, at some pace others will say. Volume 11 of the NamRA Communique Wagon coincides with the end of the first quarter of Financial Year 2023/4 (April-June 2023), which has seen several activities taking place, coupled with significant recognition for NamRA.

On the sub-continental level, NamRA shares the World Customs Organisation (WCO) East and Southern Africa award for the Best Photo of the Year Contest with the Mauritius Revenue Authority. Captured by our Ndiyana Kalenga, the winning photo depicts the NamRA parade through the streets of Oshikango in the Ohangwena Region in January this year, as part of the International Customs Day and the official launch of the NamRA Customs Field Uniform. This honour followed double awards at the Ondangwa Trade and Industrial Fair a few days earlier, as the best corporate exhibitor and the ultimate best exhibitor. Highlights of these are included in this edition.

We provide an outline of the procedure related to the importation of wild berries, popularly known as “oombe” which enjoyed significant media coverage a few months ago. Following a benchmark visit in April 2023, the Eswatini Revenue Service held its maiden Client Appreciation Day at the end of June 2023. A NamRA delegation attended the spectacular event and we reflect on it in this issue.

Consistent with NamRA's approach to dress professionally as a critical element to brand projection, we have added a new segment aimed at highlighting officials who make dedicated effort in displaying the orange brand, titled “Editorial Impressions”. The Tax Café and the Faces at NamRA are retained as our regular features, with a reminder on the timely filing of returns. Again, we look forward to even greater feedback and more suggestions for inclusion in the next editions. I wish you pleasant reading!

COMMISSIONER'S NOTE

Sam SHIVUTE

Commissioner of the
Namibia Revenue Agency



We are delighted to present the latest NamRA Communication Wagon. In this newsletter, we highlight operational and strategic activities carried out by NamRA since the last issue. We are moving forward steadily guided and inspired by our vision to be a World Class Revenue Agency, serving with passion to positively impact the livelihood of every Namibian. I want to take this opportunity to express my heartfelt gratitude to our staff members for their hard work and dedication in serving the Namibian people. Their compassion towards our clients and commitment to the success of the Namibia Revenue Agency (NamRA) is truly appreciated.

I am happy to share that during the first quarter of the Financial Year 2023/2024 (April-June 2023), NamRA collected a net amount of N\$18.9 billion in revenue, which equates to 28% of the annual target set for financial year starting 1 April 2023 to 31 March 2024, being N\$67 billion. We continue working to ensure that we have the right people in right position. I am delighted to report that we have made significant progress with the recruitment process, with 1100 staff members appointed, while several appointments are due to be finalized in due course. We are paying special attention to our processes and systems to improve service delivery to our clients.

Our achievements thus far would not have been possible without the unwavering support and compliance of our clients and stakeholders. We are truly indebted to you for exercising a sense of responsibility and adherence to our revenue laws. This culture of compliance is one that we strive to foster and encourage for the benefit of our country.

I want to emphasize the importance of working together towards our common goal of collecting more revenue for the development of our beloved nation. By continuing to collaborate as a cohesive team, we can ensure that we meet our revenue targets and contribute to the well-being of all Namibians.

We have noted that there are taxpayers who are not fulfilling their tax obligations. Some are submitting zero returns when they file their tax returns and that there are some traders who intentionally under declare the value of their imports. It is important for our clients to submit their returns on time, declare accurately and pay their share fair of tax to the State. Those who are under declaring must also refrain from such activities and ensure compliance with revenue laws. We are stepping up our investigation, detection and enforcement capabilities to ensure total compliance with revenue laws.

COMMISSIONER'S NOTEcontinues

We urge all businesses to maintain transparency in their dealings and avoid submitting zero returns when they have made profits. This practice will enable NamRA to continue supporting the government in providing essential services to our fellow citizens.

During this quarter, one of the highlights of our activities is the increased awareness around the Authorized Economic Operator (AEO) Programme. This Programme is a crucial component of our customs modernization drive. It is recommended by the World Customs Organization and aims to incentivize compliant traders involved in the import and export processes through our ports of entries. On 31 May 2023, I had the honour of signing the Mutual Recognition Arrangement (MRA) with other Commissioners General from all Southern African Customs Union (SACU) member states. The MRA is establishing a mechanism for recognizing AEO-accredited traders and granting them the same status across all SACU member states.

The AEO Programme represents the future of doing business in Namibia, and NamRA takes pride in implementing this initiative alongside sister revenue administrators in the region. Its objective is to facilitate the cross-border movement of accredited operators, enhance compliance and efficiency, and reduce the cost of conducting business. Accredited companies will benefit from expedited clearance of goods at borders and other advantages, which will be explained in detail in the upcoming communications.

The Customs and Excise Department, supported by various NamRA Business Units, will intensify the awareness sessions with stakeholders across the country. I encourage all traders in the import and export sector to sign up for this Programme, as it will

significantly streamline their operations and improve the efficiency of our customs processes.

In conclusion, I want to express my heartfelt gratitude to each of you for exemplifying patriotism through your civic duties. Many thanks to our political leaders who support NamRA's work, to our board of directors and all our stakeholders. It is through domestic revenue mobilization that countries develop, and together, we can work towards our shared vision of a prosperous Namibia. Your ongoing dedication and collaboration are essential to our success.

We are committed to continue serving with passion.

Sam SHIVUTE
Commissioner



In a bid to enhance client relations, the Eswatini Revenue Service (ERS) hosted its maiden Client Appreciation Day on 30 June 2023. This event recognized and honoured taxpayers who demonstrated exemplary compliance by promptly paying their taxes, drawing inspiration from the successful Taxpayer/Trader Appreciation Day organized by the Namibia Revenue Agency (NamRA) on 19 April 2023.

The grand affair took place at a prestigious venue in the city of Ezulwini, Eswatini, and was officiated by the Eswatini Minister for Finance, Honourable Neal Rijkenberg. Commissioner Sam SHIVUTE led the NamRA delegation, accompanied by Chief Strategic Communications and Support Engagement Yarukeekuro Steven Ndorokaze.

The event served as a platform for the ERS to express gratitude towards organizations that fulfilled their tax obligations conscientiously, highlighting the essential contributions made by taxpayers to support Eswatini's economic growth and development. Taxpayers and traders from diverse industries, including mining, manufacturing, telecommunications, retail, construction and the fuel industry were recognized and presented with well-deserved awards. This further fostered a positive and mutually beneficial relationship between the revenue service and its valued clients.

During the event, Commissioner Sam SHIVUTE delivered a thought-provoking speech on the concept of "Relationship Currency", emphasizing the importance of building strong relationships between taxpayers and the revenue service. Trust and collaboration were highlighted as pivotal in achieving a mutually beneficial outcome.

The ceremony concluded with the ERS expressing heartfelt appreciation to all taxpayers who fulfilled their obligations responsibly. By acknowledging their efforts, the ERS aimed to strengthen the relationship between the revenue service and taxpayers, paving the way for continued collaboration and improved compliance.

ERS is not the only Revenue Administrator taking inspiration from NamRA's Taxpayer/Trader Appreciation Day. The Botswana Unified Revenue Services also attended the April event to benchmark and is planning to organize a similar event in the near future. NamRA takes pride in being a trendsetter, serving as a source of inspiration for other revenue administrations, notwithstanding the fact that it's the last addition to the global revenue administration family.



Mr Willbroad Poniso
Head of Customs and Excise

Implementing the Authorised Economic Operator (AEO) Programme in Namibia: Enhancing Trade Efficiency

The Namibia Revenue Agency (NamRA) is currently hosting awareness sessions with customs stakeholders across the country to promote the Authorised Economic Operator (AEO) Programme. NamRA extends invitation to importers, exporters, clearing agents, warehouse operators and other relevant business operators to actively participate in this important initiative. It is aimed at streamlining and expediting trade processes while ensuring compliance with revenue laws, ultimately enhancing trade efficiency in the country.

Since the signing of the Mutual Recognition Agreement with other Southern African Customs Union (SACU) member states in May 2023, NamRA has intensified its stakeholder engagement strategy. The goal is to encourage more traders to participate in the AEO Programme and benefit from its numerous advantages. By actively involving key stakeholders, NamRA aims to create a robust and inclusive trade environment.

One of the primary benefits of becoming an accredited AEO is the reduction in border delays and expedited customs clearance procedures. Namib Mills, a leading player in the industry, is currently the only accredited AEO in Namibia. According to its Risk and Compliance Manager Cameron Cotze, the time their trucks spend at the border has significantly decreased either at the Namibia-Southern African borders or through the port of Walvis Bay. This streamlined process has allowed them to optimize their operations and enhance overall productivity.

Willbroad Poniso, Head of Customs and Excise at NamRA, emphasized the importance of businesses ensuring full compliance with revenue laws to participate in the AEO Programme. "Compliance is not only a prerequisite for joining the program but also crucial for fostering a fair and transparent trade environment." Poniso made this call during a recent speech in Walvis Bay, urging businesses to proactively align themselves with revenue laws to benefit from the AEO Programme.

Furthermore, it is vital to recognize that the success of the AEO Programme relies on the active engagement of all border agencies. NamRA is actively collaborating with these agencies to ensure their full participation and seamless integration into the program. By involving all relevant parties, NamRA aims to create a unified and efficient trade ecosystem that benefits all stakeholders.

As NamRA continues its efforts in promoting the AEO Programme, we anticipate a significant positive impact on the trade landscape in Namibia. The reduction in border delays, enhanced compliance, and improved trade efficiency will undoubtedly contribute to the growth and development of business across various sectors.

NamRA encourages all traders and businesses to explore the benefits of becoming an accredited AEO and actively engage with NamRA to participate in this transformative program. Together, we can build a thriving trade environment that fosters economic prosperity and strengthens Namibia's position in the global marketplace.





Importation Procedures on **OOMBE** (WILD BERRIES)

NamRA felt it necessary to address the misunderstanding surrounding the importation of oombe (wild berries) from Angola into Namibia. It is important for the public to be aware



Ms Susan Beukes

Customs and Excise Manager:
Northern Region

Customs and Excise Regulations:

All imports, exports and transit goods are regulated by Customs and Excise within each country's territory.

The administration is responsible for enforcing regulations and national legislations.

Oombe Availability:

Oombe is a wild berry that can be freely found in Namibia after the rainy season. However, the importation of larger quantities is subject to specific regulations. Quantities exceeding fifty (50) kilograms are considered commercial imports.

Importation of Commercial Goods:

According to Section 40 (2) (e) of the Customs and Excise Act, 1998 (Act No. 20 of 1998), commercial goods valued above N\$500, as per Schedule 1, are subject to duty collection.

Oombe falls under the Harmonized System Codes (HS), specifically HS 08134000 and carries a 10% general rate of duty when imported.

Informal traders importing oombe for commercial purposes have two options: either pay the normal rate of 10% customs duties and 16.5% value-added tax (VAT), or opt for a 20% flat rate based on the value of the imported goods.

Non-Commercial Importation (Duty-Free Allowances):

Schedule 4 to the Customs and Excise Act, Rebate 407, states that "goods imported by immigrants, tourists, returning residents and other passengers for their personal use" up to the value of N\$5000.00 are fully rebated.

This rebate applies once per person within a 30-day period and does not apply to goods imported by individuals returning after an absence of less than 48 hours.

Goods exceeding the N\$5000.00 threshold are subject to a 20% flat rate duty.

It is crucial for individuals involved in the importation of oombe to understand and adhere to these importation procedures to ensure compliance with Customs and Excise regulations.





THE *Journal*

of Senior Communications Officer
Absalom Absalom

A Journey to Remember at the Ondangwa Trade and Industrial Exhibition

It was an early Sunday morning when I packed my essentials into a Toyota single cab car and embarked on a road trip to the north of Namibia. As I started the engine, I realized that the car did not have a radio, leaving me with a quiet companion for the journey. However, my boss had advised me to buy a portable speaker, which turned out to be a brilliant suggestion. With my favorite tunes playing in the background, the long road ahead became enjoyable.

After a peaceful night's rest in a cozy guesthouse, I woke up with anticipation for the Ondangwa Trade and Industrial Exhibition (OTIE). As I arrived at the venue, I was amazed by the warm reception of the people from one of the oldest administrative towns in the north.

The trade fair itself was an exhilarating whirlwind of excitement and knowledge. Each booth offered a unique opportunity to explore innovative products and connect with individuals from diverse industries.

I embraced the experience with an insatiable thirst for knowledge,

eagerly absorbing information and gaining valuable insights from every interaction. There were moments when it seemed as though I had transformed into Tonateni Shidhudhu, my boss, as everyone sought to engage with me. Tonateni, renowned for his television career, was noticeably absent and many attendees inquired about his whereabouts. In jest, I sent him a playful text, teasing that I was taking over his fame. He responded with laughter, offering his best wishes. As a representative of NamRA, a relatively new entity within the Namibian corporate landscape, I felt an immense sense of pride and responsibility.

On the day of the official opening, I experienced another intriguing moment. To my astonishment, the Oshana Regional Governor Elia Irimari mentioned my name in the opening remarks, extending a warm welcome. It was an unexpected and humbling honor that made me feel deeply valued and appreciated.

Continued on next page.....

He expressed his happiness at the growing presence of NamRA being acknowledged and felt within the industry.

Networking became an integral part of my day as I met entrepreneurs, business leaders and individuals passionate about their crafts. Conversations flowed effortlessly, and I found myself building bridges and forging connections. The exhibition provided a fertile ground for collaboration and growth, and I was grateful to be a part of it.

As the exhibition continued, I delved deeper into the vibrant atmosphere of the event. Each day brought new opportunities to expand my knowledge and explore the ever-evolving business landscape. I attended informative workshops, engaged in live media interviews and connected with industry experts. The wealth of knowledge shared during these sessions was invaluable and I eagerly absorbed every bit of it.

The days flew by, filled with laughter, camaraderie and a shared passion for business excellence. I witnessed inspiring success stories and innovative ideas taking shape. The exhibition truly showcased the best of Namibia's entrepreneurial spirit, and I was honoured to be a part of it.

As the exhibition drew to a close, I reflected on the incredible journey I had experienced over the past few days. It was not just about the products and services showcased, but also about the connections made and the bonds formed. The Ondangwa Trade and Industrial Exhibition had proven to be a catalyst for growth, collaboration and the celebration of Namibian businesses.

With a heart full of gratitude, I bid farewell to the exhibition and began my journey back to Windhoek. The road stretched out before me, but this time, I didn't mind the absence of a radio. The memories and lessons gained from OTIE would be my companion on the drive, fuelling my enthusiasm and igniting my passion for the work ahead.

All in all, OTIE was a transformative experience. It allowed me to represent NamRA, connect with industry professionals and immerse myself in the vibrant world of business. The journey was filled with surprises, learning opportunities, and unforgettable moments. As I returned home, I carried with me not only memories but also a renewed sense of purpose and excitement for the future.

Dear Readers,

The Namibia Revenue Agency (NamRA) remains committed to continuous tax education to overcome knowledge gaps. It is against this backdrop that we introduced this platform to share with you information from our inhouse experts, which we trust will ensure that you remain well informed, while advising on how to be compliant. We further hope to equip taxpayers with the necessary understanding about the tax legislation and thereby strengthening tax compliance.

Loide Hamutumwa, Manager Legal Services and Memory Mbai, Manager Audit and Compliance have extensive knowledge in taxation and contributed this article.

Happy reading.



Loide Hamutumwa
Manager: Legal Services

Tax takeaways when **operating** a **philanthropic** organisation



Memory Mbai
Manager: Audit and
Compliance

The generous work done by entities created to help advance social causes is recognised and applauded by NamRA. In doing so and with our commitments to positively impact the livelihood of every Namibia, we believe it is important to share key takeaways for these organisations to ensure full compliance with tax laws.

Section 16 of the Income Tax Act, 1981 (Act No. 24 of 1981), as amended, provides that there shall be exempt from the tax, the receipts and accruals of all ecclesiastical, charitable and educational institutions of a public character.

The first takeaway that we would like to highlight is that the exemption highlighted above does not automatically apply. A detailed submission requesting confirmation of such an exemption should be made to NamRA. NamRA will then consider and confirm in a constructive ruling whether the entity qualifies for tax exemption or not. In this regard, NamRA reserves the right to request any documentation for purposes of establishing whether the requirements for income tax exemption are complied with and this may include, but not limited to:

- (a) The registration documents or certificates issued to commerce business or establishment of the philanthropic organisation,
- (b) Certificate of registration as an employer in Namibia if any,
- (c) Audited financial reports (for entities required to be audited in terms of their enabling Acts) or bank statements with details of income and expenditures

- (d) An explanation of the source of funding (received from local or international donors),
- (e) Detailed list and explanation of the activities /programs or objectives

It should be noted that an exemption status conferred on the receipts and accruals of the entity does not extend to the receipts and accruals of its owners or employees. Such entities should register as an employer for Pay as You Earn (PAYE) and withhold tax when making a payment or becomes liable to pay any amount by way of remuneration.

In addition to the above, section 17(s) of the Income Tax Act 1981 provides for general deductions allowed in the determination of taxable income on any amount donated by a donor to a welfare organization registered or deemed to be registered under the National Welfare Act, 1965 (Act No. 79 of 1965), and which is approved by the Minister responsible for Finance, after consultation with the Minister of Health and Social Services; or an educational institution approved by the Minister after consultation with the Minister of Higher Education, Vocational Training, Science and Technology or with the Minister of Basic Education and Culture, as the case may be.

For the above deductions to find application, the following requirements shall be met:

- (a) No deductions shall give rise to or increase any loss,
- (b) No individual is nominated as a beneficiary,
- (c) A certificate containing particulars as determined by the Minister shall be issued by the welfare organisation or education institution in respect of any such donation or no payment in respect of school fees or contribution to a school fund made to any school which a taxpayer is required to make shall be allowed as a deduction.

The important takeaway prescribed by section 17 (s), is that a donor is eligible to be issued with a certificate referred to in section 17(1)(s)(c) after making a bona fide donation.

A further important takeaway is that the exemption in terms of the Income Tax Act 1981 does not automatically extend to any VAT obligations that may arise from a taxable activity of the organisation for VAT purposes.

What constitutes a “taxable activity” can be a complex analysis and where taxpayers are not certain about how the VAT Act applies to their activities, they are encouraged to approach NamRA for a constructive ruling to avoid non-compliance with the VAT Act.

NamRA is working timeously on investigating, monitoring and evaluating that such tax exemption status is not abused for personal gain or to evade tax obligations. Taxpayers are encouraged to act in good faith when engaging in social causes to avoid their exemption status from being revoked and the further implication of criminal charges.

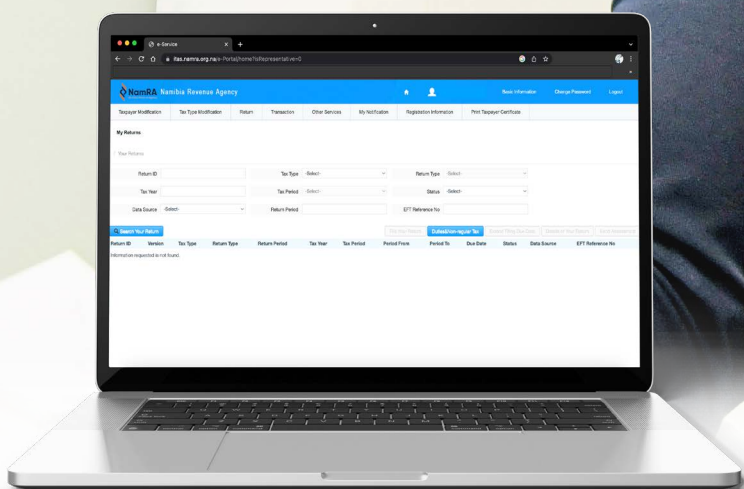
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Angola tax administration visits namibia to strengthen relations and learn tax best practices in fishing industry



A delegation from the Angolan Tax Administration recently visited the Namibia Revenue Agency (NamRA) on a 4-day knowledge exchange. The visit aimed to improve the tax systems of both countries, focusing on the fishing industry. Angola seeks to learn from Namibia's practices in enhancing its own tax administration.

The purpose of the visit was to benchmark best practices in tax administration, with a specific focus on the exchange of information within Namibia's thriving fishing industry. This collaborative effort showcases the commitment of both countries to improving tax governance and deepening economic cooperation. Leading the Angolan Tax Administration during this visit was Mr. Hamilton Nihefe, the Director of Strategic Planning and International Cooperation.



Introducing **PENELAO MAPENZI**

New Convener of the Tax Tribunal

We are pleased to announce the appointment of Penelao Mapenzi as the Convener of the Tax Tribunal at the Namibia Revenue Agency (NamRA). This appointment is in accordance with section 73A(5) of the Income Tax Act, 1981 (No. 24 of 1981), as amended.

Penelao brings a wealth of experience to her new role, currently serving as a Senior Legal Officer at NamRA. She holds a law degree (LLB) and a Bachelor's Degree in Business Administration, Banking and Finance from the University of Namibia. Her commitment to professional growth is evident as she is currently enrolled with the Justice Training Centre of Namibia, working towards becoming an Admitted Legal Practitioner of the High Court of Namibia.

As the Convener of the Tax Tribunal, Penelao's primary responsibilities include maintaining the register of appeals lodged, scheduling the hearing dates, times and venues, and ensuring the proper preparation and distribution of relevant documents and correspondences to the tribunal members, the Chairperson of the Tax Tribunal, and the appellant(s).

It is essential to understand the significance of the Tax Tribunal, which serves as an independent

and less formal dispute settlement mechanism established under the Income Tax Act, 1981. The tribunal specifically focuses on resolving disputes related to Value-Added Tax and Income Tax.

For taxpayers seeking to appeal against the objection decision made by the Commissioner, the process is straightforward.

Appeals can be lodged by sending an email to:
legalservices@namra.org.na
penelao.mapenzi@namra.org.na

Addressed to the Convener of the Tax Tribunal.

We congratulate Penelao Mapenzi on her appointment as the Convener of the Tax Tribunal and wish her great success in her new role. Her expertise and dedication will undoubtedly contribute to the efficient resolution of tax disputes and uphold the principles of fairness and justice within the Namibian tax system.

Building institution Cohesion **through sports**



NamRA's inaugural Sports Day and debut at the Public Enterprises Games

In line with our commitment to investing in NamRA and its people, NamRA recently organized its inaugural Sports Day on 27 May 2023, in Windhoek. The event was a resounding success, with around 300 staff members, including those from Regional Offices, enthusiastically participating in a range of sports activities. The Sports Day featured various sports codes such as football, netball, volleyball, tug of war and athletics events like the 100m sprint and Relay.

One of the primary objectives of the NamRA Sports Day was to select teams that would represent the Agency at the Public Enterprises Games. These games, hosted annually by the Public Enterprises Forum for public enterprises, took place from 31 May to 3 June 2023, in Rietfontein, Otjozondjupa Region.

At the end of the Games, NamRA was selected as the Best Team demonstrating commitment to building cohesion and team spirit.

NamRA's display at the Public Enterprises Games reflects our commitment to building institutional cohesion through sports. Participating in sporting events not only promotes physical wellness among our employees but also fosters a sense of camaraderie, teamwork and a shared vision. These qualities are vital for a harmonious and productive work environment.

NamRA not only participated in the Public Enterprises Games this year but also took part in the Motor Vehicle Fund (MVA) Sports Fun Day for corporates which was held in April at the Eros Primary School.

For the past weekend, NamRA hosted the Botswana Unified Revenue Service (BURS) for friendly games on 16 July 2023. The games served as a platform for strengthening bilateral relations amongst the two revenue administrators given the joint projects such as the implementation of the One Stop Border Post and the just launched 24-hour operation of the Trans-Kalahari/Mamuno Border Post.

Editorial Impressions

SPOTTING EXCELLENCE IN NAMRA ATTIRE

Dress to kill in NamRA colours, and we will proudly spot you in this esteemed section, honouring your unwavering commitment to representing our brand with distinction.

We are excited to introduce a new section in our newsletter, exclusively dedicated to celebrating the remarkable staff members who consistently embody our brand and proudly promote our corporate colours. As we continue this visual journey, we encourage all our staff members to continue embracing our corporate palette, knowing that their exceptional dedication will not go unnoticed.

In this captivating picture **Mr. Chrispine Kapalu**, Principal Officer Revenue Enforcement Specific Interventions



emerges as the embodiment of our unwavering commitment to professionalism at NamRA. With his impeccable attire and attention to detail, he consistently presents himself as a shining example of what it means to serve with passion. Always adorned in our signature corporate colours. With unwavering commitment, he personifies the true essence of a professional, leaving no doubt in the minds of our clients that they are in the capable hands of staff members who are driven by excellence and a genuine desire to make a positive impact in the livelihoods of our people.

Faces at NamRA



Faces at NamRA





HUMAN RESOURCES OFFICE CONTACT NUMBERS

Please be advised that the landline for the Human Resources Office is currently not functional.

We apologize for any inconvenience caused.

In the meantime, we are available to assist you through the following cell phone numbers:

(+264) 81 708 9172

(+264) 81 708 9179

Our dedicated team members are ready to provide support and address any HR related inquiries:

- Ms. Juline Beukes
- Mr. Israel Johannes
- Mr. Festus Nehale
- Ms. Ndamonoghenda Nampweya
- Ms. Salome Ouses

We appreciate your understanding and patience as we work to address your inquiries.

Thank you,
Human Resources Office

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