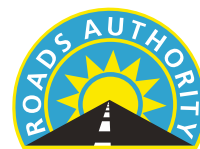




ROADS AUTHORITY INTERNAL NEWSLETTER



SAFE ROADS TO PROSPERITY

SEP/22

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RA'S PARTICIPATION IN THE AFRICAN PUBLIC SERVICE DAY CELEBRATIONS, A SUCCESS



RA STAFF AT THE PUBLIC SERVICE DAY

The African Public Service Day (APSD) is based on the African Union Charter on Values and Principles of the Public Service and Administration, adopted by the 16th Ordinary Session of the Heads of States and Governments of the African Union (AU) in Addis Ababa, Ethiopia on 31 January 2011. Upon ratification by Member States, it came into force on 23 July 2016. Successively, Member States declared 23 June as African Public Service Day to celebrate the important work done by Public Servants across the continent.

In celebration of this year's APSD, the Government of the Republic of Namibia in partnership with the United Nations (UN) in Namibia organized a public exhibition in Otjiwarongo on 23 June 2022.

The event which celebrates the contributions of Public Servants in spearheading national and continental development, brought together various Government Institutions and Public Entities to exhibit services at the event.

In harmony with the principles of service

delivery, teams from the Road Authority's Transportation Business Unit, namely NaTIS and Transport Inspectorate, were among the attendees and exhibitors at the event.

Whereas the NaTIS team exhibited information related to their services, they also offered the following services:

- Vehicle renewals
- Deregistration/ Scrapping of Vehicles
- Duplicate Registration /Deregistration certificates
- Change of Addresses
- Notice of change of ownership
- Applications for Personalized Number Plate
- Enquiries related to updates on applied licence card renewals

On the other hand, members of the Women in Transport (WiT) promoted the **Women in Transport Road Safety Program**. This is an initiative aimed at empowering women with important knowledge about road safety as well as basic skills and technical know how of vehicle upkeep. The team also undertook road block interventions to create

awareness and educate motorists and passengers about important car safety rules, such as the importance of having car booster seats for toddlers, the correct seating for passengers with babies and other important safety interventions. The team also conducted random inspections on vehicle fitness, driver fitness, use of seatbelts etc.

The commemoration of the APSD in Namibia is spearheaded by the Office of the Prime Minister. The Secretary to Cabinet, Mr. George Simataa was the keynote speaker at this year's celebrations.

Speaking at the event, Mr Simataa explained that the APSD is an African Union (AU) strategic event, celebrated by all member states in recognition of the important roles played by public servants across the continent in delivering much needed public services and in appreciation of Public Servants. Mr Simataa added that Government programmes such as business process re-engineering, customer service charter and the introduction of online (e-government) services must be championed to fruition in order to support the achievements of Namibia's Harambee Prosperity Plan and Vision 2030.

"Clearly, the public sector has become accidentally agile, with new procedures and protocols, accelerated processes and fast tracked mobility programs", adding that "Governments should develop ways to review and capitalize on many of the changes introduced and put them on a more sustainable footing," Mr Simataa noted.

This year's celebration was held under the theme "enhancing the resilience of the African Public Administration to support and facilitate the realization of Africa's nutritional needs during and post Covid-19 Pandemic".

This theme was deemed relevant in the face of a global pandemic, praising public servants for their unprecedented innovative ways in keeping public service deliveries uninterrupted under very challenging circumstances.

Mr. Simataa also paid homage to all public servants who succumbed to Covid-19, while delivering services.



RA BIDS EMOTIONAL FAREWELL TO MR IMMANUEL !HANABEB, EXECUTIVE OFFICER OF CORPORATE SERVICES



SAYING GOODBYE: MR IMMANUEL !HANABEB GIVING HIS GOODBYE SPEECH

Management and staff members of the Corporate Services Business Unit organized a farewell luncheon in honour of its outgoing Executive Officer, Mr Immanuel Tino !Hanabeb.

Mr !Hanabeb left the employment of the RA, to take up a lucrative position as Chief Executive Officer (CEO) of Erongo Red.

The farewell event brought together all the business units that were under Mr !Hanabeb's Management as well as Executive Management members, including the Chief Executive Officer, Mr Conrad Lutombi and the Executive Officer of Transportation, Mr Sidney Boois.

"Congratulations on your appointment, we hoped to have you at RA for a long time, however we are very proud of your Executive appointment and I am confident that you are going to do a great job," Mr. Lutombi noted in his farewell message to Mr. !Hanabeb.

Mr. Lutombi further mentioned that during Mr. !Hanabeb's time as Executive Officer: Corporate Services, he witnessed major transformations and effectiveness of the Business Unit. He went on to thank staff members from the Business Unit for coming together to say goodbye to their Executive, adding that he hoped staff members have benefited from Mr. !Hanabeb's teachings, coaching and mentorship. Mr. Lutombi added that Mr !Hanabeb's departure will leave a big void in the Executive Management, however, he assured staff members that the RA will fast track the recruitment process to fill the gap as soon as possible.

The Executive Officer of Transportation, Mr. Sidney Boois also took the podium to share words of encouragement to his colleague. "Although I am very happy for you, the reality is not hitting the heart, as goodbyes are never easy," Mr. Boois noted. He shared a motivational story about charisma, conveying the adage of charisma and good heartedness as good leadership traits. "When Erongo Red was looking for a new leader to head its organization, they were not only looking at academic credentials but most importantly, searched for an individual who embodied great character, charisma, someone coming with a good heart and a good fit for the organizational culture," Mr Boois said. He added that he believes as a man of good heart, Mr !Hanabeb is that leader identified to steer the institution further and by extension, our beautiful country.

The man of the hour, the outgoing Executive Officer of Corporate Services, Mr Immanuel !Hanabeb also shared a few words with the colleagues. True to his faith in the Higher Power, he started off by sharing a scripture from Philippians 2, verse 1-4. He then went on to relate his brief time at RA, saying that God allowed him to join RA when he did but that he never expected to leave so soon, adding that he felt his departure was bitter sweet because he felt "it was too short and unfair to the organization". He also expressed that despite his short tenure, he felt blessed to have known everyone in the short time he has been with the RA.

Other staff members from the business unit, namely Ms Connie Nyati, Divisional Manager: Human Capital, Ms Stella Hjarunguru, Divisional Manager: Finance and Ms Daniella Engelbrecht, RA Workers Union Representative, also took the opportunity to share their experiences working with Mr !Hanabeb, saying that he was a great individual and easy to work with.

Ms Nyati also conveyed congratulatory messages to the outgoing Executive on behalf of the entire Human Capital Division. Offering encouraging parting words, Ms Nyati said that Namibia's Economy was broad, and that perhaps in future, the wheels of fortune would turn in RA's favour, suggesting a possible future return of Mr !Hanabeb to the RA.

The farewell luncheon was held on Mr !Hanabeb's last day at work, as an RA Employee. He assumed duty at his new job on the 1st of June 2022.



ICT INTRODUCES A NEW MICROSOFT SYSTEM



Microsoft Dynamics 365 is aimed at improving operational efficiencies of our day to day business operations.

As with anything in life that evolves, so too does technology. As old systems became redundant, new ones are introduced. In moving with the times and adopting to new, improved and efficient technologies, the RA's Information and Communication Technology (ICT) Division introduced a new Microsoft Dynamics 365 system that is aimed at improving operational efficiencies of our day to day business operations.

To shed more light on this new system, Ms Taimi Shigwedha, Senior Application Analyst at ICT explains what this new system is and how it operates.

WHAT IS MICROSOFT DYNAMICS 365?



Microsoft Dynamics 365 is an enterprise resource planning system developed by the Microsoft organization. An Enterprise Resource Planning (ERP) refers to a type of software that organizations use to manage day-to-day business activities such as accounting, procurement, project management, risk management, compliance, and supply chain operations.

There are different types of modules available on Microsoft Dynamics 365, however the Roads Authority (RA) has adapted the Finance and Operation module, hence the word **Microsoft Dynamics 365 Finance and Operation**. Previously, RA was using the older version of **Microsoft Dynamics** called Microsoft Dynamics AX 2012 r2, which has since reached its end of life. This prompted the ICT to upgrade the system to a newer version called Microsoft Dynamics 365. MS Dynamics D365 is designed to allow business units to effectively collaborate, optimize business tasks, and drive growth by retaining and providing valuable data and information needed by management to make informed decisions.

WHY WAS THE UPGRADE TO D365 NECESSARY?

Microsoft ended the **Microsoft AX 2012 r2** support (End of life) on the 12 April 2022, thus the expected need for change to move to a new system.

WHAT IS THE PURPOSE OF THE NEW SYSTEM AND HOW DOES IT DIFFER FROM THE PREVIOUS SYSTEM?

Given the fact that end of life support for the legacy system got to its end, and after a successful gap analysis between what we had and what we want, it was thus recommended that RA upgrades its ERP to a newer version. Some of the benefits of this upgraded version are outlined below:

- Increased productivity
- Advanced functionalities
- Enhanced look and feel
- Browser based app
- Highly customizable
- Easy to move to cloud
- Accessible on multiple platforms
- Easy to integrate with 3rd parties

WHAT ARE SOME OF THE WORK THAT WILL BE PROCESSED ON THE NEW SYSTEM?

With the D365 system, applications such as the Leave Management module is now embedded within the system, offering a convenient experience of filing yester months leaves without worrying about the cutoff date.

We are also pleased to announce that job applications, requests for quotations, tender biddings and other procurement methods will also be exclusively done online via our E-Recruitment and E-Procurement platforms that are integrated into D365 for prompt execution.

The applications team has also conducted handholding support to staff members since the **go-live but end-users training** at both Head Office and Regional Offices. In addition, the Go-Live Circular, Training plan and schedule was shared with all colleagues.

HUMAN CAPITAL (TALENT DEVELOPMENT) CORNER WITH MR THEO NDENGE



**MR THEO NDENGE,
MANAGER: TALENT
DEVELOPMENT**

The Human Capital Division is responsible for amongst others, the development and implementation of human resources strategies, policies and processes aimed at supporting and achieving corporate business objectives.

In this regard, the Division of Human Capital engaged in the development and roll-out of various Organisational Development (OD) programmes such as the following:

- (i) Culture / Values;
- (ii) Performance Management;
- (iii) Succession planning;
- (iv) Policy formulations and reviews;
- (v) Staff development;
- (vi) Internships, amongst others.

It is worth noting that any progressive organisation strives to implement value addition programmes that are aimed at achieving excellent customer service delivery and improve business continuity.

Despite the prevalent circumstances of Covid-19, a lot has been achieved during the reporting period of January 2022 to 30 June 2022. Significant achievements are highlighted below:

(a) Culture /Values

(i) Organisation culture/values are the back bone of any world class organisation. Profound and embedded good culture promotes result driven performance. As an organisation, the RA has a strategic objective on its strategic scorecard of "Promoting High Performance Culture".

(ii) An Annual Re-treat for the Organisational Culture Committee (OCC) was arranged and conducted in April 2022. The objectives of the re-treat were amongst others, to reflect and take stock of the culture programmes & activities and to develop a way forward for possible action. The re-treat which took place in Swakopmund also served as a teambuilding exercise for the OCC.

(b) Performance Management

(i) The ongoing implementation of a Performance Management System, through a Balanced Scorecard approach, continues to make strides. This year, the PMS is in its 4th year of the current five (5) year plan. Accordingly, performance rewards of the previous year were paid out in February 2022. However, the correct time lines for closing off of performance cycle is usually May and pay-outs are made in August of each year.

(iii) Furthermore, Performance Verification for the period 02 of 2021 / 2022 was conducted in May 2022. It was then followed by a subsequent process of administering "Referred Back Assessments and Agreements". This process is a concern in RA, since employees whose assessment or agreements that are referred back for corrections take long to re-submit. However, we are busy rectifying this setback to ensure future adherence to time management.

(c) Succession Planning

This is one of the most challenging interventions for RA to realise, as its success is strongly dependent on a solid organisational culture. It requires sound and solid value systems to thrive and add value, otherwise, it will serve as a paper exercise.

To ensure that the Succession Planning concept works, RA has embarked on developing a Succession Planning Policy. This document is yet to be approved by the Board of Directors. Roll-outs have commenced, whereby progress observed such as divisional presentations were done, a steering committee and divisional committees were also established. Templates developed for this purpose were also handed over to divisional committees for validation and signing-off.

(d) Policies formulations and reviews

Policies are vital for a proper functioning organisation. Policies assist with upholding corporate governance and compliance. In this regard, the following policies were reviewed: Knowledge Management; Succession Planning and RA Performance Management Manual.

(e) Staff development

Despite Covid-19 setbacks, the Human Capital Division continued to empower and capacitate staff members. In this regard, various relevant competency based training and development interventions were rolled - out. Equally, a considerable amount of money was invested through direct and indirect (external and in-house training programmes) training.

Moreover, RA continued to provide financial assistance to employees in the form of interest free study loans and bursaries to external students. In February 2022, Nine (9) new intakes were awarded bursaries in various fields of study at a tune of N\$50 000 each.

(f) Internships

Internship is a broad capacity development programme, coupled with mentorship & coaching. RA's approach on internship is both a social responsibility and potential recruitment method for future staffing purposes. In this regard, the RA continues to offer internship opportunities to students in fields such as Civil Engineering, Human Resources, Information Communication Technology (ICT), Finance, Administration/ Secretarial and Geoinformation System (GIS).



**ORGANISATIONAL CULTURE COMMITTEE (OCC)
DURING A RETREAT IN SWAKOPMUND NAMIBIA**

RA COMMENCES WITH CONSTRUCTION OF PHASE 2B OF THE WINDHOEK TO HOSEA KUTAKO INTERNATIONAL AIRPORT ROAD PROJECT

The Roads Authority (RA) has commenced with the final phase of the Windhoek to Hosea Kutako International Airport (HKIA) Road Project. This was confirmed by Honorable John Mutorwa, Minister of Works and Transport, at a groundbreaking ceremony that was held in Windhoek on the 9 th May 2022.

Phase 2B is a continuation of Phase 2A of the construction to dual carriageway standard of the Windhoek to Hosea Kutako International Airport (HKIA) road project. It is the 3rd and last phase of the overall Windhoek to HKIA project which commenced in 2016.

This project covers the road from Dordabis Interchange to the south of the existing Trunk Road 6, Section 1 towards the HKIA. It continues in an east-erly direction up to the Airport, covering a distance of 21.3 kilometres.

Due to the difficult terrain in this area, this phase of the project is described as very complex as it passes through mountainous areas, requiring specialized expertise to construct.

Officiating the ceremony, Hon. Mutorwa used the occasion to express gratitude to the People's Republic of China for their continuous support in availing funding for development of Namibia's road infrastructure, which he says is "aimed at uplifting the living standards of the Namibian people".

Hon. Mutorwa outlined some of the benefits of this grand project (Windhoek to HKIA), pointing out that the dual carriageway will help boost the economy by allowing safe movement to and from



the Capital City (Windhoek) to other important points such as the Port of Walvis Bay. "Furthermore, the project will also bring additional benefits to motorists including increased mobility, safety due to reduced incidences of head on collisions as well as pedestrians'/motor vehicle conflicts. In addition, the project will also contribute to social benefits such as poverty reduction through job creation, skills transfer and empowerment of local contractors and reduced vehicle operating costs amongst others," Minister Mutorwa remarked.

RA Board Member, Mr Tuyoleni Hamata,

in his welcoming remarks spoke about the importance of good road infrastructure to a country. He noted that as a developing country, Namibia has made continuous efforts to position its economy favorably and to make it competitive at regional and international levels. "To do this, we committed to creating and fostering a conducive environment to enable us to provide reliable road infrastructure," he emphasized.

Mr Hamata went on to say that although it is common knowledge that good roads are essential to the future of all Namibians, the RA's performance has been greatly impacted by the economic downturn caused by the Covid-19 pandemic. He however assured the public of the RA's commitment to continue delivering on its mandate by optimally utilizing the financial resources at hand.

Phase 2b of the Windhoek to HKIA project is funded through a grant from the People's Republic of China at a tune of N\$1,035 billion.

This phase of the project is expected to create approximately 270 jobs for Namibians with opportunities available for supplying and subcontracting of specialized works for local SME and subcontractors.





ANNA AMUTENYA, ENGINEER IN TRAINING

As part of its Corporate Social Responsibility and strategy to contribute to capacitating business areas, such as Engineering and ICT, that has limited skilled professionals in Namibia, the RA initiated a Bursary Scheme which commenced in 2003.

Almost 20 years on, this programme continues to yield positive results, with a number of graduates now integrated into the organization.

In this edition, RA Corporate Communication Team speaks to Anna Amutenya, a beneficiary of the RA bursary scheme and Engineer in training at the Network Maintenance Division about her experience and personal aspirations.

Can you tell us a bit about yourself and what you do?

My name is Anna N. Amutenya, a 26-year-old young lady, born and raised in Ongekukumo, a small village in Ombalantu, Northern Namibia. I started my primary school education at St Michaels Roman Catholic Primary School in Outjo, Kunene Region and later moved to Oshikoto Secondary School in Tsumeb for my secondary education. After secondary school, I went on to pursue a Bachelor of Technology in Civil Engineering from the Namibia University of Science and Technology (NUST). I am registered in terms of the Engineering Profession Act (Act 18 of 1986) with the Engineering Council of Namibia as an Engineer in Training.

Prior to my appointment at the RA, I worked and acquired experience in the Marine Civil Engineering fraternity. As a student Trainee, I had the privilege to work on significant projects such as Namport's small craft harbour and Hangana Fishing Jetty in Walvis Bay for Shoreline Construction.

I am employed as an Engineer in Training in the Network Maintenance, Division, Otjiwarongo Region where I have been training under the mentorship of the Regional Engineering Manager, Mr Johan Essmann since 2021. The mentorship programme will run until such time that I become a registered Engineer.

RA CAREER CORNER

What project are you currently attachment to and where is it located?

I am currently based in Henties bay where I am attached to the Main Road (MR76) project that is being upgraded from a gravel road to bitumen standard. As a counterpart trainee, my role involves amongst others, the following: ensuring quality assurance, ensuring that health and safety standards are practiced on site, and that the Environmental Management Plan is carried out to preserve Namibia for the next generation.

I am also attached to the re-graveling project of D2612 where I was able to build relationships with the community.

The road that our team is working on serves the community of Twyfelfontein (community consisting of round about 8 villages) and is also frequently used as a tourism route. Furthermore, the road also links more than 6 tourist attractions, such as, the Petrified forest, Wondergat, Damara Living Museum, Twyfelfontein Engravings, Organ pipes & Burnt Mountain to mention just a few.

The facility currently has 12 accommodation facilities alongside it, with the five star Onduli Ridge already being considered as one of the best in Namibia. Apart from that, one commonly used facility on this route is the Mowani Mountain Camp that has been frequently visited during Covid19 Lockdown. Other facilities that I'd recommend alongside this road are Camp Kipwe a sister to Mowani, Malansrus tented Camp, Twyfelfontein adventure camp, Twyfelfontein Country Lodge and Khoendi Guest Farm amongst others.

We are busy upgrading the road to Low Volume Seal (LVS) standard. What this means is that, gravel roads with relatively low vehicle traffic volumes are upgraded to appropriate surfaced standards. This type of road upgrade was deemed viable due to a number of factors amongst others, reducing transportation costs (construction, maintenance and vehicle operating costs), increase social benefits (i.e. more reliable access to schools, clinics, etc.) and reduce adverse environmental impacts and health and safety concerns. Additionally, LVS aim to provide better riding quality and reduce the need for regular maintenance.

What are some of the challenges that you face, if any?

Due to the nature of my type of work, I am mostly field based. Working from site can sometimes be challenging for a female as conditions are not always conducive, especially when it comes to necessary comforts such as changing rooms or ablution facilities. However, despite these small challenges, overall, I enjoy being on site and doing field work. There's unimaginable joy in putting in effort and seeing something tangible come as a result of your input.

What are your future aspirations?

What brings me joy as a Civil Engineer is that I bring tangible differences to people's lives. Thus, my aspirations are to become registered with the Engineering Council and to someday be given the opportunity to run and manage projects on my own, while transferring knowledge and skills to upcoming young Engineers.

KNOW YOUR COLLEAGUES - INTERN SPECIAL

Internship programmes gives students the opportunity to enhance their skills and get on the job training in preparation for the real world. In addition, internship gives students a competitive advantage in their pursuit of permanent positions.

In support of those early steps, the RA implemented and continues to offer Internship opportunities to students from various Institutions of Higher Learning at its various operations/offices.

In this edition of Know Your Colleagues, RA interns share their experiences, working at the institution.



BARAKIAS SHANGULA:

FORMER INTERN, LEGAL SERVICES

1. Can you briefly tell us about yourself, who is Shangula?

I am Barakias Shangula, a motivated young man, always striving for the best. I was born and raised in Okatale, Oshana Region and schooled in Windhoek, but currently living in Grootfontein.

I am a Level 3 Certificate holder in Office Administration. I am also currently doing my High Certificate in Business Management with Regent Business School in South Africa.

2. You are an intern at the RA, when did you start your internship with the RA?

I started my internship in September 2021, as an Assistant Administrator, under the Legal Services Subdivision, with provision for extension during the internship period.

3. What has been your experience thus far? What have you learnt in your position as an intern?

Being an intern is quite stressful but a learning experience. I have learned how to draft submissions and memorandums with the guidance of Ms. Imelda Kaumunika, the Senior Administrative Officer of Corporate Communication and I am now certain that I can do it.

4. What do you like most about interning here at the RA, and what are some of the highlights of your internship, if anything at all?

I like the fact that RA staff are friendly and very helpful; overall RA is a place of learning, gaining experience and building your passion and career prospects.

5. What are the biggest challenges, if any?

To be the best comes with many challenges. Although I have overcome them, handling an angry customer and dealing with highly confidential documents were the biggest challenges I faced during my internship period.

6. What advice would you give to any aspiring student out there who would want a similar opportunity to intern at the RA?

Step in there. Do your best. Adhere to the tasks allocated to you, mostly learn, learn, and never stop learning.

7. Any interesting facts about yourself that you'd like to share?

I love making jokes, playing chess, gardening. Apart from that, I spend most of my time mentoring young adults on life after secondary school and how to tackle challenges in rough situations.



ROMARIO BRUWER:

INTERN AT PROCUREMENT MANAGEMENT UNIT

1. Can you briefly tell us about yourself, who is Romario?

My name is Romario Bruwer. I am 21 years old and was born and raised in Rehoboth, Namibia. I completed my high school at Windhoek High School, achieving 39 points

in grade 12. I then furthered my studies at the National Institute of Technology, studying Logistics and Supply Chain Management.

2. You are an intern at the RA, when did you start your internship with the RA?

After a successful interview, I started my internship at the Roads Authority on the 4th of April 2022.

3. What has been your experience thus far? What have you learnt in your position as an intern?

The past 3 months have been an excellent learning experience for me. It is true when they say that the job is way different than what you learn in the books. I have learned that the customer is always right no matter how wrong they may be. I have also learned about the different tendering styles and processes. Furthermore, I have learned about all the statutory documents and requirements of a tender. I learned how to interact with different personalities and how each department is dependent on one another for the smooth operation of the company.

4. What do you like most about interning here at the RA, and what are some of the highlights of your internship, if anything at all?

I like the way that RA employees work together like a perfectly functional family. The highlight of my internship this far is the friends that I have made with my co-interns and the way we look out for each other.

5. What are the biggest challenges that you experience as an intern if any?

The biggest challenge for me as an intern is to balance my studies and work duties to make the best of both worlds.

6. What advice would you give to any aspiring student out there who would want a similar opportunity to intern at the RA?

I would advise such students to prepare themselves mentally first and then to grasp the opportunity with both hands as the learning potential at Roads Authority is endless.

7. Any interesting facts about yourself that you'd like to share?

I'm a petrolhead so if I won N\$100 000 today, I would spend it on buying and modifying a car.

INTERN SPECIAL CONTINUES...



**MIKE
TIMOTEUS:**
*INTERN AT PROCUREMENT
MANAGEMENT UNIT*

1. Can you briefly tell us about yourself, who is Mike?

I am Mike Timoteus, a 3rd year Logistic and Supply Chain Management student. I am currently doing my internships with the Roads Authority at the Procurement Management Unit. I would describe myself as driven, helpful, and reliable. I am always working toward a new goal and trying to achieve more. Even though I set out to accomplish my own goals, I make sure to stop and help others. Finally I stick to my promises. If I say I'll do it, you don't have to remind me. I'll get it done promptly.

2. You are an intern at the RA, when did you start your internship with the RA?

I had the opportunity to join the number 1 best Roads in Africa award winning company on the 05th of April 2022

3. What has been your experience thus far? What have you learnt in your position as an intern?

Interning in the Procurement Management Unit comes with a lot of pressure. However, I do believe that its benefit to my future aspirations will be fruitful. Working in the department that is responsible for conducting and managing the procurement activities of the RA, from the initiation of procurements to the awarding of the procurement, have given me in-depth exposure to the Public Procurement Act, 2015 (Act 15 of 2015). The experiences have most certainly added to my industry readiness and surely my door into a procurement career have been unlocked as a result of the exposure I got during my internship.

4. What do you like most about interning here at the RA, and what are some of the highlights of your internship, if anything at all?

- I love the fact that we (the interns) are involved in the processes, which makes me feel like an actual staff member at the Roads Authority.
- The Procurement Unit is an exciting environment to work in as there is always something new to learn. It has enabled me to apply the theoretical knowledge gained through my studies into practice. Thus far, I have had the exposure of participating in tender opening processes, pre-tender meetings and general encounters with the bidders.
- The sense of achievement when a Tender or a piece of Procurement work has been successfully concluded.

5. What are the biggest challenges that you experience as an intern, if any?

The biggest challenge that I have experienced thus far is not being able to exhaustively answer to the bidders' queries, as I am not fully acquainted with the Public Procurement Act, 2015 (Act 15 of 2015) and its Regulations. Working in a department that is compliance oriented comes with challenges as you often get clients that come with challenging enquires that require the assistance of an experienced official to clarify issues relating to bids. Despite these minor challenges, I am pleased to work with friendly officials who are always ready to land a helping.

6. What advice would you give to any aspiring student out there who would want a similar opportunity to intern at the RA?

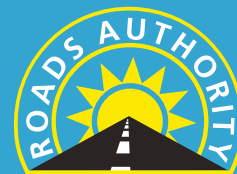
Interning at the Roads Authority comes with rich industrial knowledge, particularly when you are in the Procurement Unit. This Unit deals with compliance and confidential information pertaining to procurement processes. Therefore, for you to be a suitable candidate, you should have integrity, be hardworking, and have the eagerness to learn.

7. Any interesting facts about yourself that you'd like to share?

As for hobbies outside of work, I am an architect at heart. I like to build things with LEGOs.



STEP BY STEP ONLINE VEHICLE LICENSE RENEWAL PROCESS



SAFE ROADS TO PROSPERITY

Registration

- 01** Visit the Roads Authority Website: www.ra.org.na
- 02** Click on the **"NaTIS Online Services"** link which is displayed on the home page
- 03** Click on the **"Register"** link
- 04** Register either as an **Individual or Business**
- 05** **Enter details** as they appear on Identification documents such as Identity Number, Traffic Register Number or Business Registration number
- 06** **Enter either** a vehicle licence number registered on your name, Driving/Temporary Driving Licence number or Learners Licence number.
- 07** **Enter Login credentials** (user name, password, email address and cellphone number)
- 08** Client will receive a **One Time PIN (OTP)** on his/her Cellular phone
- 09** **OTP** must be entered in the required field
- 10** Registration is completed

NOTE: Please ensure that the details entered correspond with the details on the NaTIS system. The system validates the information entered and if not correct the registration will be rejected.

Online Renewal

- 01** After confirmation that a client has registered, click on **LOG IN**
- 02** Enter **User Name** and **Password**
- 03** **Follow the prompts** to renew the vehicle(s)
- 04** Ensure that **enough funds** are in the Bank Account to prevent the transaction to be rejected
- 05** If more than one vehicle is registered, clients can **select to renew all** or **select specific ones**
- 06** Clients should enter a **Delivery Address** where the license will be delivered
- 07** License discs will be delivered within **5 working days** from the date of the transaction

Please contact our online services **Help Desk** at online.enatis@ra.org.na or **Call Centre** at **061 284 7777** for assistance.