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Celebrating 20 years of service

OPENING OF ZIMRA OFFICES TO WALK-IN-CLIENTS

The Zimbabwe Revenue Authority (ZIMRA), wishes to advise its valued clients that all Domestic Taxes offices in all regions and stations have been opened to the public. Officers are attending to all walk-in clients who require any ZIMRA services including:

- ❖ Attendance of CGT Interviews on appointment/invitation
- ❖ Attendance of Audits Interviews on appointment/invitation
- ❖ Submission of Audits documentation on appointment/invitation
- ❖ Submission of returns and proof of payments
- ❖ General Inquiries and taxpayers' education

LCO Taxpayers are advised to liaise with their Managers and Liaison officers to schedule appointments.

Further, be advised that the following measures to decongest offices are still in place as a way of promoting social distancing and reducing the spread of COVID-19 virus:

- 1) New Registration for Business Partners and additional Tax Heads - Clients are encouraged to utilise the ZIMRA e-service platform through efiling@zimra.co.zw Where the 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 – are being issued automatically and emailed directly to valid email addresses registered with ZIMRA by taxpayers and provided that the taxpayer is up to date with all tax obligations including fiscalisation & Interfacing with the ZIMRA server;
- 3) Queries and correspondences – Clients are encouraged to use emails addresses published below;
- 4) Return Submissions – Clients are encouraged to use the ZIMRA Online Platforms. In the event of failure to submit on e-services, clients are encouraged to use the emails shown below to attach returns;
- 5) Payment plan 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

For any queries or correspondences, tax clearances and payment plans arrangements, where the e-services platform fails, do not hesitate to visit or send your request to the email addresses below:

My Taxes, My Duties: Building My Zimbabwe!!

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Appendix 1: ZIMRA Contact Persons During e-Services System Maintenance

Region	Tax Clearance Queries (ITF263)	Manual / Scanned Tax Returns Submissions
Harare Medium Clients Office (MCOs):	itf263queriesdeskmco@zimra.co.zw	<ul style="list-style-type: none"> ▪ VAT Return vatmcoreturn@zimra.co.zw ▪ PAYE Return payemcoreturn@zimra.co.zw ▪ WHT Return whtmcoreturn@zimra.co.zw ▪ Income Tax Return incometaxmcoreturn@zimra.co.zw
Harare Large Clients Office (LCO):	itf263queriesdesklco@zimra.co.zw	<ul style="list-style-type: none"> ▪ VAT Return vatlcoreturn@zimra.co.zw ▪ PAYE Return payelcoreturn@zimra.co.zw ▪ WHT Return whtlcoreturn@zimra.co.zw ▪ Income Tax Return incometaxlcoreturn@zimra.co.zw
Small Clients Office (SCO) Region: Kurima House	itf263queriesdesksco@zimra.co.zw	<ul style="list-style-type: none"> ▪ VAT Return Kurima House SCO vatscoreturn@zimra.co.zw ▪ PAYE Return Kurima House SCO payescoreturn@zimra.co.zw ▪ WHT Return Kurima House SCO whtscoreturn@zimra.co.zw

Region	Tax Clearance Queries (ITF263)	Manual / Scanned Tax Returns Submissions
		<ul style="list-style-type: none"> ▪ Income Tax Return Kurima House SCO incometaxscoreturn@zimra.co.zw
<p>Satellite Offices:</p> <ul style="list-style-type: none"> ▪ Bindura, ▪ Chinhoyi ▪ Kariba, ▪ Marondera 	<p>itf263queriesdesksco@zimra.co.zw</p>	<ul style="list-style-type: none"> ▪ Bindura Returns bindurareturn@zimra.co.zw ▪ Chinhoyi Returns chinhoyireturn@zimra.co.zw ▪ Kariba Returns karibareturn@zimra.co.zw ▪ Marondera Returns maronderareturn@zimra.co.zw
<p>Region 2:</p>	<p>itf263queriesdeskregion2@zimra.co.zw</p>	<ul style="list-style-type: none"> ▪ Beitbridge Returns beitbridgereturn@zimra.co.zw ▪ Bulawayo Returns mhlahandlelareturn@zimra.co.zw ▪ Gwanda Returns gwandareturn@zimra.co.zw ▪ Hwange Returns hwangereturn@zimra.co.zw ▪ Victoria Falls Returns vicfallsreturn@zimra.co.zw
<p>Region 3:</p>	<p>itf263queriesdeskregion3@zimra.co.zw</p>	<ul style="list-style-type: none"> ▪ Chipinge Returns chipingereturn@zimra.co.zw ▪ Chiredzi Returns chiredzireturn@zimra.co.zw

Region 3	Tax Clearance Queries (ITF263)	Manual / Scanned Tax Returns Submissions
		<ul style="list-style-type: none"> ▪ Gweru Returns gwerureturn@zimra.co.zw ▪ Kwekwe & Kadoma Returns kwekwereturn@zimra.co.zw ▪ Masvingo Returns masvingoreturn@zimra.co.zw ▪ Mutare Returns mutarereturn@zimra.co.zw ▪ Rusape Returns rusapereturn@zimra.co.zw ▪ Zvishavane Returns zvishavanereturn@zimra.co.zw