



can you give the answers in a more descriptive way

NATIS (National Traffic Information System) and RA (Roads Authority) in Namibia manage critical transport services like vehicle registration and road safety. Expanding the previous list, here are the same common chatbot questions with more detailed, step-by-step answers to better suit a RAG system. These draw from official processes to guide users comprehensively.^{[1] [2]}

Vehicle Registration & Licensing

- **What documents do I need for new vehicle registration?**

For a brand-new or imported vehicle, gather your valid ID or passport, two recent passport photos, proof of residential address (like a utility bill), the original vehicle purchase invoice or sales agreement, a valid roadworthy certificate from an authorized testing station, and customs clearance papers if imported. Head to your nearest NaTIS office, submit everything at the counter, undergo a vehicle inspection if required, pay the registration fee (starting around N\$200 plus licensing), and receive your registration certificate, number plates, and license disc on the spot or after processing.^{[3] [1]}

- **How do I renew my vehicle license?**

Vehicle licenses expire annually, typically at month-end. For convenience, use RA's online portal by emailing online.enatis@ra.org.na with your vehicle disc number, registration details, and proof of payment (via bank deposit to RA's account). Alternatively, visit a NaTIS office in person with your ID, current license disc, and proof of address; staff will verify no outstanding fines, process renewal, and issue a new disc. Always renew before expiry to avoid penalties, and note that heavy vehicles may need weighbridge clearance first.^{[4] [5] [6]}

- **What if my license disc is lost?**

Immediately report the loss to the police for an affidavit, then visit NaTIS with your ID, vehicle registration certificate (logbook), the police affidavit, and a completed duplicate application form. Pay the N\$50 fee (cash or card at most offices), and staff will verify details before printing a replacement disc, usually same-day service unless system issues arise.^[3]

- **How much is vehicle licensing?**

Fees depend on vehicle type, engine capacity, and tare weight—for example, sedans under 1500cc might cost N\$1,000–N\$1,500 annually, while trucks are higher (N\$5,000+). Download the full 2026 tariff schedule from ra.org.na/downloads, factor in any arrears or fines, and budget for roadworthy tests (N\$300–N\$500 extra if needed). Fees are non-refundable and must be paid upfront.^[7]

- **Can I change vehicle ownership?**

Both buyer and seller must attend NaTIS together with IDs/passports, the original registration certificate, a roadworthy certificate (valid 30 days), purchase

agreement/affidavit of sale, and proof of settled fines. The seller signs over ownership, buyer pays transfer duty (around 1–2% of value) plus fees, and new plates/disc issue immediately if all clear.^[1]

Driver Licensing & Testing

- **How do I get a learner's license?**

You must be at least 16 years old. Book an appointment at a NaTIS testing center (like Windhoek Lafrenz), bring your ID, proof of address, two passport photos, and pay the fee (N\$100–N\$200). Pass an eye test and 30-question theory exam on road rules (70% pass mark); if successful, get your learner's permit valid for 2 years, allowing supervised driving.^{[2] [5]}

- **What's required for a driver's license test?**

Hold a valid learner's for at least 6 months, then book a practical test (yard maneuvers + 45-minute road drive) via phone or at NaTIS. Arrive with learner's permit, test vehicle (insured, roadworthy, dual controls if code B), and fee. Pass both to receive your probationary license (code A/B/C based on vehicle class), valid 2 years before full upgrade.^[2]

- **How to renew my expired driver's license?**

If expired less than 2 years, visit NaTIS with ID, old license, eye test results, and fee—no retest needed. Over 5 years? Full retest required plus medical fitness certificate. Use ra.org.na/natis-licence for bookings; renewals processed digitally for faster service.^[5]

- **What are professional driver permit rules?**

For PrDPs (heavy vehicles, taxis), submit medical report (vision, fitness), criminal clearance, advanced practical test, and vehicle-specific training proof. RA approves after verification; renew every 3 years with similar checks to ensure road safety.^[8]

Roadworthy & Inspections

- **Where do I get a roadworthy certificate?**

Only RA-approved testing stations (not all NaTIS offices) inspect brakes, steering, lights, tires, emissions, and structure. Book ahead, pay N\$300–N\$600, get certificate valid 30 days for registration—essential for new owners, exports, or licensing.^{[2] [3]}

- **What if my vehicle fails roadworthy?**

Receive a detailed defect report; repair within 30 days and return to the same station for free retest. Common fails: worn tires, faulty lights—fix promptly to avoid delays in other services.^[1]

Permits & Special Cases

- **How to apply for personalized plates?**

Download form from ra.org.na, submit with motivation letter (e.g., name/business), current reg docs, and premium fee (N\$5,000+). RA reviews for approval (no offensive words), then collect at NaTIS.^[1]

- **What's a temporary permit?**

For test drives, exports, or breakdowns: apply at NaTIS with ownership proof, insurance,

and reason; get 21-day disc/plates for N\$100–N\$300, non-renewable.^[3]

- **Vehicle stolen—what to do?**

File police report (get case number), notify NaTIS immediately for temporary de-registration to prevent misuse. If recovered, re-inspect roadworthy, apply for re-registration with police clearance.^[9]

- **How to register an inherited vehicle?**

Executor submits death certificate, letters of executorship/will, heir's ID, roadworthy, and affidavit—no transfer duty. RA processes title transfer directly.^[3]

Locations & Contacts

- **Where are NATIS offices in Windhoek?**

Main: Valley Road (full services: reg, tests, licensing); Tal Street (licensing/renewals only); Lafrenz Industrial (driver testing). Open weekdays 8AM–4PM; check ra.org.na/contact for phones and queues.^{[6] [2]}

- **Is there NATIS in [other town, e.g., Swakopmund]?**

Yes, 44 branches nationwide—Swakopmund offers licensing/registration, but testing at nearest center. Rural spots like Usakos handle full services; use RA site map for hours/services.^{[10] [2]}

- **Can I book online?**

Partial: license renewals via email, tests via phone/SMS. Full bookings expanding; monitor ra.org.na/Facebook for app rollout.^[4]

Fees & Payments

- **What are current NATIS fees?**

See ra.org.na/downloads for 2026 tariffs: e.g., new reg N\$250 base + licensing N\$800–N\$3,000 by class; duplicates N\$50–N\$100. Increases yearly for inflation; pay cash/card/EFT.^[7]

- **Do they accept cards?**

Yes, most urban offices have POS machines (Visa/Mastercard); rural may be cash-only—call ahead.^[2]

Online & Tech Services

- **Is NATIS fully online?**

Not yet—renewals/checks via ra.org.na portal/email, but registrations/tests require in-person biometrics/inspections. Future app in development per RA updates.^{[6] [4]}

- **How to check vehicle history?**

At NaTIS counter or online portal with reg number: reveals fines, theft status, ownership chain, mileage logs.^[8]

RA-Specific (Roads Authority)

- **What does RA do beyond NATIS?**

Oversees 48,000km roads: planning, maintenance, construction tenders. Regulates carriers via permits, truck weighbridges to curb overloading damage. ^[11] ^[8]

- **How to get a public road carrier permit?**

Businesses apply online/via RA offices with company reg, fleet details, insurance, route plans, and fee; annual renewals with compliance audit. ^[2]

- **Road conditions report?**

Live updates on ra.org.na; report potholes via contact form/hotline 061-284 2000. ^[6]

Common Issues & FAQs

- **Why long queues at NATIS?**

Month-end rushes, system downtimes—arrive 8AM, renew online early, avoid Fridays. RA adding counters. ^[4]

- **COVID rules for NATIS?**

Masks optional, sanitize stations open; no capacity limits since 2023—check site for health advisories. ^[8]

- **Can foreigners use NATIS?**

Absolutely: passports/visas, import permits, temporary import allowances up to 12 months. ^[1]

- **What if NaTIS system is down?**

Try alternate offices or next day; RA Facebook posts real-time status. ^[12]

- **PrDP renewal process?**

Every 3 years: medical exam, eye test, possible refresher course/test, fee at NaTIS. ^[5]

This detailed format equips your RAG chatbot for natural conversations, reducing escalations to RA staff. ^[6] ^[8]

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1. <https://www.ra.org.na/registration>

2. <https://autohelpnamibia.com/natis-locations-namibia/>

3. <https://autohelpnamibia.com/vehicle-licensing-registration/>

4. <https://www.facebook.com/100090605177835/posts/our-natis-online-services-are-convenient-user-friendly-and-available-247-but-don/599106926452808/>

5. <https://ra.org.na/natis-licence>

6. <https://www.ra.org.na/contact>

7. <https://www.ra.org.na/downloads>

8. <https://www.ra.org.na>

9. <https://www.ra.org.na/faqs>

10. <https://www.utc.com.na/services/natis-services/>

11. <https://namibiatradenetwork.com/portfolio-items/roads-authority-of-namibia/>

12. <https://www.facebook.com/p/Roads-Authority-RA-Namibia-100090605177835/>