

IN THIS ISSUE

1. EDITORIAL NOTE
2. COMMISSIONER'S NOTE
3. A CALL TO SPEED UP DIGITAL TRANSFORMATION
4. THE RESILIENCE AND TRANSFORMATION OF NAMIBIAN CUSTOMS
5. PRE-CLEARANCE PROCEDURES
6. NAMRA SUPPORTS VULNERABLE CHILDREN IN ERONGO REGION
7. LEAPING INTO THE FUTURE- MAHNAEM JEREMIA
8. STAKEHOLDER ENGAGEMENTS - //KHARAS REGION
9. ANOTHER TAX RELIEF PROGRAMME IN THE PIPELINE
10. NAMRA AWARDS COMPLIANT TAXPAYERS AND TRADERS
11. RENEWAL OF CLEARING AGENT LICENSES
12. NAMRA CELEBRATES ONE YEAR ANNIVERSARY WITH AN APPRECIATION TO TAXPAYERS AND TRADERS.
13. SEEN AROUND



LEAPING INTO THE FUTURE

MAHNAEM JEREMIA

At 31, she leads one of NamRA's critical divisions: Audit and Compliance.

When Mahnaem Ndaitavela Jeremia decided to take the risk and quit her full-time job as an Assistant Accountant at a prominent tourism company, she faced a lot of criticisms from all ends, including family members. Undeterred, she ploughed on, later graduating with a Degree in Accounting and Finance from the then Polytechnic of Namibia (now Namibia University of Science and Technology). Despite her meagre savings, which would only last for eight months, Mahnaem remained positive. For her, the mantra that the universe only brings you what you sowed in the first place proved true: job offers then landed on her table.

Full Story on Page 7

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NAMRA @1 CELEBRATES TAXPAYERS AND TRADERS

On 7 April 2022, Namibia Revenue Agency (NamRA) celebrated its one year anniversary with a glamorous event dedicated to compliant taxpayers and traders. The event which will now be observed every year is aimed at recognising and appreciating taxpayers and traders who comply with the relevant laws administered by the Namibia Revenue Agency (NamRA) under Schedule 1 of the Namibia Revenue Agency Act, 2017 (Act No. 12 of 2017). Thirty-seven taxpayers and one trader were awarded certificates and trophies in various categories.

Full Story on Page 12



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DID YOU KNOW?

The following customs and excise duties are applicable when importing a vehicle from Non-Southern African Customs Union Areas.

- Value Added Tax on Import tax of 16.5%
- Customs duties of 25%
- Ad valorem Tax calculated based on the vehicle value
- Environmental levies.

Importers are encouraged to have Clearing Agents for an easy process and exact amount based on the cost price.



EDITORIAL NOTE

Steven Yaruokekuro
Ndorokaze

Chief Editor

Yet another quarter is beyond us and it is time for the next edition of the Communique Wagon, NamRA's official newsletter. The 2021/22 financial year (FY2021/22) ended a few days ago, as we transited into FY2022/23 with greater hope and determination. The last financial year will remain very significant for NamRA, as we are often reminded that "nothing comes close to your first". It was the first year of NamRA's existence.

The operationalisation of NamRA had been on the radar for years, especially with the passing of the Namibia Revenue Agency Act 2017 (Act No. 12 of 2017) (Act) several years ago. It certainly required commitment and steadfastness on the part of those who were entrusted with ensuring that NamRA became a reality. The promulgation of the Act on 6 April 2021 and the subsequent launch the following day on 7 April 2021, will forever remain key points in NamRA's life going forward.

A year down the line, there are significant milestones, as revenue collection surpassed the N\$50 billion mark, raking in N\$52.9 billion, about N\$3.5 billion greater than the revised revenue target. The recruitment process has gained momentum, targeted staff engagements continue and almost all business units (Departments) are operational.

It is against the above stated backdrop that we present this offering of the Communique Wagon, capturing the activities of the last quarter of FY2021/22 (January – March 2022). Despite being at the beginning of a new calendar year, you will realise that the implementation of planned activities continued unhindered. The Electronic Tax Filing Relief Program ended on a high note with over 47 thousand taxpayers participating. We will also highlight the inaugural Taxpayer/Trader Appreciation Event, which although took place in the new financial year, all of the planning, the associated budgetary allocation and execution was in FY2021/22.

Mahnaem Ndaitavela Jeremia shares a story of sheer determination, compromise and focus all packaged as an item. She recently moved into Management as Manager: Audit and Compliance, but as you will soon discover, it has not been smooth sailing all the way. The staff and stakeholders' engagements headed south and we present some of those key moments in this edition. I end here and look forward to your feedback and suggestions for inclusion in the next editions.

Thank you!



Sam SHIVUTE

*Commissioner of the
Namibia Revenue Agency*

COMMISSIONER'S NOTE

Dear esteemed reader,

Welcome to yet another exciting edition of the NamRA Communique Wagon.

The year 2022 started on a high note and our 6th edition truly resonates with our country's theme of reimagining.

In this connection, the 2022/2023 National Budget focusing on the Namibian Youth was tabled on 24 February 2022, themed: *"Reimagining, a better future for the youth"*. The budget process, is not only important to us, because of NamRA's direct contribution to revenue collection. It is of particular significance for us, as our transition gains momentum in building a lasting culture anchored around integrity.

I therefore implore all Namibian youth to align themselves with the budget objectives and maximise on opportunities to make an impact in the socio-economic development of our nation. I also extend a special word of gratitude to all NamRA employees and the many Namibian taxpayers, who continuously work towards improving our tax morality, resulting into the collection of the much-needed revenue.

This quarter, also saw the Management team visiting our regional offices in the //Karas and Hardap Regions, aligned to our strategic goal of investing in NamRA and its people. The visits provided a great perspective on how to improve the conditions of our staff, while in the same vein we had the opportunity to engage our stakeholders. To this end, our recent stakeholder engagement in Keetmanshoop was a huge success and our advocacy to educate on tax and trade matters to increase voluntary compliance will just be enhanced going forward.

Our drive to accelerate mass recruitment remains on track, chasing the 30 September 2022 target date. I therefore encourage all seconded staff members to prepare and apply for the various positions on the NamRA structure as they are being advertised, keeping the words of Tony Robbins:

"Expect change. Analyse the landscape. Take the opportunities. Stop being the chess piece; become the player. It's your move."

I would like to conclude our 6th Edition with the concept of **FOCUS**.

- F - Future Passing** - Imagine the future you want and spend two minutes meditating on it daily.
- O - Opportunity** - Always make the best use of opportunities presented. Be ready to grab opportunities
- C - Confidence** - Stay clear-headed, trust in yourself and be your own cheerleader.
- U - Unity** - We should all strive to be united and work together in unity.
- S - Service** - Always provide your best service. Be of service to humanity

Happy Readings and continue serving with passion.

A CALL TO SPEED UP DIGITAL TRANSFORMATION AS NAMRA CELEBRATES WORLD CUSTOMS DAY



The Commissioner of the Namibia Revenue Agency (NamRA) Sam SHIVUTE says the institution values the progress made thus far towards digital transformation. He was speaking at the commemoration of the World Customs Day on 26 January 2022 under the theme “Scaling up Customs Digital Transformation by Embracing a Data Culture and Building a Data Ecosystem”. SHIVUTE observed that without digital transformation, it would not be possible to achieve the world class status which the Agency aspires for and called on the staff to embrace the theme and take action towards the implementation of digital transformation.

NamRA has various customs modernisation systems such as Asycuda World, Container Control Program, Non-intrusive Scanners and Unique Consignment Reference, which the Commissioner described as evidence that the Agency was on the right path to transform customs by scaling up digital transformation. “We will continue working hard together

with our partners, to make our customs administration a world-class service. NamRA has a great role to play in enabling the Government to foster economic recovery, sustainable growth and social development for the best interest of all Namibians”.

Since 1953, the International Customs Day has been observed on 26 January yearly to mark the inaugural session of the Customs Cooperation Council, which later became the World Customs Organisation in 1994. 26 January also provides a unique opportunity for Customs Administrations around the world to reflect on their past and future role with a particular theme in mind.

At the event were twenty (20) Customs and Excise Officers received certificates to for their commitment and dedication to work. NamRA also received a donation of fifteen (15) laptops from the Namibia Nature Foundation.

The Resilience and Transformation of Namibian Customs since 1990

ASYCUDA was introduced in 1996; 2003; 2008

Migrated to ASYCUDAWorld since 2013.

- ASYCUDA enhance Revenue collection a
- generate Trade Data used for economic analysis and
- decision making.

Meet the international coding system & standards developed by International Organisation for Standardisation; (ISO); World Customs Organisation (WCO) & United Nations.

ASYCUDA is able to work for you, be configured for what you want it to do, e.g. Customs Regimes, National Tariffs, Legislation, etc.

Guaranteed payment schemes to facilitate trade and secure duty collection.

PRE-CLEARANCE PROCEDURES AT TRANS-KALAHARI, OSHIKANGO, KATIMA MULILO, ARIAMSVLEI AND NOORDOEWER BORDER POSTS

11 February 2022

Article 7.1 of the World Trade Organisation (WTO) Trade Facilitation Agreement (TFA) requires Members to adopt or maintain procedures allowing for the submission of import documentation and other required information, including manifests, to begin processing prior to the arrival of goods with a view to expediting the release of goods upon arrival. This provision must be viewed together with Standard 3.25 of the World Customs Organisation's (WCO's) International Convention on the Simplification and Harmonization of Customs Procedures which provides that Customs administrations shall allow the lodging and registering of goods declarations and supporting documents prior to the arrival of goods.

As members of both the WTO and the WCO, Namibia, through the Namibia Revenue Agency (NamRA), provides for the pre-clearance of goods at all Customs and Excise points of entry/exit across the country. This implies that importers and exporters or clearing agents are permitted to register the Single Administrative Document (SAD) 500 on the Asycuda World System. The SAD 500 and supporting documents are also submitted in hard copies to allow Customs and Excise to determine the quantity, origin, value and classification of the goods and to decide on whether the goods and/or documents need to be examined upon arrival. If not, goods are released upon arrival where no risk is detected following the payment of the applicable duties and taxes, where applicable. Where risk is detected, the goods and/or documents would then be subjected to documentary check or physical examination amongst others.

Following the recent consultations with key stakeholders, over the congestion and delays experienced at the main border posts, NamRA has noted that declarations and supporting documents are only presented when the goods arrive at the border. NamRA therefore calls on stakeholders to use the pre-clearance process outlined above by presenting the necessary declarations and supporting documents prior to the arrival of goods to facilitate the expedient release of goods at the Trans-Kalahari, Oshikango, Katima Mulilo, Ariamsvlei and Noordoewer Border Posts, to enable Customs and Excise Officials to scrutinise documents timeously and to only select high-risk goods for further examination and/or inspections.

This initiative is particularly significant to Namibia, because these key borders are important points of entries and exit along the development corridors and links the country's multimodal transport corridors to regional landlocked countries which plays a vital role in boosting intra-Africa trade.

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NAMRA SUPPORTS VULNERABLE CHILDREN OF ERONGO

The Namibia Revenue Agency (NamRA) has come to the rescue of vulnerable children in Erongo region through a donation of items seized from customs operations. The donation was handed over by NamRA's Customs and Excise Manager for Western Region Patrick Tongo to the Erongo Governor Neville Andre Itope on behalf of Ministry of Health and Social Services. The official handover took place in January 2022.

The Erongo Governor indicated that through the donation, a significant number of disabled children would be able to attend school and participate in social activities by using the donated wheelchairs. Itope further welcomed the donation of facemasks indicating that it would mitigate the spread of the Covid-19 pandemic in the region.

The goods were forfeited to the State after the importers failed to pay duties and levies for over three months. Some were undeclared goods detected during physical examinations at the entry points.

The donation to the Erongo Region follows a request by the Governor to NamRA for assistance. NamRA is developing a Corporate Social Responsibility Policy which will guide the selection of beneficiaries in this regard.

LEAPING INTO THE FUTURE

MAHNAEM JEREMIA

At 31, she leads one of NamRA's critical divisions: Audit and Compliance.



When Mahnaem Ndaitavela Jeremia decided to take the risk and quit her full-time job as an assistant accountant at a prominent tourism company she faced a lot of criticisms from all ends, including family members. Undeterred, she ploughed on, later graduating with a Degree in Accounting and Finance from the then Polytechnic of Namibia (now Namibia University of Science and Technology). Despite her meagre savings, which would only last for eight months, Mahnaem remained positive. For her, the mantra that the universe only brings you what you sowed in the first place proved true: job offers then landed on her table.

As NamRA celebrates its first anniversary, she is celebrating the achievement of a lifetime as NamRA's first Manager: Audit and Compliance.

Born at Okatale village near Odibo in Ohangwena region, Mahnaem joined the Ministry of Finance in September 2013 as a Taxation Officer on a one-year contract. The job came at an opportune time as she was fast depleting the savings she had dipped into to pursue her degree. It had not been easy. She had to pay for tuition, rent and food.

With her contract at the Ministry set to end in September the following year, she knew that she faced a possible gloomy future without a job. Yes, there was talk in the grapevine that the Ministry was going to advertise positions for permanent employment but this was never officially announced. Despite these seeming setbacks, Mahnaem remained positive and confident that the Ministry would indeed employ them.

She recalls an incident when the then Inland Revenue Department Acting Commissioner Sam SHIVUTE had to cancel his official foreign trip at the eleventh hour to address concerned employees, who feared losing their jobs as their contracts were about to end. Mahnaem kept her cool and tried to convince her colleagues that all would be well.

In fact, so convinced was she that she had declined a permanent job offer from another company. "I declined the offer because there was talk that we would get an opportunity to become permanent employees of the Ministry. I could not imagine myself working anywhere else, I was so fulfilled with the work that I was doing as a taxation officer". She says.

Her instincts came through. The positions were advertised and she was employed on an indefinite contract in October 2014 as a Taxation Officer. However, being employed permanently in the same position, the job became routine for her. She needed new challenges.

This drive made her request for a transfer to the Large Taxpayers Unit (LTU), which was apparently the preserve of a lucky few. She was told she was "wasting your time, LTU is only for

Chiefs" because of the magnitude of tax cases they dealt with. At that time Mahnaem was still at entry level and all officials who served in the Unit were either Chiefs or Control Officers. Although she needed two more steps to qualify, she ignored the discouraging advice and took the plunge. Unusually her request for a transfer was approved by Management.

"I am very passionate about my work and when I joined the Unit, I had to up my games because of the type of taxpayers I dealt with", she says. The Junior Taxation Officer, who was still serving her probation period, took up the challenge in the Audit Division with eagerness and performed diverse tasks, including the operations and handling of returns of various taxes. As experience accumulated, she also assisted in the legal section dealing with cases that were brought to the Tax Tribunal.

She worked without promotion for nearly 10 years. "I choose knowledge and skills over money. What kept me going was the result of my work, the impact that it had on the State revenue and the fact that I'm very passionate about my work". She explained.

Mahnaem is very proud of her record at LTU. Dealing with large taxpayers has given her a competitive advantage in being exposed to different audit techniques that lead to substantial revenue collection for the state.

She is particularly proud of a case where she was able to raise an assessment of a staggering N\$98 million from a single case through audit, which the company eventually paid to the State. In another example, an impressed taxpayer came to ask how she spotted the under-declaration of VAT of N\$679 000.00. The taxpayer wanted to know the techniques she used, which she says she did not disclose.

The Ministry later received a letter from the Finance Manager of that company admitting an error on their part and immediately settled the amount.

She has been a force to be reckoned with in the Large Taxpayers Unit. Many successful audit cases can be directly attributed to her and the team.

When NamRA advertised the position of Manager: Audit and Compliance under the same unit, Mahnaem decided to take the proverbial bull by the horns and applied. She competed with career auditors and senior officials from the Ministry and other institutions. She said she went to the interview very prepared and focusing on what she had achieved as well as her vision for the Domestic Taxes Department. The news that she'd been successful was given to her for the first time by Commissioner SHIVUTE during a staff meeting in March this year that she was joining the NamRA management.

She had to wipe away tears of joy. She says although the announcement was unexpected, she was not so surprised as she had been confident of her performance in the interview.

True to form Mahnaem remains modest and humble, saying her achievements were made possible because of the great support from the people she has been working with.

A wife and mother of one, Mahnaem believes in self-development and holds several qualifications including a postgraduate in Applied Accounting Science. She looks forward to the introduction of business processes and standard operating procedures that she says will improve efficiency and revenue collection.

Mahnaem is described by many as a lady with golden smile and always on the go. She was recently appointed as a Deputy Chairperson of the Change Management Committee, which is tasked with driving change management during the transition period. She encourages her colleagues to persevere, always aim high and avoid comparison with others. She firmly believes in being positive as one reaps what one sows.

As mass recruitment gains momentum at NamRA, to absorb staff from the two legacy Departments (Inland Revenue Department and the Directorate of Customs and Excise), Mahnaem's story should serve as inspiration for others who dream of taking a similar leap from the lower ranks of employment into management positions. Mahnaem is living proof of the adage that those who take chances are on the path to success!



Mahnaem at India's Income Tax Department where she attended the Receipt and Compliance workshop in March 2020, New Delhi.

STAKEHOLDER ENGAGEMENT: KARAS REGION: 6 – 11 MARCH 2022



The NamRA Management undertook a week-long working visit to the //Kharas Region from the 06 to 11 March 2022. The visit was part of its familiarization process to further appreciate the working environment at its various offices in the region and engage stakeholders.

The delegation paid a courtesy call on Regional Governor Eletha Frederick and Police Regional Commander David Indongo. As part of its Corporate Social Responsibility, NamRA donated school books to the Governor. In Keetmanshoop, a stakeholder engagement session for the public was held where the NamRA engaged a full-packed hall highlighting its services and strategies for improving service delivery.

The Management also visited various domestic taxes and customs offices at Keetmanshoop, Ariamsvlei, Noordoewer and Lüderitz.

Speaking to the media in Keetmanshoop at the end of the visit, NamRA Commissioner Sam SHIVUTE indicated that it was very critical for the Management to undertake such visits “you cannot manage that which you do not know, how can you plan with the team that you do not know? For us to ensure that our staff give us the best we must engage them and focus on ensuring that they are working in a conducive environment”, he explained.

SHIVUTE further stated that through such visits, NamRA used the opportunity to conduct taxpayer education highlighting taxpayers’ rights and obligations. He commended the residents of Keetmanshoop for turning up in a big number at the Stakeholder engagement session held on 09 March 2022.

STAKEHOLDER ENGAGEMENT: KARAS REGION: 6 – 11 MARCH 2022

KEETMANSHOOP STAFF ENGAGEMENT

I am seeing a
bright future
for our country
through NamRA

Wilhelmina Kandenge
Taxation Officer

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Serving with passion

ARIAMSVLEI BORDER POST STAFF ENGAGEMENT

OUR PRECIOUS NAMRA

Full of promises, dreams and aspirations
Looks prosperous, Promising and Prominent
Full of life, flourishing and astonishing
In the capable and competent hands of
humble, noble and honest men and women

To enforce and encourage voluntary
compliance
To those tax laws and regulations that are so
much feared
To do so with pride without prejudice and
with great passion
A force to reckon with. Isn't it?

Og NamRA oh NamRA our precious NamRA
We could be happier that you have availed
the brains in the lead

One day, in the nearby future, we will become
a world class agency called
Namibia Revenue Agency

Enatha Nehova Shikomba
Senior Customs and Excise Officer

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LUDERITZ STAFF ENGAGEMENT

The presence of the
Commissioner and Management
gives me the feeling that
we are not left behind. It
demonstrates a high level of
"esprit de corps" and gives
assurance that our opinions
and views do count and are
equally important

Lesley D. Tiboth
Senior Customs & Excise Officer

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NOORDOEWER BORDER POST STAFF ENGAGEMENT

We appreciate every
minute that you spent
with us today. Thank you
very much for attending to our
concerns and shedding lights on
the crucial aspects NamRA. This
engagement cleared our doubts and
we are optimistic about NamRA.
We are ready to move with the
cheese and ready to make our
contributions to realise a
world-class revenue agency.

Loide Emvula
Customs and Excise Officer

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ANOTHER TAX RELIEF PROGRAMME IN THE PIPELINE

As announced in the budget speech by the Hon Minister of Finance, Ipumbu Shiimi, the Namibia Revenue Agency will introduce the Modified Tax Relief Programme for another 12-month period in response to public demands following the end of the Electronic Filing Tax Relief Programme which ended on 31 January 2022.

The relief is aimed at assisting taxpayers, mainly who have been negatively affected by the impacts of COVID-19 by writing off a percentage of the interest and penalties owed as tax arrears to NamRA and to promote the online filing of tax returns and general usage of the Integrated Tax Administration System (ITAS).

The total number of taxpayers who participated in the programme is 47 493 taxpayers. A total amount of NAD 11 156 626 675 in penalties was waived. An amount of NAD 1 320 528 999 was collected and paid into the State Account. This amount represents 7% of the opening tax debt for fiscal year 2021/2022. NamRA Commissioner Sam SHIVUTE thanked all taxpayers who participated in this programme and ensured that their tax affairs are in order.

"I am pleased to inform you that the Minister of Finance has considered and positively responded to the requests to extend the incentive programme. The modified Electronic Tax Relief Programme will thus be as follows: 1. 70% of interest and 100% of penalties will be waived if taxpayers with tax arrears register on ITAS portal and pay off the outstanding capital amount during the first six months effective 1 st June 2022. 2. 60% of interest and 100% of the penalties will be waived if taxpayers with tax arrears register on ITAS portal and pay off the outstanding capital amount during the remaining six months effective 1 December 2022 to 30 May 2023." SHIVUTE announced during the Taxpayer/Trader Appreciation Day on 7 April 2022 in Windhoek.

NamRA is therefore encouraging all taxpayers with outstanding tax debts to participate in the Modified Electronic Incentive Programme and settle their tax debts. SHIVUTE says he does not foresee any other tax relief programme in the future.



RENEWAL

OF CLEARING AGENT LICENSES

Namibia Revenue Agency (NamRA) notes only about 30 clearing agent licenses have been renewed for the 2022 period. We therefore call upon active Clearing Agents who have not renewed their clearing agent licenses, to submit the relevant applications forthwith, accompanied by the requisite fee of N\$100-00.

The renewal of clearing agent licences only applies to current Clearing Agents and not new entrants. The public will be informed once the Rules for the Licensing of Clearing Agents have been approved and gazetted.

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Congratulations to **Ms. Anna Edward**

For her contribution towards the name of the
NamRA Communique Wagon Newsletter.



NAMRA @1 CELEBRATES TAXPAYERS AND TRADERS

On 7 April 2022, Namibia Revenue Agency (NamRA) celebrated its first anniversary, hosting a glamorous event dedicated to compliant taxpayers and traders. The event which will now be observed every year is aimed at recognising and appreciating taxpayers and traders who comply with the relevant laws administered by the Namibia Revenue Agency (NamRA) under Schedule 1 of the Namibia Revenue Agency Act, 2017 (Act No. 12 of 2017). Thirty-seven taxpayers and one trader were awarded certificates and trophies in various categories.

The awards are in line with the functions of NamRA under section 3(f) of the Namibia Revenue Agency Act, 2017 “to improve service delivery to taxpayers and promote compliance with the revenue laws”. Promoting compliance is also a commitment under Article 12 of the Trade Facilitation Agreement (TFA) of the World Trade Organisation (WTO) to which Namibia is a member, as compliance with Customs laws maximises revenue collection, which would enable NamRA to positively impact the lives of all Namibians.

About 150 guests attended the event, which was held under the theme: “Uplifting the livelihood of every Namibian through Tax and Customs Compliance”.

The selection of recipients of the awards was based on the tax assessment period covering 01 January 2021 to 31 December 2021 in the following categories:

- * Highest Contributor to Tax Type
- * Highest Contributor to Regional Office
- * Highest Natural Person Contributor to Regional Office
- * Special Natural Person Category
- * NamRA Overall Top Contributors
- * Traders participating in the Authorised Economic Operator Compliance (AEO-C/Preferred Trader Programme)

De Beers Marine Namibia scooped the award for the Overall Top Revenue Contributor, followed by First National Bank of Namibia and B2Gold Namibia respectively. De Beers Marine Namibia was also recognised as the Highest Contributor to Corporate Income Tax and to Value Added Tax. B2Gold Namibia also took the highest contributor to Non- resident shareholders’ tax award.

Other corporate entities that were awarded in various categories included Shell Namibia Upstream, Swakop Uranium and Hollard Insurance Company of Namibia. Senior citizens Clarissa Hildegard Pieper and Patrick Ignatius Murphy were awarded as highest contributors in the category of Special Natural Person, while Surina De Wit and Tim Wucher were awarded as the youngest taxpayers under the same category.

INTRODUCING **THE NEW TAX GOOD STANDING CERTIFICATE**

GS02190529-1050

**NamRA**
Namibia Revenue Agency

TAX GOOD STANDING CERTIFICATE

NAME AND ADDRESS OF TAXPAYER

Xxxxx Xxxx Cc
P. O. Box XXXXX
XXXXXX
XXXXXXXXXX
XXXXXX

TAX TYPE DETAILS

FIN	TAX TYPE

It is herewith confirmed that the above mentioned taxpayer is in good standing with the
Namibia Revenue Agency regarding all tax obligation in Namibia (i.e. rendering of returns,
payment and other tax related issues).

ISSUED BY
Namibia Revenue Agency

[Signature]

COMMISSIONER

Xxxxx Xxxxx

NAME OF ISSUING OFFICER

XX-XX-XXXX

DATE OF ISSUE

1. This certificate is not transferable.

2. Validity period: 29-05-2019 to 26-09-2019 .

3. This certificate is issued free of charge.



Seen around...

