

## CLIENT SERVICE CHARTER

The Client Service Charter reaffirms the Zimbabwe Revenue Authority's (ZIMRA) commitment to provide high-quality service to our clients, customers, taxpayers, stakeholders, and the general public. ZIMRA prides itself in demonstrating high levels of professionalism through efficient and effective revenue mobilisation and facilitation of trade for over 20 years guided by our core values of Integrity, Transparency, Fairness, Innovativeness, and Commitment. We declare upfront that all forms of corruption are not tolerated.

### A. SERVICE DELIVERY

We commit ourselves to meet the following minimum standards in our service delivery:

- We shall neither solicit for, nor accept bribes, favours, and or payment over and above the charges that are prescribed by law and for services provided.
- We shall answer all calls courteously within **20** seconds or **3** rings during working hours.
- We shall acknowledge all written correspondence within **2** working days, respond within **3** working days on simple matters, and within **8** working days where research is needed.
- We shall acknowledge all social and digital media enquiries within **a day** and respond within **3** working days.
- We shall acknowledge all media queries within a day and respond within **3** working days.
- We shall accurately inform stakeholders of major developments within **2** working days using appropriate communication channels.

- All members of the public who call at our inland offices will be attended to within **10** minutes of arrival.
- All objections will be determined and the decision communicated to clients within **60 working** days from the date of receipt of the letter of objection.
- Audits, excluding transfer pricing investigations, will be concluded within **90** working days from the date all required and relevant material and documents are received.
- Taxpayers will be registered within **one** working day upon meeting requirements for VAT or PAYE.
- Commercial consignments will be cleared within **3** hours from the submission of correct and complete documentation unless selected for physical examination.
- All passengers on a flight will be cleared within **2** hours.
- A busload with bona-fide travellers will be cleared within **an hour**.
- Physical examination of road, air, and containerised cargo will be done within **48** hours.
- We shall treat all tax matters with **privacy** and **confidentiality**.

## **B. ZIMRA'S OBLIGATIONS TO CLIENTS**

- We are accountable to the nation of Zimbabwe.
- We shall conduct our business within the confines of the Law.
- We do not tolerate smuggling, tax evasion, corruption, favouritism, and discrimination.
- We shall carry out our duties professionally, diligently, and courteously.
- We shall clearly explain the procedure(s) and your rights should you be required to undergo a physical search.
- We promise to handle your information with strict confidence and to maintain your privacy.
- We are committed to minimising your compliance costs.

- We shall carry or wear the proper identification at all times as we carry out our duties.
- We are here to serve you and we are open to your suggestions, criticisms, and advice.

### C. INFORMATION SERVICES

We are committed to providing proactive client education which includes:

- Making relevant information available to taxpayers, customers, stakeholders, and the general public, verbally and in the print, digital and electronic media as well as on our website ([www.zimra.co.zw](http://www.zimra.co.zw)).
- Making available pamphlets, posters, video, and audio clips, and other relevant material.
- Access to a Client Care staff member at any station.
- Access to tip-off anonymous and Whistle-blower service as communicated on our website ([www.zimra.co.zw](http://www.zimra.co.zw)).

### D. CLIENT'S RIGHTS

As our clients and stakeholders, you **have the right:**

- To be treated fairly and with courtesy in all your transactions with us.
- To efficient service without compromise.
- To enquire or raise a complaint when not satisfied with the level of service offered.
- To receive up-to-date tax information and feedback on complaints raised.
- To escalate any service-related issues to the higher office, if not satisfied with the response or resolution provided.

- To offer suggestions that may enable ZIMRA to provide better services.

## **E. CLIENT'S OBLIGATIONS**

In return, ZIMRA requires you to comply with all relevant laws, by providing accurate and complete information. More specifically:

- To treat our staff members fairly and with courtesy.
- To refrain from offering our staff members bribes.
- To submit statutory returns and make payments due within the required time.
- To be open and honest in providing any additional information that may be requested.
- To be fully co-operative in all business dealings with ZIMRA.
- To report and refrain from corrupt tendencies in all dealings with ZIMRA.
- To ensure that you have accurately completed all the necessary forms before departure from or arrival in Zimbabwe.
- To pay duties and taxes on time and in full.
- Be aware that all travellers' baggage or cargo is subject to physical examinations.
- To use the services of a licensed clearing agent if you are importing or exporting commercial cargo. The list of licensed clearing agents can be accessed on our website ([www.zimra.co.zw](http://www.zimra.co.zw)).

**The Client Service Charter as set out above, was approved by the Board of Directors on 25 August 2022.**



*[Handwritten signature]*

**CHAIRPERSON OF THE OPERATIONS  
COMMITTEE**

*15/09/2022*

**DATE**

*[Handwritten signature]*

**ZIMRA BOARD CHAIRPERSON**

*16.09.2022*

**DATE**