

NamRA'S REMARKABLE PROGRESS ACKNOWLEDGED BY PRESIDENT HAGE GEINGOB

In a recent visit to State House by NamRA, President Geingob encouraged the Board and Senior Management to persist in their pursuit of excellence in revenue collection. He emphasized the vital role NamRA plays in advancing the welfare of the Namibian people and urged them to actively engage and educate members of Cabinet on NamRA's mandate and the progress it has achieved thus far.

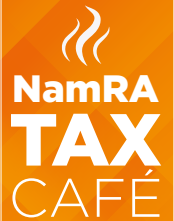
FULL STORY ON PAGE 8



TAX CAFÉ

Discover the tax obligations you need to know about when importing the talents of foreign entertainers into Namibia. Catch the NamRA Tax Café for what your obligations are when importing the services of foreign performers.

ON PAGE 11



CHARTING THE PATH AHEAD: REFLECTIONS ON NamRA'S CREATIVE INDUSTRY'S STAKEHOLDER ENGAGEMENT

"During the event, it was revealed that 588 artists were registered with NamRA, with 45% hailing from the Khomas Region. This figured I would argue to not be accurate and is because of a lack of comprehensive understanding of CIs and their operational mechanisms."

Mkariko Amagulu, Director of Arts in the Ministry of Education, Arts and Culture.

FULL STORY ON PAGE 15



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EDITORIAL NOTE

Yarukeekuro Steven Ndorokaze
Chief Editor

It gives me great pleasure to present Volume 12 of what is fast becoming a necessary read for our stakeholders. This edition of the NamRA Communique Wagon comes on the backdrop of the first half of the 2023/4 financial year, a significant period when there seems to be some haste in the implementation of various activities, before 2023 bows out. Much of the focus here is on the activities that took place between July to September 2023, a very busy period might I add.

July 2023 will most probably go down as an engagement month by a stretch, seeing the NamRA Board and Management paying a courtesy call on the highest office in the land, when they briefed His Excellency Dr Hage G. Geingob – President of the Republic of Namibia, on the progress made since the launch of NamRA on 7 April 2021. The maiden Commissioner’s Week saw dedicated engagements with political parties and representative organisations.

This edition also captures discussions from a very engaging session with players from the creative industries, which without doubt requires follow up engagements as the sectors is indeed all encompassing and some details were activity specific. The NamRA Satellite Office at Opuwo as been a great addition since February 2023 and the official opening six months later was opportune for real feedback.

Investing in NamRA and its people remains a major objective and in this regard several training programmes continued, exposing our staff to various key areas of our operations. An extensive Audit and Verification Workshop spearheaded by the International Monetary Fund (IMF) brought together auditors from our offices across the country. Also included are your regulars, with the Tax Café focusing on the tax implications for foreign entertainers and while we bring you snaps of our staff in their “touch of orange”. We therefore 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

I am pleased to present Volume 12 of the Communique Wagon, showcasing NamRA's relentless dedication from July to September in the 2023/2024 financial year. This quarter marked a significant milestone as my executive team and I engaged with key stakeholders, including a historic meeting with President Hage G. Geingob. The President lauded our contribution to Namibia but emphasized the crucial task ahead, which entails significantly increasing revenue for the nation's betterment.

Our engagements extended to political parties and vital organizations like the Chamber of Mines and Namibia National Farmers Union, enriching our understanding of their operations and revenue contributions. NamRA proudly continued its fight against unemployment, employing 1,335 individuals, including 140 new customs officers selected from our talented pool of unemployed youth. Additionally, 137 appointments are in progress, aligning with our values of fairness, integrity and diversity.

To enhance accessibility, we inaugurated our Opuwo Satellite Office, ensuring convenience and efficiency for our services. Operationally, we maximized revenue collection by enforcing the freight tax from 1 December 2023 and establishing a Special Clearing Help Desk at Hosea Kutako International Airport, among other initiatives. From April 1 to September 30, NamRA collected N\$37.4 billion, reaching 55.2 percent of our annual target. This success is a testament to our collective efforts and I am confident that, with continued cooperation, we will surpass our goals, enabling the government to fulfill its socio-economic agenda.

I urge everyone to work hand in hand with us, ensuring compliance with the law. Our doors are always open, ready to engage and assist. Thank you for your dedication and I invite you to an enlightening read in this edition of the Communique Wagon.

Happy reading!

Sam SHIVUTE
Commissioner

NamRA Strengthens Audit and Verification Capacity

The Namibia Revenue Agency (NamRA) took significant steps to enhance its audit and verification programs through a two-week training workshop in Windhoek. The workshop, facilitated by experts from the International Monetary Fund (IMF), Mr. Charles Lagemwa and Mr. Raphael Kamoto, aimed to equip auditors from all regional offices with the necessary techniques to effectively manage and execute audit and verification tasks in compliance enhancement programs.

In his opening address, NamRA Commissioner Sam SHIVUTE underscored the critical importance of audits and reiterated the Agency's unwavering commitment to improvement in this area. He expressed NamRA's ambition to become a world-class revenue agency by ensuring that staff members receive top-notch training and are empowered to deliver exceptional results for the country. Commissioner SHIVUTE emphasized the paramount value of integrity and cautioned the staff members to remain vigilant against potential corruption attempts throughout their work.

Mr. Charles Kamoto, one of the IMF facilitators, expressed his delight in returning to Windhoek and engaging with the NamRA staff, stressing followed the recommendations made in 2021 and 2022, assessing the need for changes in laws and strengthening taxpayers' education. The workshop also focused on crucial aspects such as case selection, risk management and



utilizing third-party information to enhance audit capabilities. Furthermore, the training explored ways to enhance taxpayer service and how audits could effectively influence and modify taxpayers' behaviour.

Prior to the workshop, a set of key objectives were established during a previous mission to augment compliance initiatives and improve audit outcomes. These objectives included the establishment of a clean, complete and reliable taxpayer register by March 2023, the introduction of a comprehensive Tax Compliance Certificate that evaluates taxpayers' compliance across multiple obligations, equipping auditors with cutting-edge tools such as computers and Computer Aided Auditing Tools and forging strategic partnerships with relevant agencies to validate and verify information in tax returns.

Commissioner SHIVUTE emphasised that these objectives exemplify NamRA's unwavering commitment to enhancing compliance, fortifying audit capabilities, and cultivating a robust revenue agency. By hosting this training workshop and implementing the proposed measures, NamRA showed its commitment to fulfil its vision of becoming a world-class revenue agency that effectively serves the nation and its taxpayers.





NamRA Expands Presence: Inauguration of Satellite Office in Opuwo Marks Milestone in Kunene Region

On 24 August 2023, a significant milestone was achieved as the Namibia Revenue Agency (NamRA) unveiled its latest addition, being the Opuwo Satellite office, situated in the Kunene Region. This inauguration marked a pivotal moment in NamRA's commitment to bringing essential services closer to the people, with a strong emphasis on fostering voluntary compliance and enhancing revenue collection.

The presence of Kunene Regional Governor, Honourable Marius Sheya added grandeur to the event. It was a testimony to the collaborative efforts in strengthening the economic foundation of Namibia.

With the Opuwo Satellite office, NamRA now boasts a network of 7 regional offices and 13 satellite offices across the country. This extended reach will undoubtedly make tax and revenue services more accessible to citizens, contributing to a smoother process of tax compliance

However, the day was not just about formalities and ribbon cutting. It also witnessed a vibrant Stakeholders Engagement Session, a first for the Kunene Region. Commissioner SHIVUTE, in his address, highlighted the importance of compliance, stressing that it is the cornerstone of achieving maximum revenue collection, crucial for the growth and development of Namibia.

As a touching gesture, Commissioner SHIVUTE presented 264 shovels to the Office of the Regional Governor. These tools will be distributed to local farmers, providing them with essential resources for their agricultural activities. This generous act reaffirms NamRA's commitment not only to revenue collection but also to the well-being of the communities it serves.



QUARTERLY

REVENUE PERFORMANCE


For the period under review, being 1 April to 30 September 2023, NamRA collected a net amount of N\$37.4 billion in revenue which equates to 55.2 percent of the annual target set for financial year starting on 1 April 2023 and ending on 31 March 2024. The revenue of N\$37.4 billion collected at 30 September 2023 is made up of 63% generated from Domestic Taxes and 37% from Customs and Excise.

Domestic Taxes collected a gross revenue of N\$28.5 billion and a net collection of N\$23.6 billion which equates to 56,5% of the annual target. Customs and Excise collected a net revenue of N\$13.8 billion which represents 53,1% of the annual target. The Customs and Excise collection is predominantly made up of SACU receipts. In terms of refunds, an amount of N\$4.8 billion was paid out to taxpayers after the conclusion of audits and verifications. 96% of the amount, being N\$4.6 billion, relates to Value-Added tax refunds.

Financial Year 2021/22

Annual

Revenue Target

 **49.4**
BILLION

Mid-Year

Net Revenue

 **26**
BILLION

Mid-Year

Refunds

 **2.8**
BILLION

Financial Year 2022/23

Annual

Revenue Target

 **53.4**
BILLION

Mid-Year

Net Revenue

 **28.3**
BILLION

Mid-Year

Refunds

 **4.2**
BILLION

Financial Year 2023/24

Annual

Revenue Target

 **67.8**
BILLION

Mid-Year

Net Revenue

 **37.4**
BILLION

Mid-Year

Refunds

 **4.8**
BILLION



NamRA's **REMARKABLE**

Progress Acknowledged by President Hage Geingob

President Hage Geingob expressed his satisfaction with the Namibia Revenue Agency (NamRA) during a courtesy visit by the NamRA Board and Executive Management on 20 July 2023. The delegation provided a comprehensive update on the Agency's remarkable achievements and highlighted key strategic initiatives

During the meeting, President Geingob praised NamRA for thriving and expanding revenue collection, marking the first encounter between the organization and the President since its inauguration in April 2021. The Head of State acknowledged NamRA's positive start but also emphasised his expectation for the Agency to continue its efforts and achieve even more in the future.

NamRA Commissioner Sam SHIVUTE underscored NamRA's role as a public service entity, dedicated to enhancing its capacity for the effective execution of its developmental agenda. He highlighted the significant improvements in revenue

collection over the past two years, while acknowledging challenges faced by certain key sectors of the economy in contributing their fair share in taxes.

President Geingob encouraged the NamRA Team to persist in their pursuit of excellence in revenue collection. He emphasised the vital role NamRA plays in advancing the welfare of the Namibian people and urged them to actively engage and educate members of the Cabinet on NamRA's mandate and the progress it has achieved thus far. The President's supportive stance will serve as a catalyst for NamRA, propelling the organisation toward continued excellence in fulfilling its crucial role for the nation.





PUBLIC NOTICE

Cessation of Refund on PAYE Not Paid to NamRA

The Namibia Revenue Agency (NamRA) has noticed an unfortunate tendency whereby employers deduct Pay As You Earn (PAYE) from the remuneration paid to employees, but fail to pay such amounts to NamRA. Consequently, NamRA would be required to refund PAYE over deductions reflecting as credits to employees, where such funds were never actually received by NamRA from the employer in respect of the employee.

NamRA hereby informs the public that failure to pay over PAYE deductions by employers to NamRA will result in the cessation of the refund payments to the employee, until the relevant deductions are received by the Agency. Therefore, taxpayers who have submitted their annual Income Tax returns with the relevant supporting documentation, but whose employers have not made the PAYE payments to NamRA will not be refunded the tax over deduction that reflects after the assessment, pending receipt of the withheld deductions by NamRA.

This cessation of refunds takes effect forthwith and is in line with Section 94 (1) of the Income Tax Act, 1981 (Act No. 24 of 1981), which provides for the refund of an excess amount paid by the taxpayer, provided there are no outstanding amounts owed to NamRA. We therefore implore all employers to remit all PAYE deductions on time.

NamRA underscores that refunds to taxpayers will continue to be effected in the event of an excess tax payment.

Issued by:

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NamRA

Celebrates

Media Partnerships at Ongwediva



The Namibia Revenue Agency (NamRA) has commended media practitioners for playing a developmental role in taxpayer/trader education. The Agency hosted a media engagement with Northern based media practitioners on the sideline of the Ongwediva Trade Fair on 28 August 2023. The primary objective was to build bridges and foster partnerships with journalists from the northern part of the country.

NamRA believes that the media plays a pivotal role in helping the Agency achieve its objectives, particularly in the realms of taxpayer and trader education, together with compliance.

Yarukeekuro Ndorokaze, Chief Strategic Communications and Support Engagement, who led this session, lauded all the media practitioners for their unwavering support, considering them invaluable NamRA partners in development.

He extended a plea to the media to continue collaborating with NamRA in the collective pursuit of positively impacting the lives of all Namibians.

This was the second time that NamRA exhibited at the Ongwediva Trade Fair. According to Tonateni Shidhudhu, NamRA's Manager of Strategic Communications and Stakeholder Engagements, the Agency provided assistance to over 700 taxpayers during the exhibition. Services included ITAS registration, tax return filing, and addressing general inquiries related to customs and tax matters.

Shidhudhu expressed pride in their ability to register numerous young individuals for tax purposes, especially those who had secured employment for the Housing and Population Census.

Every day, a long line of taxpayers, including pensioners, could be seen at the NamRA stand. Shidhudhu saw this turnout as a positive sign that people were eager to become compliant citizens.



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

Your tax obligations when importing services of foreign entertainers



Memory Mbai
Manager: Audit and Compliance

NamRA has noted an increased offering of services by foreign entertainers in Namibia, for which the related tax obligations have not been complied with. NamRA therefore deemed it necessary to educate taxpayers on their obligations when importing the services of foreign performers, for purposes of rendering services in Namibia.

The Income Tax Act, 1981 (Act No 24 of 1981) (the Act) defines a foreign entertainer to include a cabaret, motion picture, radio, television or theatre artist and any musician, actor, or sportsperson. The definition would also include other persons such as motivational speakers, religious preachers or prophets and spiritual healers, as the case may be.

In terms of Section 35A of the Act, any resident person who pays or becomes liable to pay any amount, whether directly or indirectly, to a non-resident person for his or her performance in Namibia is liable to deduct and withhold from that payment an amount of tax known as "Withholding Tax" calculated at the rate of 25% and remit it to NamRA on behalf of the foreign entertainer.

What is important to note is that, albeit one may not be the resident person who procured the services and only acts as an agent, the obligation to withhold tax falls with the person who pays or becomes liable to pay. It is therefore critical for the parties involved, such as ticket distributors or facilitators to understand that if their arrangement includes the payment of the foreign entertainer, the law requires them to withhold tax and remit it to NamRA.

A resident person is broadly defined to include a regional council or a local authority in Namibia; a natural person ordinarily resident in Namibia; a company that is doing business in Namibia, including a branch of such company; or a partnership, board, or trust which is formed or established or incorporated under the laws of Namibia or which is doing business in Namibia, and includes a branch of such partnership, board or trust.

A non-resident person is defined as a person who does not meet the definition of a resident person. What is however important to note is that any person or entity outside Namibia to whom any payment is made is presumed, unless the contrary is proven, to be a non-resident.

All amounts withheld should be remitted to NamRA together with a return outlining the details thereof within 20 days following the month the tax was withheld. This amount is deemed to be a final tax on behalf of the foreign entertainer's tax obligations in Namibia. However, should the resident person fail to meet their withholding obligations as stipulated in the Act, the resident person shall become personally liable for the tax not withheld from the amount paid to the foreign entertainer of which any late payments would carry a penalty of 10% per month or part thereof and interest at the rate of 20% per annum.

While the Namibian tax regime is based on the principle of self-assessment by taxpayers, NamRA is committed to ensuring that all taxes due to the State are remitted timeously. In this regard, NamRA has strengthened its audit capabilities and will be monitoring the compliance status of taxpayers responsible for funding, organising and facilitating such activities in Namibia. Where uncertainties exist with respect to the withholding tax obligations, it is therefore advisable for taxpayers to notify NamRA by providing the details relating to the performance or activities of that nature to ensure that such a transaction is confirmed and the tax is correctly remitted.

Commissioners'

Winter

ENGAGEMENT SESSIONS . A **SUCCESS**



In July 2023, the Namibia Revenue Agency held a remarkable Winter Engagement Session led by the Commissioner Sam SHIVUTE. The four-day engagement that served as a pivotal juncture for political parties and industry entities, included the SWAPO Party, the Popular Democratic Movement (PDM) and the Landless People's Movement (LPM). Alongside them, influential entities like the Chamber of Mines, Namibia National Farmers Union (NNFU) and the Hospitality Association of Namibia (HAN) were also engaged, providing invaluable insights into their operations, which significantly bolster NamRA's revenue collection.

Notably, Deputy Secretary General Herunga of the SWAPO Party pledged unwavering support to NamRA, particularly in terms of law reforms and public education efforts.

Similarly, Namibia Chamber of Mines CEO Veston Malango extended his appreciation for the collaboration and offered continued support, reaffirming the Chamber's commitment to enhancing NamRA's capabilities in detecting and combating tax evasion within the mining industry.

These Winter Engagements were not merely meetings, but served as a significant stride toward a more prosperous and fiscally responsible Namibia. With the Commissioner Winter Engagement having been a success, the promise of the next engaging session looms on the horizon.





Namib Mills Thrives with Authorized Economic Operator Programme: Faster Clearing Time and Reduced Inspections

Cameron Kotze

Risk and Compliance Manager – Namib Mills (Pty) Ltd

“The Authorised Economic Operator programme is a welcomed addition to customs simplification. Since Namib Mills signed up for this programme, it has given us an easier passage of our imports and we have since experienced about 50% reduction in the time that our goods take to clear through Customs whether it is imported either from South Africa or through the Port of Walvis Bay.

Another benefit we are enjoying is the significant reduction in the number of trade transactions or imports that are physically inspected by NamRA. Now that the mutual recognition agreements have been signed between the SACU countries, it is to our benefit to get goods either into the other countries or for those goods to come in the country.

The application process and qualifying criteria are not complex. These days, almost all operators have an accounting program that records all the transactions and that’s one of the things that NamRA would be looking for, the aspect of compliance by paying your taxes on time and clearing everything correctly is important in adding your application. These criterions in my view, most businesses comply with already. So, there’s no need to be concerned or scared and I advise all to register for this programme and get the benefits that we have experienced.”



REFLECTIONS ON NamRA'S CREATIVE INDUSTRY'S STAKEHOLDER ENGAGEMENT

M'kariko Amagulu, Director of Arts at the Ministry of Education, Arts, and Culture (MOEAC), brings to light the pivotal moments from this event and highlights the urgent need for collaboration between NamRA and creative industry players.

"It was a first, when the Namibia Revenue Agency (NamRA) hosted an engagement with practitioners of the often-overlooked Creative Industries (CIs) on 8 August 2023 in Windhoek. The platform sought to provide a space to discuss issues of mutual understanding and tax obligations. During the event, it was revealed that 588 artists were registered with NamRA, with 45% hailing from the Khomas Region. This figured I would argue to not be accurate and is because of a lack of comprehensive understanding of CIs and their operational mechanisms.

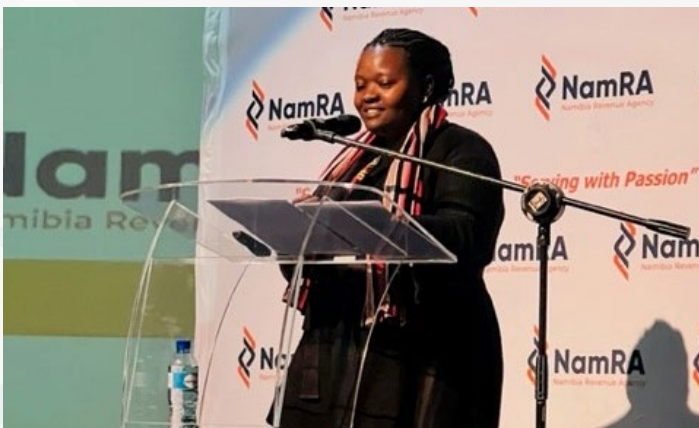
Creative Industries encompass various dimensions and sectors, from content creators and artists to advertising and cultural experience providers. These diverse fields, including visual arts, music, performing arts, design, film and literature, collectively contribute to the nation's tax revenue.

NamRA Commissioner Sam SHIVUTE stressed the need for in-depth research to

better comprehend the intricacies of the CIs. This revelation triggered a flurry of questions and discussions, covering topics like the distinction between tax and VAT, the possibility of dedicated accountants to assist creatives with tax return filings, potential tax exemptions or incentives for the CIs and attracting foreign investments through film production.

It's important to recognise the significance of this first-time engagement, as it symbolises a promising start. While the event possibly fell short of expectations, the initiative was well-received by CIs practitioners. It sets the stage for more informed and curated engagements in the future, ensuring that the voices and concerns of creatives are acknowledged, ultimately leading to increased registrations with NamRA.

In closing, this engagement underscored the importance of collaboration between NamRA and other industry role players including MoEAC, paving the way for a more prosperous and harmonious future for Namibia's Creative Industries. It is a first step in a journey that holds great promise for both sectors, as they work hand in hand to unleash the full potential of this vibrant community and its contribution towards revenue collection."





PUBLIC NOTICE

Special Clearing Desk at Hosea Kutako International Airport

Namibia Revenue Agency (NamRA) is committed to providing efficient and timely services to our esteemed clients. To expedite the clearing process on e-commerce goods (imports by small traders) at the Hosea Kutako International Airport, NamRA has introduced a Special Clearing Desk to render assistance in case of delays and urgent goods.

Please take note that the consignment is considered delayed only after seven (7) days of arrival at the airport.

When contacting the Special Help Desk, please ensure that:

1. You have your waybill/track number at hand.
2. You have the name of your clearing agent.
3. Your clearing agent is in possession of the commercial invoice for your consignment.

Opening Hours of the Special Help Desk:
09h00 - 16h00 (Monday - Sunday)

Contact Details:

Mr Allister Markowitz	+264 81 448 6611
Mr Konias Nghidengwa	+264 81 322 4394
Ms Monica Kauripeke	+264 81 630 3983
Ms Enatha Shikomba	+264 81 427 0922
Mr Bronson Tjzongoro	+264 81 885 2989
Ms Julia Kamwi	+264 81 342 0255
Mr Martins Matengu (Airport Customs Team Leader)	+264 81 309 4660

In case you do not get satisfactory assistance in this regard, please contact the Regional Manager: Customs and Excise, Mr Abner David on +264 81 306 2407.

We appreciate your support in making this initiative successful.

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Editorial Impressions

SPOTTING EXCELLENCE IN NamRA ATTIRE

In pursuit of celebrating remarkable staff members who consistently exemplify our brand values and wholeheartedly promote our corporate identity, we were captivated by the **Lagia Karomo**, a newly recruited Customs and Excise Officer at the Katima Mulilo Border Post.

Lagia made a lasting impression with her attire, a navy-blue power suit meticulously accented with an elegant touch of orange, complemented by shimmering silver stilettos. Her choice of attire not only radiated a sense of

professionalism but also underscored her genuine pride in representing our corporate colours, all of which was accentuated by a warm and welcoming smile. This clean look undoubtedly left a memorable mark on her fellow inductees and the onlookers.

As we journey forward and continue to celebrate the visual representation of our corporate ethos, we encourage all our staff members to embrace our corporate palette, knowing that their exceptional dedication will not go unnoticed.



Faces at NamRA

We proudly present “Faces at NamRA” dedicated to Heritage Week. On October 29, 2023, NamRA staff members from all regional offices came together adorned in their traditional attire, marking this significant occasion. Heritage Week is a vital celebration, honouring our shared history,

values and highlighting the unique cultures within NamRA. This special feature highlights our commitment to unity, understanding and inclusivity; reinforcing our belief in the strength of unity amidst diversity within our organization.



Faces at NamRA



