



PUBLIC NOTICE

OPENING OF ZIMRA OFFICES TO WALK-IN-CLIENTS

Zimbabwe Revenue Authority (ZIMRA), wishes to advise its valued clients that, from Tuesday 1 June 2020, Domestic Taxes offices will be open to the public for exceptional cases that are not covered by our current measures as espoused on **Public Notice No 17 of 2020** on website www.zimra.co.zw .

The office will **ONLY** attend to walk in clients who require the following services:

- ❖ Attendance of CGT Interviews on appointment/invitation
- ❖ Attendance of Audits Interviews on appointment/invitation
- ❖ Submission of Audits documentation on appointment/invitation

Please note that, to ensure timeously service, while maintaining social distancing, **All Clients (excluding Greater Harare)** with above specified issues, will be served in **alphabetical order** using the names of their organizations or surnames on particular days as shown below;

		Total per day
Monday	A - D	100
Tuesday	E - I	100
Wednesday	J - M	100
Thursday	N - S	100
Friday	T - Z	100

LCO Taxpayers are advised to liaise with their Managers and Liaison officers to schedule appointments through contact details on the table below.

Further, as a way of promoting social distancing and reduce the spread of COVID 19 virus, ZIMRA has put in place the following measures to **decongest** its offices:

1. **New Registration for Business Partners and additional Tax Heads** - Clients are encouraged to utilize ZIMRA e-service platform efiling.zimra.co.zw. Where e-services platform fails, new registrants may complete a registration form (REV1) obtained on ZIMRA website, scan and email the copy to zimrahelp@zimra.co.zw for assistance.
 2. **Tax Clearances** - Clients are encouraged to utilize ZIMRA e-service platform or to use telephones and emails published below
 3. **Queries and correspondences** - Clients are encouraged to use telephones and emails published below
 4. **Return Submissions** - Clients to use ZIMRA online platforms. In the event of failure to submit on e-services, clients are encouraged to use the emails below to attach returns
 5. **Payment Plans arrangements and negotiations** - to be done through emails to respective Regional/Station Managers
 6. **General Enquiries and Additional Information** - Use of ZIMRA website, social media platforms (Twitter/Facebook), telephones and emails published below
- A. For any queries or correspondences, tax clearances and payment plans arrangements, **where e-services platform fails**, don't hesitate to contact the below listed managers in your respective stations OR regions as follows:

REGION/FUNCTION	TELEPHONE	E-MAIL
E-Services, Registration and Tax Clearances	Mr. S. Cheza 0242-253607 Mrs. T. Matsangura - 0772328201	zimrahelp@zimra.co.zw
Large & Medium Clients:	Contact Details for LCO & MCO are found on the ZIMRA website www.zimra.co.zw	LCOmail@zimra.co.zw MCOmail@zimra.co.zw
Large & Medium Clients Debt Management Office	Contact Details for LCO & MCO are found on the ZIMRA website www.zimra.co.zw	LCOmail@zimra.co.zw MCOmail@zimra.co.zw
Environs Clients: (Harare)	Mrs. R. Sandada - 0712 424728 Mrs. T. Matsangura - 0772328201 Ms. L. Mkabeta - 0712617646 Mr. B. Lembacharu - 0772126940 Mrs. J. Muzhandu - 0772277358	Region1EnvironsManagers@zimra.co.zw

Kariba Chinhoyi Marondera	Mrs. C. Nyaungwa - 0772404088 Mr. JJ Chiwara - 0772308004 Mr E. Maningi- 0772421935 Ms. C. Murauro- 0712617706	
Region 2:	Mrs. I. Tawonezvi - 0772297621 Mrs. C. Kanjoma- 0712424750 Mrs. N. Gumbo - 0772601197 Mrs. T. Mathibela - 0712617660	domestictaxesregion2managers@zimra.co.zw
Region 3:	Mrs. C. Tapfuma - 0772277663 Mr. S. Ncube - 0772413783 Mrs. A. Sithole - 0772153640	regionthreedomestictaxesmanagers@zimra.co.zw

B. Return Submissions, where e-services platform failed, clients are encouraged to choose email address of the station they usually submit their returns and submit their **accurate tax returns** as well as remitting **all their payments** through their respective banks. For ZIMRA bank details, please visit the ZIMRA website www.zimra.co.zw.

Station	Tax Head	E-mail address
IMTT	Intermediate Money Transfer Tax	IMTT@zimra.co.zw
LCO CGT	CGT	CGTLCOreturn@zimra.co.zw
MCO CGT	CGT	CGTMCOreturn@zimra.co.zw
SCO CGT	CGT	CGTSCOreturn@zimra.co.zw
Greater Harare LCO Clients	VAT	VATLCOreturn@zimra.co.zw
	PAYE	PAYELCOreturn@zimra.co.zw
	Withholding Taxes	WHTLCOreturn@zimra.co.zw
	Income Taxes	INCOMETAXLCOreturn@zimra.co.zw
Greater Harare MCO Clients	VAT	VATMCOreturn@zimra.co.zw
	PAYE	PAYEMCOreturn@zimra.co.zw

	Withholding Taxes	WHTMCOreturn@zimra.co.zw
	Income Taxes	INCOMETAXMCOreturn@zimra.co.zw
Region 1 Harare Environs Clients	VAT	VATSCOreturn@zimra.co.zw
	PAYE	PAYESCOreturn@zimra.co.zw
	Withholding Taxes	WHTSCOreturn@zimra.co.zw
	Income Taxes	INCOMETAXSCOreturn@zimra.co.zw
Bulawayo	All Tax Heads	bulawayoreturn@zimra.co.zw
Victoria Falls	All Tax Heads	vicfallsreturn@zimra.co.zw
Hwange	All Tax Heads	hwangereturn@zimra.co.zw
Gwanda	All Tax Heads	gwandareturn@zimra.co.zw
Beitbridge	All Tax Heads	beitbridgereturn@zimra.co.zw
Masvingo	All Tax Heads	masvingoreturn@zimra.co.zw
Mutare	All Tax Heads	mutarereturn@zimra.co.zw
Gweru	All Tax Heads	gwerureturn@zimra.co.zw
Chiredzi	All Tax Heads	chiredzireturn@zimra.co.zw
Zvishavane	All Tax Heads	zvishavanereturn@zimra.co.zw
Chipinge	All Tax Heads	chipingereturn@zimra.co.zw
Rusape	All Tax Heads	rusapereturn@zimra.co.zw
Kwekwe	All Tax Heads	kwekwereturn@zimra.co.zw
Kadoma	All Tax Heads	kadomareturn@zimra.co.zw
Chinhoyi	All Tax Heads	chinhoyireturn@zimra.co.zw
Kariba	All Tax Heads	karibareturn@zimra.co.zw
Marondera	All Tax Heads	maronderareturn@zimra.co.zw
Bindura	All Tax Heads	bindurareturn@zimra.co.zw

Public Notice Number 29 of 2020

My Taxes - My Duties - Building My Zimbabwe!



"We are here to serve"

"We are here to serve"

