

# amra Communique

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#### Happy 2nd Anniversary to Nam Rof



#### Namra Honours Compliant TAXPAYERS AND TRADERS

Thirty-two (32) taxpayers and traders from different economic sectors were awarded for being compliant during the 2022 assessment year at the second edition of NamRA Taxpayer/Trader Appreciation Day on 19 April 2023.

Full Story on Page 9



#### Namra a Necessary Boost TO COMPLIANCE

"As a tax accountant, nothing brings much joy when tax return submissions, objections and ruling requests are attended to timely and in a professional manner. This is what we have been craving for; having a tax Agency that is responsive and understanding of the economic realities"

#### Lazarus Amukeshe

Tax Accountant and Financial Reporter with The Namibian Newspaper.

Full Story on Page 10

WORRIED ABOUT YOUR TAX DEBTS?

INTRODUCING THE NEW

**TAX AMNESTY** 

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

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

\*As at 31 December 2022

- 1. Register as an electronic filler on ITAS portal
- 2. File all your returns electronically on ITAS portal
- 3. Pay your capital amount

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





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WE HAVE GOT YOUR BACK AGAIN!

**PROGRAMME** 

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# EDITORIAL NOTE

Steven Yarukeekuro Ndorokaze

**Chief Editor** 

Volume 10 of the NamRA Communique Wagon comes at the time when we have just concluded another financial year. Without a doubt, Financial Year 2022/3 (FY2022/3) presented several challenges and significant goals to attain. All staff seconded by the Ministry of Finance and Public Enterprises had to be absorbed into the NamRA structure and the revenue target was adjusted upwards to N\$53.4 billion from the initial N\$50 billion.

In this edition, we highlight the performance in those areas and the noteworthy achievements made there. We will also give particular focus to activities carried out from January to March 2023 (focus period). The inaugural NamRA TALKS held on 2 March 2023 and presented an opportunity for the participants to freely express themselves about the applicable tax, customs and excise regimes, was a great success. This was on many levels, whether regarding the number of participants, the topics covered, the quality of the submissions and certainly the energy, coordination and authenticity that accompanied the presentations.

The Oshikango Border Post came to life on 26 January 2023 as the world marked the International Customs Day and NamRA took its commemorative event to that entry point. As it is evident from our featured article, the occasion also saw the launch of the NamRA Customs and Excise field uniform.

The 24-hour operationalisation of the Trans-Kalahari/Mamuno Border Post also gained momentum during the focus period, in preparation for the eventual launch on 1 April 2023. We have therefore decided to include a glimpse from the official event even though it just falls outside our period. Also included in here, but which we will highlight in the next edition is the culmination of the 2023 Taxpayer/ Trader Appreciation Day. What a night it turned out to be, with patriotic taxpayers and traders enjoying the limelight. 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

On 7 April 2023, The Namibia Revenue Agency (NamRA) reached its second anniversary as a Semi-Autonomous Revenue Agency. Two years may sound short, however looking back to where we came from, there are so many reasons to celebrate what NamRA has achieved thus far. I wish to congratulate the entire NamRA team for their dedication and service with passion, the board of directors for their continued support and strategic guidance, the political leadership for their support, all the compliant taxpayers/ traders for their contribution and all our stakeholders for the fruitful collaboration.

At two years, a baby is expected to be walking and talking and this is exactly the stage that NamRA is at currently. In fact, we are no longer a baby, but a smart toddler growing at a rate much faster than its peers. We continue to stand tall because of the great work that our staff members across the length and breadth of Namibia continue to do. There are no world class institutions, there are only world class individual or employees and professionals. The onus is therefore on us to become the best that we can be for our institution to become a world class revenue agency.

Our monthly performance target is at satisfactory level. For the 2022/2023 financial year, NamRA collected N\$57 billion, surpassing the revised target of N\$53,4 billion. We remain proud that our revenue collection strategy continues to yield positive results thanks to our taxpayers and traders.

Coming to this quarter, I am proud of achievements made thus far, mainly in trade facilitation and law enforcement areas. The interception of drugs valued at N\$5,1 million at the Hosea Kutako International Airport by Customs officers on 1 January 2023

is a commendable and testimony of good cooperation with our stakeholders such as the Namibian police. We remain grateful for this cooperation.

At inception, NamRA was mandated by Cabinet to employ all the seconded staff members from the two legacy departments. Although the process has been somewhat lengthy, we are proud to announce that out of about 1200 seconded staff only 200 have not yet secured permanent employment. We are working around the clock to ensure that every qualifying staff is on board.

We recently launched the Economic Authorised Operator Programme aimed at bringing flexibility and providing incentives to compliant traders. I wish to implore our exporters, importers and clearing agents to participate in this programme.

A lot has been said about the work that we do especially in law enforcement and many might not be happy with our work. The work that NamRA does is divine and we remain unapologetic in our efforts to administer and enforce tax and customs laws of Namibia with consistency, fairness, efficiency and effectiveness to strengthen domestic resource mobilization. We will continue to intensify our education campaigns in all sectors of our economy to ensure that the message of compliance is well understood for the benefits of our country.

We are committed to continue serving Namibia with passion. A world class Revenue Agency is under serious construction. We are committed to be a World Class Revenue Agency, serving with passion, to positively impact the livelihood of every Namibian.

#### Sam SHIVUTE

Commissioner











# Namra Celebrates Compliant Taxpayers and Traders

Thirty-two (32) taxpayers and traders from different economic sectors received awards for being compliant during the 2022 assessment year. The awards in various categories were handed over during the second edition of NamRA's Taxpayer/Trader Appreciation Day held in Windhoek on 19 April 2023. The 2023 Taxpayer/Trader Appreciation Day was held under the theme "Taxes and Duties build Namibia", intended to promote voluntary compliance and highlight the importance of paying tax and its contribution to national development.

In line with its mission to positively impact the livelihood of every Namibian, NamRA also availed N\$20,000 to the two highest revenue contributors each towards charities of their choice.

Total revenue collection for the just ended 2022/2023 financial year shot up to N\$57.7 billion compared to N\$52.9 billion in 2021/2022, recording a 9% growth. The contributions per tax category are as follows: Pay As You Earn 28%, Southern African Customs Union Revenue 28%, Value Added Tax 24%, Corporate Income Tax 14% and others 6%.

Taxpayers with outstanding accounts are encouraged to participate in the Tax Amnesty Programme which commenced in April 2023.

### Congratulations to

XPAYER/TRADER APPRECIATION DAY AWARD WINNERS

#### **DOMESTIC TAXES AWARDS**

- Highest Contributor to Employees' Tax De Beers Marine Namibia Pty Ltd
- 2. Highest Contributor to Corporate Income Tax De Beers Marine Namibia Pty Ltd
- Highest Contributor to Value Added Tax De Beers Marine Namibia Pty Ltd
- Highest Contributor to Withholding Tax on Services Shell Namibia Upstream B.v.
- 5. Highest Contributor to Withholding Tax on Interest Swakop Uranium (Pty) Ltd
- 6. Highest Contributor to Non-Resident Shareholders' Tax De Beers Namibia Holdings (Pty) Ltd
- Highest Contributor to Tax on Royalties Multichoice Namibia (Pty) Ltd
- Highest Contributor to Transfer Duties Mont Vinum Properties (Pty) Ltd
- Highest Contributor to Stamp Duties Old Mutual Life Assurance Company (Namibia) Ltd
- 10. Highest Contributor Central Regional Office Shell Namibia Upstream B.v.
- 11. Highest Contributor Northern Regional Office Oshana Hardware (Pty) Ltd
- 12. Highest Contributor Southern Regional Office Retailability (Pty) Ltd
- 13. Highest Contributor Western Regional Office Beifang Mining Technology Services (Namibia) (Pty) Ltd
- 14. Highest Contributor Northern Eastern Regional Office Catholic Health Services
- 15. Highest Contributor Far Northern Eastern Regional Office Phillippus Albertus Opperman
- 16. Highest Individual Contributor North Central Regional Office Wilma Badenhorst T/a Badenhorst Pharmacy
- 17. Highest Individual Contributor Northern Regional Office Michael Johannes Oosthuizen
- 18. Highest Individual Contributor Northern Regional Office Xiomara Julia Perez Llanes
- 19. Highest Individual Contributor Southern Regional Office Jacobus Strauss
- 20. Highest Individual Contributor North- Eastern Regional Office Mark Aitcheson Adcock
- 21. Highest Individual Contributor North- Eastern Regional Office Karin Fudge
- 22. Highest Individual Contributor Far North-Eastern Regional Office Phillippus Albertus Opperman
- 23. Highest Individual Contributor Far North-Eastern Regional Office Susan Catherine Bienati
- 24. Special Natural Person in the Senior Taxpayer Category Aletta Magrieta Noechel

#### CUSTOMS AND EXCISE AWARDS

- 25. Transit Bond Operator 3rd Nawa Investments CC
- 26. Transit Bond Operator 2nd Schenker Namibia (PTY) Ltd 27. Transit Bond Operator 1st WP Transport (PTY) Ltd
- 28. Compliant Bonded Warehouse Operator 2nd XYZ Investment CC
- 29. Compliant Bonded Warehouse Operator 1st Logistics Support Services CC
- 30. Clearing Agent with lowest Dormant Entries 3rd Express Services (PTY) Ltd
- 31. Clearing Agent with lowest Dormant Entries 2nd Trinity Clearing Services CC
- 32. Clearing Agent with lowest Dormant Entries 1st Seawork Fish Processors (Pty) Ltd

#### **Domestic Taxes**

- 33. 2nd Runner Up Top Tax Contributor Bank Windhoek Ltd
- 34. 1st Runner Up Top Tax Contributor First National Bank of Namibia Limited
- 35. Overall Top Tax Contributor De Beers Marine Namibia (Pty) Ltd

#### **Customs and Excise**

- 36. The Overall Top Tax Contributor Anheuser Busch Inbev Namibia Breweries (Pty) Ltd
- 37. Special awards to the Highest Revenue Contributors: Corpoporate Social Initiative Award for a charity of choice for N\$ 20

#### **Domestic Taxes**

De Beers Marine Namibia (PTY)

#### **Customs and Excise**

Anheuser Bush Inbev Namibia Breweries (Pty) Ltd

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# Namra Celebrates International Customs day with the Launch of the New Customs Uniform

As the border town of Oshikango came to a stand still



NamRA joined the global Customs community in celebrating International Customs Day at one of its flagship borders, Oshikango between Namibia and Angola. The event coincided with the launch of the new combat uniform for customs officials, the first uniform since the inception of NamRA in 2021. In this picture, NamRA Commissioner Sam SHIVUTE leads the march in the main street of the border town ahead of the celebration event. During the collection period between April and December 2022, the revenue collected from customs and excise in Namibia amounts to over N\$2.8 billion which NamRA feels represents great reasons to celebrate the International Customs Day.

# Namra Marks TWO Years With a Bang - Boasting RECRUITMENT TARGET AND IMPROVED REVENUE COLLECTION

It has been two years now since the Namibia Revenue Agency was officially launched as a semi-autonomous Revenue Agency, making 7 April NamRA's birthday. Short as it may sound, NamRA has made significant progress in setting up systems and processes aligned to its strategic objectives. We wish to share some of our exciting progress made in the last 24 months as we once again celebrate our targets in both recruitment process and revenue collection.

# Recruitment Update as at 31 March 2023 PERMANENT STAFF MEMBERS Seconded Staff 17% Other Departments 11% \* Total permanent staff members as of 3 April 2023 (Inclusive of future) Customs Domestic 479 Domestic 412 Other Department 132 SECONDED STAFF MEMBERS 208

#### **NamRA IN NUMBERS** REVENUE OUTTURN FOR THE FINANCIAL YEAR 2022/23 Revenue Overview at Mar 23 66,528 70,000 60,000 53 444 50,000 40,000 30,000 20,000 8.734 10,000 Estimate Gross Refunds Net ESTIMATE VS ACTUAL NET REVENUE FOR FY2022/23 PERCENTAGE CONTRIBUTION PER MAIN TAX CATEGORY FOR FY2022/2023 Estimate vs Actual Revenue NAD Main Tax Categories % 20,000 15,000 ■ PAYE ■ CIT ■ VAT ■ International ■ Others SACU RECEIPTS FOR PAST FINANCIAL YEARS AND PROJECTION FOR FY2023/24 HISTORICAL COMPARISON OF NET TAX REVENUE. A YEAR-ON-YEAR GROWTH OF 9% RECORDED. SACU Receipts 30,000 24,348 25.000 Net Tax Revenue NAD 20 000 14,751 14,190 57,794 15,000 10,000 56,000 52,925 53,000 FY2021/2022 FY2022/2023F Y2023/24 Projection 52 000 FY2021/22 FY2022/23 www.namra.org.na **(10000** Serving with passion





#### DATA MANAGEMENT AND ANALYTICAL CAPABILITIES

The Namibia Revenue Agency (NamRA) recently added new strategic objective to its Strategic Plan which is anchored around improving data management and analytical capabilities. NamRA's Chief Human Capital and Business Strategy Fanuel Uugwanga states that for NamRA to become a world revenue agency, data become imperative in decision making. It is important that both strategic and operational decisions are based on statistical data. A dashboard is being developed that contains critical business data. The idea is to have this dashboard updated daily and freely accessible to Management and relevant stakeholders.

#### 1. How important is Data Management to an institution such as NamRA?

The importance of data management is that it can assure the accuracy, accessibility and availability of data to be processed and analysed to make better, more informed business decisions and get deep insights into customers behaviour, trends, and opportunities. NamRA critical customers are taxpayers, traders (import and exports) etc.

NamRA is expected to have available data for all taxpayers, traders and businesses to accurately forecast its revenue. In the same vein, it will use these data to serve its customers traders and taxpayers effectively and efficiently. It also needs data to manage its risk exposure and eliminate bottlenecks in its processes to enhance organizational efficiency.

- 2. What is being done currently to capacitate staff members to deal with data in a competitive manner?
- NamRA has hired resources i.e: Statisticians, Data Analytics and also an Economist as part of enhancing data management capability.
- NamRA is also in the process of acquiring relevant statistical system that will allow and enable staff members to analyse data in a more competitive and efficient manner.
- NamRA has further identified training needs through the support of various institutions such as ATAF, IMF, US Treasury, SACU etc.

- The Institutions is also benchmarking with other Revenue Agencies on data management including reporting.
- 3. The more data is collected, the more monitoring and validation would be required and the hardest it becomes to manage the full lifecycle of data. Is your department ready to deal with this challenge?

Yes, NamRA is prepared and has employed some interventions to ensure that the monitoring and validation process is always improved as the volume of data increases. Through aspects such as appropriate workstations and capacitated staff, the Information Communication Technology (ICT) Business Unit is prepared to assist with the volume of data and information as it accumulates.

4. Agility is one of NamRA's set of values, how relevant is the term Agility in Data Management?

NamRA is posed to adapt to changes and be more resilient. In the concept of continuous improvement, embracing change, leveraging on Information Communication Technology and always ready to respond to the demand of digital transformation.

Therefore, agility in data management will ensure the speed and flexibility to satisfy the demand of our esteemed customers and staff.

The institution has successfully introduced platforms to reach out to clients/customers and stakeholders such as Stakeholders engagements, Webinars, Workshops and social media.



# Namra Talks attracts to unlock Youth Participants

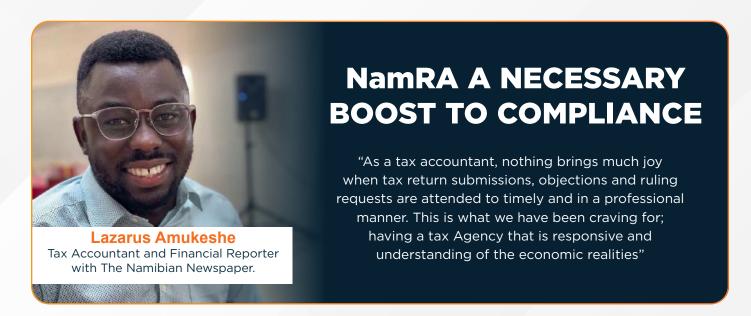
On 2 March 2023, NamRA held its inaugural public presentation competition called NamRA Talks. NamRA Talks provided a platform to the public to have their views on customs, excise and tax related topics heard. While the competition promoted taxpayer and trader awareness, NamRA further benefited from well researched presentations which also increased interaction with stakeholders. Participants were required to submit well researched write up on six selected topics. A total of 78 submissions were received from which the top ten best ideas emerged for the finals.

Wilhelmina Ndungula, a 4th year Economics student at the University of Namibia scooped the first prize of N\$10,000 after presenting on the impacts of counterfeit goods on the National Economy, followed by David N. lileka at second place walking away with N\$5,000 after his impressive topic on taxing the digital economy. Onesmus K. Joseph who also presented on the impacts of counterfeit items, was third and got N\$2,500.

The event held at the National Theatre of Namibia attracted many Namibians from different sectors,

while others joined the live-stream to follow the proceedings. Viviene Katjiuongua, Chief Executive Officer of the Business and Intellectual Property Authority (BIPA) was the Guest Speaker. She commended NamRA for the initiative singling out the topic on counterfeit items as crucial. She added that the public needed to understand that the violation of intellectual property rights hinders economic growth as it discourages investment, research, innovation and development. She further added that the practice could harm consumers and it was important that the enforcement infrastructure to be built on collaboration and cooperation between role players such as NamRA.

On his part, NamRA Commissioner Sam SHIVUTE said NamRA was happy to listen to ideas and thoughts of the public as it will help to improve service delivery. He also congratulated all the participants for taking part in the competition and expressed delight that all of them were young people.



For years, tax collection and administration has not been taken seriously as it has been over the last two years in Namibia.

The operations of the Namibia Revenue Agency (NamRA) since inception have been a necessary boost to tax compliance and tax administration in the country, which is worth celebrating.

From outside, one can clearly see how the Agency has courageously thrown itself into the once considered rough areas and ensured that taxpayers understand their responsibilities, as it relates to tax collection.

Equally important is that the agency has also improved the way it engages with its taxpayers, the fact that it has upheld its position that its doors remain open for the public to consult when in doubt is a good confidence boost for taxpayers to follow through with voluntary compliance.

The uncovering of tax fraud, the engagements with taxpayers all over the country, the Order With Me feud, the Taxpayers Appreciation Day, the Tax Amnesty Programme and a whole lot more are worth celebrating that the Agency has delivered on its mandate.

Tax collection has also improved and so is goods clearing and operations at the borders. The payments of refunds has also improved - this is another lift to ensuring that the ease of doing business in Namibia has improved.

As a tax accountant, nothing brings much joy when tax return submissions, objections and ruling requests are attended to timely and in a professional manner. This is what we have been craving for, having a tax Agency that is responsive and understanding the economic realities.

The publishing of resolved tax cases at the tribunal level has been such a great move by the legal team and a great move in strengthening local tax law and its accompanying explainers.

However, several issues still need to be attended to, sometimes the Agency's response time is way too long and unnecessary. The customer care center needs knowledgeable staff that won't sent taxpayers from pillar to post, ITAS should be reliably accessible all the time and there's no harm in NamRA's staff to just be friendly.

It takes a dedicated team to strengthen a brand in just two years that the Agency has operated, Namibia should celebrate this Agency, and hold it to the highest regard, but also highest account.

NamRA should continue to serve with passion, but with correct passion.



# AUTHORISED ECONOMIC OPERATOR (AEO)

Is a company involved in the international movement of goods and approved by NamRA as complying with World Customs Organisation or equivalent compliance and supply chain security standards and awarded certain trade facilitation benefits.

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- Flexible and non-intrusive inspection of goods
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- Dedicated Client Relationship Manager and many more

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# TRANS-KALAHARI/MAMUNO BORDER POST NOW OPEN 24/7

Plans underway for the One-Stop Border Post as from December 2023





The Trans-Kalahari/Mamuno border post is now operational 24 hours. This follows the launch of the 24-hour operation by the Governments of Namibia and Botswana on 1 April 2023 at Buitepos in the Omaheke region. The 24 hours operation flows from the directive by the Namibian and Botswana Presidents issued at a Bi-National Commission meeting in September 2022.

The move is part of improving efficiency in customs administration and to boost economic development in the region. The border post is one of the oldest in the region linking Namibia's port of Walvis Bay via Botswana to South Africa.

The 24-hour operation of the border is expected to ease the movement of people and goods and will bring about positive changes and opportunities in the transport sector and the surrounding communities. The border is one of those with highest revenue contribution to the state. During the 2022/23 financial year, N\$29,073,020.69 was collected at the Trans-Kalahari Border Post through various import taxes and customs duties. About 2600 commercial trucks are facilitated on average monthly basis at the Trans-Kalahari/Mamuno border post. Currently there are about twenty (20) clearing agents registered with NamRA and nine border agencies stationed at this border.

The event was attended by Namibia's Minister of Home Affairs, Immigration, Safety and Security Dr Albert Kawana, the Minister of Works and Transport John Mutorwa, Botswana's Minister of Finance, Peggy Serame, Minister of Nationality, and Gender Affairs Anna Mokgethi, Board Chairperson of Botswana

Unified Revenue Services Dr Lesedi Senatla, Commissioner of the Namibia Revenue Agency Sam SHIVUTE, Commissioner General of Botswana Unified Revenue Services Madam Jeanette Makgolo and Senior Government Officials from both Namibia and Botswana.

Speaking at the event, Dr. Albert Kawana, Namibian Minister of Home Affairs, Immigration, Safety and Security said the 24 hour opening of the border will bring a lot of benefits as truck drivers will no longer need to overnight at the border post, thereby ensuring goods and services are delivered on time. On her part, Botswana's Minister of Labour and Home Affairs, Anna Maria Mokgethi described the new arrangements as a step in the right direction to promote transparency and reduce red tapes in the process of facilitating trade. She called for commitment to improve service delivery from all stakeholders at the border.

In February this year, Namibia and Botswana also launched the use of National Identity Cards as travel documents between the two countries.

Plans are underway to make Trans- Kalahari/ Mamuno BorderPost a One Stop Border Post as from May 2024, a move expected to bring about lots of benefits including clearing time at the border which reduces logistics costs and reduces the time of delivery of goods. A reduction in the cost and time of logistics has been proven to increase economic growth and improve economic competitiveness.

# PUBLIC ANNOUNCEMENT - TEMPORARY RELEASE OF DETAINED VEHICLES

The Namibian Police, Namibia Revenue Agency (Department of Customs of Excise) and the Roads Authority collectively known as NACURA hereby invites members of the public who have vehicles detained due to illegal importation to immediately approach the Namibia Revenue Agency (Department of Customs and Excise) offices to make arrangement and have their vehicles returned to them.

The NACURA led investigations into the illegal importation of vehicles into Namibia revealed that a significant number of motor vehicles were illegally imported, through forged customs documents, forged police clearance certificate and subsequent registration of such on the Namibia Traffic Information system (NaTIS).

As part of the revenue loss recovery by NamRA, vehicles in question were detained and resolved to be released back to owners only upon the paying of outstanding duties and taxes.

The public is urged to use this opportunity as it is only a temporary measure whereafter, such vehicles will be disposed of as per section 101 of the Customs and Excise Act.

#### For more information, the public may contact the following persons.

#### Namibia Revenue Agency (NamRA)

Mr Abner David 0813062407 Ms Johanna Amukushu 0812153808 Ms Wilka Haikonda 0818255488 Ms Elisia Mudjuu 0812603484

**Namibian Police** 

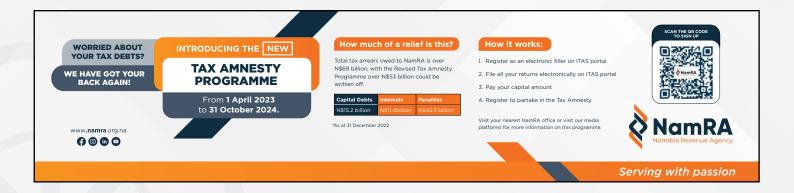
Chief Insp. Frans Kantema 0812000214

**Roads Authority** 

Ms Sharon Silombela 0811600157

**Ministry Industrialisation & Trade** 

Mr Sackeus Kapenda 0811684533





It is our pleasure to introduce our newest team members, effective 1 May 2023.

Please join us in congratulating Vesoraune, Ananias and **Etuwete** in their new roles.



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# Seen around...



























