



REPUBLIC OF NAMIBIA
MINISTRY OF FINANCE

NOTIFICATION TO TAX PAYERS

MEASURES TO MITIGATE THE IMPACT OF COVID-19 ON TAX ADMINISTRATION

31 March 2020, As a response to the State of Emergency call as declared by His Excellence, Dr Hage Geingob, the President of the Republic, together with other national measures to prevent and contain the spread of the COVID-19 pandemic, the following measures are put in place to lessen the impact of COVID-19 on tax administration effective from 30 March 2020:

1. The Ministry of Finance will ensure the continuity of essential tax services during the lockdown period as follow:
 - **Tax Refunds** – Tax refund audits and processing of refunds continue. Face-to-face contact with taxpayers is not allowed unless it is absolutely necessary and the taxpayer involved is informed accordingly. Communication between taxpayers and officials as well as submission of information and documents required for audit purposes is strictly done digital. Taxpayers that maybe invited for audit at Inland Revenue must adhere to COVID-19 preventative measures as per Ministry of Health and Social Services guidelines.
 - **Taxpayer Registration** – The office responsible for taxpayer registration is not open for public. Individuals and companies eligible to register as taxpayers are encouraged to submit their application forms electronically through the Integrated Tax Administration System (ITAS) portal.
 - **Filing of Tax Returns** – Taxpayers are encouraged to make use of the online platform to submit their tax returns and related correspondences.
 - **Tax Directives** – Tax directives will be issued to those that apply through e-mail. The responsible office is not open to receive and process requests from walk-in customers.
 - **Tax Payments** – All our Cash Offices will remain open to accept over the counter payments including the sale of revenue stamps and processing of transfer duty receipts. However taxpayers are encouraged to pay their taxes by means of electronic fund transfer (EFT) in order to minimise face-to-face contact.
 - **Good Standing Certificates, Tax Clearance Certificates and Taxpayer Registration Certificates** – These certificates maybe requested on the portal and via email. Approved certificates should be collected in person from our Customer Care Centres. Taxpayers who will be collecting their certificates must maintain precautionary measures to prevent the spread of COVID-19.

- **Tax Debt Collection** – Taxpayers who wish to settle their tax accounts and arrange payment agreements should forward their requests via portal and email.
2. **NB: Special Reminder** – Taxpayers are reminded of the following:
- Tax refunds are only paid via EFT to taxpayers' accounts. It is the responsibility of our taxpayers to ensure that their bank accounts are correct and updated on the tax system.
 - Good Standing Certificates are issued free of charge.
 - Tax payments are only made at Inland Revenue offices and magistrate offices in areas where there are no Inland Revenue offices. During the lockdown period, we encourage taxpayers to pay via EFT to the bank accounts below.

All taxes other than Value Added Tax (VAT):

Account Name: Receiver of Revenue
Account Type: Current Account
Branch Code: 980-172
Account No: 165001
Swift code: CBKNNAX

VAT:

Account Name: Ministry of Finance Dedicated VAT Account
Account Type: Current Account
Branch Code: 980-172
Account No: 165060
Swift code: CBKNNAX

3. Except for Cash Offices at Inland Revenue or unless the taxpayer is specifically invited to visit the office, all offices will close for face-to-face interactions during the lockdown period, from 30th March 2020 to 16 April 2020.
4. **EXTENSION OF DEADLINE TO FILE PAYE RECONCILIATIONS** – Please note that the deadline to submit annual PAYE reconciliations is extended from **31 March 2020 to 30 May 2020**.
5. Taxpayers may contact regional managers for the respective Tax Office for any inquiries regarding tax services:
- Anita Beukes, +264812394444 or anita.beukes@mof.gov.na, Windhoek.
 - Ms Aune Shikongo, +264 811271847 or aune.shikongo@mof.gov.na, Windhoek.
 - Mr Vivian De Koe, +264 811287303 or vivian.dekoe@mof.gov.na, Oshakati.
 - Mr Joseph Nanghonga, +264 811299255 or joseph.nanghonga@mof.gov.na, Walvis Bay.
 - Mr Osbert Tuombale, +264 812518281 or osbert.tuombale@mof.gov.na, Rundu.
 - Mr Richard Mbuende, +264 811474659 or richard.mbuende@mof.gov.na, Keetmanshoop.
 - Ms Frieda Muaine, +264 811287992 or frieda.muaine@mof.gov.na, Otjiwarongo.
 - Mr Sakeus Kapweya, +264 811552992 or sakeus.kapweya@mof.gov.na, Katima Mulilo.
6. Enquiries relating to this notification should be addressed to Justus Mwafongwe, Commissioner for Inland Revenue Department at +264 811224551 or justus.mwafongwe@mof.gov.na.

Issued by

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