



REPUBLIC OF NAMIBIA

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MINISTRY OF FINANCE - CUSTOMS AND EXCISE

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**WALVIS BAY**  
**NAMIBIA**

27 MARCH 2020

TO: ALL CUSTOMS BROKERS/TRADERS/TRANSPORTERS/PUBLIC  
WESTERN REGION

FROM: YOOLOKENI HAIHAMBO  
DEPUTY DIRECTOR: CUSTOMS AND EXCISE  
WESTERN REGION



**REF: PRECAUTIONARY MEASURES OF IN LIGHT OF COVID-19**

In response to the worldwide outbreak of COVID-19 and cases of outbreak of the same in Namibia, his excellency, the Republican president of Namibia, Dr. Hage G. Geingob declared on 17<sup>th</sup> March 2020, a national wide state of emergency as part of the precautionary and preventative measures to curb the spread of COVID-19 and subsequently a lockdown of Khomas and Erongo regions effective from 27<sup>th</sup> March 2020 to 16<sup>th</sup> April 2020.

Customs, particularly Western region being one of the agencies providing essential services will continue to provide its services, but it will not be business as usual. Just like other agencies and entities, precautionary measures will be observed as follows:

**Regional Office (Walvis Bay)**

1. We advise companies to appoint only one person to submit files at front office or bonded warehouse section at the counter.
2. Files will be submitted from 09:00 hrs. to 10:30hrs and from 14:30hrs to 15:30hrs.
3. Communication for collections of files will be done via email or telephone.

4. Collection of files will be from 09:00 hrs. to 10:30hrs and from 14:30hrs to 15:30hrs
5. Only three people will be allowed at a time to submit or collect files at the counter area.
6. All queries and appointments will only be telephonically or email
7. No one will be allowed to wait for files at front office or within customs area.

### **Main Gate**

1. No one is allowed to come in the office except customs officials
2. For Transires, inwards and outwards clearance, agents will push the documents under the door and once processed, documents will again be given to the agent under the door.
3. For imports and exports, agents will push the documents under the door and go back to wait for the officer at their vehicle.
4. During inspections, agents should keep a distance (1 meter) from the officer until the officer gives an appropriate instruction
5. Only three people to be at the inspection area at any given time.
6. The office will operate from 08:00 – 17:00. From 06:00 to 08:00hrs and from 17:00 to 22:00hrs, an officer will be on call (standby), the contact number will be pasted on the door.

### **Container Gate**

1. Documents will be handed through the window.
2. No one is allowed to come in the office except customs officials
3. The driver should wait until the officer gives the appropriate instruction.

Understandably and undoubtedly, these new measures will bring some inconveniences and discomfort to everyone, but we should all collectively and proactively embrace these measures not only at customs but everywhere where such or any other measures are in place until such a time when we can do business as before.

As usual, we count on your support.

A handwritten signature in blue ink, appearing to read 'H. Paul' or similar, is located to the right of the text 'As usual, we count on your support.'