

NamRA WHISTLEBLOWER HOTLINE *Infographic*



NamRA's Commitment to Transparency and Integrity

The Namibia Revenue Agency (NamRA) is dedicated to upholding the highest standards of ethical conduct, transparency and accountability. As part of this commitment, NamRA has launched a Whistleblowing Hotline/Tip-off Anonymous in partnership with Deloitte Namibia. This initiative, approved by NamRA Board, provides a secure and confidential platform for reporting concerns related to misconduct, non-compliance or illegal activities.

What is the Whistleblowing Hotline/ Tip-off Anonymous?

The Whistleblowing Hotline/Tip-off Anonymous is a confidential reporting system that enables individuals to report suspected fraudulent activities or unethical behaviour within NamRA. It serves as a dedicated channel for employees, stakeholders and the public to report issues such as, but are not limited to:

- Suspected criminal behaviour related to NamRA's business, such as bribery, corruption, fraud, embezzlement or conflicts of interest.
- Violations of Tax and Customs laws, including tax evasion, smuggling, drug trafficking, trade-based money laundering or defrauding NamRA.
- Deliberate non-compliance with Tax and Customs laws, regulations, procedures or guidelines.
- Malpractice or complaints against NamRA officers or employees, such as abuse of office, unethical behaviour, harassment, discrimination, favouritism, nepotism or breaches of policies and codes of conduct.
- Any other acts that undermine or violates NamRA's mandate.

Why is the Whistleblowing Hotline/Tip-off Anonymous Important?

The hotline ensures that NamRA can:

- Detect and address unethical behaviour promptly.
- Protect public resources and revenue.
- Foster a culture of accountability and integrity.
- Safeguard whistleblowers from retaliation.

How Does the Whistleblowing Hotline/Tip-off Anonymous Work?

- The Hotline is managed by Deloitte, an independent consultant, to ensure neutrality and confidentiality.
- It operates 24 hours a day, 7 days a week, 365 days a year.
- Operators are available in English, Oshiwambo, Otjiherero, and Afrikaans during day shift hours. After hours, reports are handled via a voicemail process.

How Do I Report on NamRA's Whistleblowing Hotline/Tip-off Anonymous?

Reports can be submitted through the following channels:

- **Toll-Free Hotline:** 0800 535 777 (Available 24/7 for confidential reporting).
- **Email:** namra@tip-offs.com (Send detailed reports securely).
- **Website:** www.tip-offs.com (Submit reports online through a secure portal).

What Type of Information Is Required for The Disclosure?

When making a disclosure, the following information is required:

- Names and contact details (Optional).
- Background and history of the alleged or suspected impropriety.
- Where Possible, names, dates and places relevant to the impropriety.
- Reason why the whistleblower reasonably believes that the conduct in question constitutes or is likely to constitute impropriety.
- Where available, proof or any other evidence in support of the disclosure, allegations (Invoices, bank statements, purchase orders, etc.).
- Whistleblowers must demonstrate reasonable grounds and satisfactory reasons for the raised concern.

Confidentiality And Protection

- The hotline offers three reporting options: Anonymous, Partially Anonymous, or Confidential. NamRA will protect the identity of the whistle-blower or complainant.
- The identification of a whistleblower shall not be disclosed unless such person volunteers to be identified or identification is required by law or in any legal proceedings.
- NamRA assures all whistleblowers that the information given will be treated confidentially and accorded the necessary security.
- NamRA will not permit any retaliation against any employee or other person who, in good faith, has reported a complaint.
- All investigations and inquiries will be handled confidentially in line with the confidentiality clause of the Act.

Frequently Asked Questions (FAQs)

- Who is a Whistleblower?** Any person who reports a concern, allegation, or any information indicating that an act of corruption, tax fraud or tax evasion, tax-related corruption, money laundering, smuggling of goods, drug smuggling or any other misconduct or malpractice is occurring about to happen or has occurred about the business of NamRA. It further includes any person who discloses improper conduct regarding the Whistleblower Protection Act, 2017 (Act No.10 of 2017).
- Who can use the Whistleblowing Hotline/Tip-off Anonymous?** The hotline is available to NamRA employees, stakeholders and members of the public.
- Is the hotline anonymous?** Yes, you can choose to remain anonymous when submitting a report. However, providing your contact details may help us follow up for additional information if needed.
- What happens after I submit a report?** Deloitte will review your report and forward it to NamRA for investigation. NamRA will take appropriate action based on the findings and you may be contacted for further information if you provided your details.
- Will I be protected if I report misconduct?** Yes, NamRA is committed to protecting whistleblowers from retaliations or any threatening situations. The Whistleblowing Policy ensures that individuals who report in good faith are safeguarded.
- Is there a reward for reporting cases?** No, there is no reward for reporting cases. The Whistleblowing Hotline/Tip-off Anonymous is designed to encourage ethical behaviour and accountability and reporting is considered a civic responsibility to uphold integrity within NamRA.
- Can I report issues that are not listed?** Yes, you can report any activity that you believe is unethical, illegal or non-compliant with NamRA policies.
- How long will it take to resolve my report?** The time taken to resolve a report depends on the complexity of the issue. However, NamRA is committed to addressing all reports promptly and effectively.
- If I have any other general inquiries about NamRA's operations, such as refunds, tax assessments/audits, or good standing certificates, where should I report it?** For general inquiries, you can contact the NamRA Call Centre at +264 81 959 4000.
- Will I have access to the result of the investigation?** No, the law does not allow us to disclose taxpayers' information. However, we can provide feedback on whether the information provided was useful or not.

Together, Let's Build a Culture of Integrity

When you report misconduct, you help safeguard our public resources and ensure NamRA stays transparent and accountable. Your willingness to speak up truly makes a difference!

