



## PUBLIC NOTICE

### LODGING AN OBJECTION THROUGH TARMS

The Zimbabwe Revenue Authority (ZIMRA) wishes to remind its valued stakeholders of the Tax and Revenue Management System (TaRMS) Case Management Module that was rolled out in October, 2024.

The Case Management Module offers the following range of services to Taxpayers through the Self Service Portal [mytaxselfservice.zimra.co.zw](https://mytaxselfservice.zimra.co.zw):

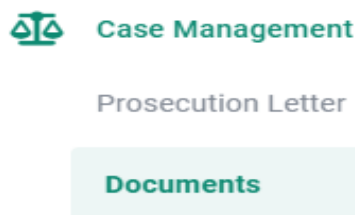
- a) Requests - Taxpayers can submit inquiries through the Self Service Portal (SSP).
- b) Objections - Taxpayers can submit objections through the Self Service Portal (SSP)
- c) Scheme of Reconstruction/Mergers - Taxpayers can apply for ZIMRA approval for their company schemes of reconstruction or mergers.

#### Lodging an Objection in TaRMS

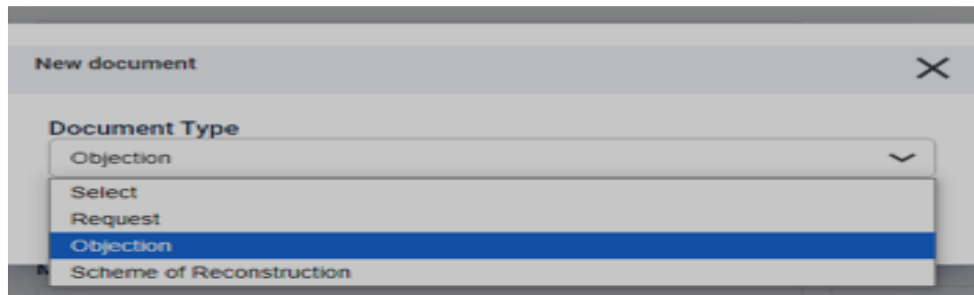
- Submission of an objection is now being done through the Case Management module in TaRMS. Manual objections are no longer accepted by the Zimbabwe Revenue Authority.
- This is done through the TARMS Self-Service Portal (SSP).
- Taxpayers, through the Public Officer, should lodge an objection in the system within 30 days after the date of the notice of assessment or of the written notification of the decision or determination in the manner prescribed by the Income Tax Act [Chapter 23:06], Value Added Tax Act [Chapter 23:12] or Capital Gains Tax Act [Chapter 23:01].
- Below is the Menu Path to access the Case Management module on SSP

#### Steps to lodge an objection on case management

1. Log on to SSP
2. Go to Case Management Module
3. Click on Documents



4. Click on New Document and a pop-up screen will appear.
5. Select Document Type, in this case Objection



6. Click Create

7. The 'Objection' Form appears
8. Complete the 'Objection Form' ensuring that all fields with an (\*) asterisk are completed.
9. Attach supporting documents in acceptable format (pdf, word, excel) if required
10. Click Submit
11. A pop-up message will appear with DRN if successfully submitted e.g.



12. If submission of the objection in SSP is not successful, check where the error is, correct it and resubmit.

*My Taxes, My Duties: Building My Zimbabwe!!*

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**we are here to serve**



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