

Role of the

Directorate of Inland Revenue

Is to administer the tax laws in an efficient and effective manner to maximise State Revenue from internal taxation sources.

To fulfil that role, we will:

- Encourage and achieve the highest possible degree of voluntary compliance in accordance with the tax laws and regulations;
- Determine the extent of compliance and the cause of non-compliance;
- Continually search for and implement new, more efficient and effective ways of accomplishing our role;
- Broaden and expand the tax base in all areas of taxation, especially in the area of indirect taxes;
- Strengthen the compliance function through active enforcement and decentralisation of Tax Administration;
- Introduce and develop tax policies and legislation, which are conducive to revenue optimization and which takes proper cognisance of tax impacts on national savings and investments and sustainable growth.

Our standards of service: If you phone us:

- Answer within 5 rings
- We will connect you to the right person.
- We will give you our names and position.
- Identify by name & Directorate.

If you visit us:

- The Director will see you within 20 minutes of your appointed time;
- If you did not make an appointment, we will arrange for someone to help you;
- For general inquiries we will see you on the first-come first-serve basis;
- Our offices are open between 08:00 -13:00 and 14:00 -17:00, Monday to Friday
- Cash Office operates from 08:00 - 13:00

If you write to us:

- We will acknowledge receipt of your letter within seven working days;
- We will respond to your tax queries within thirty working days, depending on the nature of the query.

Commitment

- When handling your tax affairs, we will deal with them as required by the taxation laws and in a strictly confidential manner;
- We will ensure that you will discuss your tax affairs in privacy.

How we shall help taxpayers:

- We will issue a notice of assessment within eight months; after receiving your return of income;
- We will provide user-friendly forms which are clearly written;
- We will give information and assistance at our offices in Oshakati, Otjiwarongo, Rundu, Walvis Bay, Windhoek, Keetmanshoop and a satellite office in Katima Mulilo.

Provision of information:

- Specific information on the different types of taxation, for example, taxation of individuals, companies, mining operations including oil and gas extraction, farming operations and insurance business can be obtained from any of our offices;
- Specific information on Value Added Tax can also be obtained from any of our offices;
- Information on the achievements of the directorate is published in our Annual Reports, which are available on request.

**What we expect from you:
We need you:**

- To be honest and polite;
- To give us accurate information;
- To complete any return we send you accurately and on time;
- To pay your tax on time;
- To keep your File Identification Number and use it when enquiring about your tax.

If you are not satisfied:

- You can ask for your tax affairs to be revised again;
- You can object to an assessment or decision of the Minister in writing within 90 days of notice concerned by setting out the grounds upon which it is made;
- If the Minister rejects the objection, an appeal may be lodged to the Tax Tribunal or the Special Court for the hearing of Income Tax Appeals within 30 days after the date of the notice of disallowance;
- Thereafter you may appeal to the High Court or Supreme Court.

THIS CHARTER

- Sets the standards of service you can expect from the Directorate of Inland Revenue
- Reflects our commitment in providing an efficient, effective prompt and fair service.
- Explains how and where taxpayers can obtain more information on tax related matters.

- Explains how we will provide you with help and assistance.
- Tells you what we expect from you.
- Informs you how to complain, if you are unhappy with the service we provide.
- Explains how to object to an assessment.
- Explains how to appeal to a decision of the Minister.

For any information please contact:

THE DIRECTOR OF INLAND REVENUE

Private Bag 13185, Windhoek

Tel.: (061) 209 9111

Fax: (061) 304 018

Regional Offices

WINDHOEK

Receiver of Revenue
Private Bag 13185,
Windhoek
Tel.: (061) 209 9111
Fax: (061) 209 2001

KEETMANSHOOP

Receiver of Revenue
P.O. Box 451, Keetmanshoop
Tel.: (063) 224 864
Fax: (063) 244 863

OTJIWARONGO

Receiver of Revenue
P.O. Box 2127, Otjiwarongo
Tel.: (067) 300 400
Fax: (067) 300 401

OSHAKATI

Receiver of Revenue
Private Bag 5548, Oshakati
Tel.: (065) 229 700
Fax: (065) 221 190

WALVIS BAY

Receiver of Revenue
Private Bag 5027, Walvis Bay
Tel.: (064) 208 6000
Fax: (064) 208 6100

RUNDU

Receiver of Revenue
Private Bag 5771, Rundu
Tel.: (067) 256 500
Fax: (067) 256 546

Satellite Offices

KATIMA MULILO

Inland Revenue
Private Bag 1029, Ngweze
Tel.: (066) 253 222
Fax: (066) 253 268

MARIENTAL

Inland Revenue
P.O. Box 710, Mariental
Tel.: (063) 240 487
Fax: (063) 240 460

ORANJEMUND

Inland Revenue
P.O. Box 324, Oranjemund
Tel.: (063) 230 041/230067
Fax: (063) 230 067

TSUMEB

Inland Revenue
P.O. Box 1024, Tsumeb
Tel.: (067) 220 062/230 083
Fax: (063) 220 032

REPUBLIC OF NAMIBIA

Ministry of Finance



TAXPAYER CHARTER



Directorate of Inland Revenue