



## PUBLIC NOTICE

### AVOID THE RISK OF COVID-19 VIRUS

The Zimbabwe Revenue Authority (ZIMRA) hereby wishes its valued clients to stay safe and cautious by reducing visits to ZIMRA offices this season of COVID 19 virus outbreak. As a mitigating measure against the spread of COVID-19 virus, clients are encouraged to access, utilise the available ZIMRA e-service facilities on ([www.efiling.zimra.co.zw](http://www.efiling.zimra.co.zw)) and reduce the risks associated with travelling or handling manual tax submissions. Did You Know that, with ZIMRA e-service platform you can do the following:

1. Online registration in order to obtain a ZIMRA Business Partner Number (BP)
2. Online Submission of Tax Returns (currently Income Tax, PAYE, Value Added Tax, and Capital Gains Tax)
3. Online application for Tax Clearances (ITF263)
4. Online verification and validation of existing Tax Clearances (ITF263)
5. Viewing of Taxpayers' Accounts Status and Balances.
6. Online updating of information (submission of REV2 Form)

In exceptional cases where:

- a) Submission of Tax Returns **has failed** to go through ZIMRA e-services platform
- b) Submission relating to **ITF12B (QPDs), ITF16, or Withholding Taxes [REV5 Forms]**

Clients are advised to scan and email completed copies of the failed tax return/form, ITF12B (QPDs), ITF16, or Withholding Taxes [REV5 Forms] using the applicable/relevant email address selected from the list below:

1. [vatlcoreturn@zimra.co.zw](mailto:vatlcoreturn@zimra.co.zw)
2. [payelcoreturn@zimra.co.zw](mailto:payelcoreturn@zimra.co.zw)
3. [whtlcoreturn@zimra.co.zw](mailto:whtlcoreturn@zimra.co.zw)
4. [incometaxlcoreturn@zimra.co.zw](mailto:incometaxlcoreturn@zimra.co.zw)
5. [vatmcoreturn@zimra.co.zw](mailto:vatmcoreturn@zimra.co.zw)
6. [payemcoreturn@zimra.co.zw](mailto:payemcoreturn@zimra.co.zw)
7. [whtmcoreturn@zimra.co.zw](mailto:whtmcoreturn@zimra.co.zw)
8. [incometaxmcoreturn@zimra.co.zw](mailto:incometaxmcoreturn@zimra.co.zw)
9. [vatscoreturn@zimra.co.zw](mailto:vatscoreturn@zimra.co.zw)
10. [payescoreturn@zimra.co.zw](mailto:payescoreturn@zimra.co.zw)

11. [whtscoreturn@zimra.co.zw](mailto:whtscoreturn@zimra.co.zw)
12. [incometaxscoreturn@zimra.co.zw](mailto:incometaxscoreturn@zimra.co.zw)
13. [bulawayoreturn@zimra.co.zw](mailto:bulawayoreturn@zimra.co.zw)
14. [vicfallsreturn@zimra.co.zw](mailto:vicfallsreturn@zimra.co.zw)
15. [hwangereturn@zimra.co.zw](mailto:hwangereturn@zimra.co.zw)
16. [gwandareturn@zimra.co.zw](mailto:gwandareturn@zimra.co.zw)
17. [beitbridgereturn@zimra.co.zw](mailto:beitbridgereturn@zimra.co.zw)
18. [masvingoreturn@zimra.co.zw](mailto:masvingoreturn@zimra.co.zw)
19. [mutarereturn@zimra.co.zw](mailto:mutarereturn@zimra.co.zw)
20. [gwerureturn@zimra.co.zw](mailto:gwerureturn@zimra.co.zw)
21. [chiredzireturn@zimra.co.zw](mailto:chiredzireturn@zimra.co.zw)
22. [zvishavanereturn@zimra.co.zw](mailto:zvishavanereturn@zimra.co.zw)
23. [chipingereturn@zimra.co.zw](mailto:chipingereturn@zimra.co.zw)
24. [rusapereturn@zimra.co.zw](mailto:rusapereturn@zimra.co.zw)
25. [kwekwereturn@zimra.co.zw](mailto:kwekwereturn@zimra.co.zw)
26. [kadomareturn@zimra.co.zw](mailto:kadomareturn@zimra.co.zw)
27. [kurimascorreturn@zimra.co.zw](mailto:kurimascorreturn@zimra.co.zw)
28. [kurimamcorreturn@zimra.co.zw](mailto:kurimamcorreturn@zimra.co.zw)
29. [chinhoyireturn@zimra.co.zw](mailto:chinhoyireturn@zimra.co.zw)
30. [karibareturn@zimra.co.zw](mailto:karibareturn@zimra.co.zw)
31. [maronderareturn@zimra.co.zw](mailto:maronderareturn@zimra.co.zw)
32. [bindurareturn@zimra.co.zw](mailto:bindurareturn@zimra.co.zw)

Clients are reminded to use the above email platform to 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](http://www.zimra.co.zw). **Please note all emails must be less than 10MB those with emails larger than 10MB should send the emails in batches.**

In the event that you need to physically access any ZIMRA office, further guidance will be provided. For any **queries or correspondences**, don't hesitate to contact the below listed managers in your respective stations OR regions as follows:

REGION	TELEPHONE	E-MAIL
Large & Medium Clients:	Ms. P. Dzangare – 0712424729 Mrs. J. Sibanda - 0772172518 Mr. O. Matarutse - 0712406809 Mrs. K. Furayi - 0712617643 Mrs. R. Tarinda - 0712624292	<a href="mailto:GreaterHarareManagers@zimra.co.zw">GreaterHarareManagers@zimra.co.zw</a>

Small Clients: (Kariba, Bindura, Chinhoyi Marondera)	& Mrs. R. Sandada - 0712 424728 Mrs. T. Matsangura - 0772328201 Ms. L. Mkabeta - 0712617646 Mr. B. Lembacharu - 0772126940 Mrs. J. Muzhandu - 0772277358 Mrs. C. Nyaungwa - 0772404088	<a href="mailto:Region1EnvironsManagers@zimra.co.zw">Region1EnvironsManagers@zimra.co.zw</a>
Region 2:	Mrs. I. Tawonezvi – 0772297621 Mrs. C. Kanjoma- 07712424750 Mrs. N. Gumbo – 0772601197 Mrs. T. Matibela – 0712617660	<a href="mailto:domestictaxesregion2managers@zimra.co.zw">domestictaxesregion2managers@zimra.co.zw</a>
Region 3:	Mrs. C. Tapfuma - 0772277663 Mr. S. Ncube - 0772413783 Mrs. A. Sithole - 0772153640	<a href="mailto:regionthreedomestictaxesmanagers@zimra.co.zw">regionthreedomestictaxesmanagers@zimra.co.zw</a>

### **Custom and Excise Measures to Ensure Business Continuity In Light Of the Corona Virus Pandemic**

In light of the current Corona Virus pandemic and the State of the Nation address by His Excellence, Comrade E D Mnangagwa, on the Corona Virus National Status and measures to contain its spread, the Zimbabwe Revenue Authority is putting in place the following measures to ensure the safety of its staff and valued clients.

- a. All stations to maintain skeleton staff, with only critical areas to be manned to limit human interface.
- b. Data Processing Centers (DPC's) –
  - i. All DPC staff will not interact with any member of the public, all interaction to be limited to electronic means
  - ii. Queries and Amendment Staff to only interact with clients or agents via electronic means
  - iii. Only the listed documents to be stamped after processing of a bill of entry:
    - F21 – Bill of entry
    - Invoices
    - Manifest
    - Origin Certificates
    - Release orders

- Consignments notes (exports only)
  - CD1 (exports only)
- c. All applications for Immigrants Rebate shall be suspended until further notice, in line with the Presidential Proclamation
- d. All communication on rebate applications, appeals or letters to be submitted through email to the relevant Office as listed below:
1. Office of the Commissioner Customs & Excise - [commissionercustomsandexcise@zimra.co.zw](mailto:commissionercustomsandexcise@zimra.co.zw)
  2. Office of the Customs and Excise Regional Managers
    - Region 1: [customsandexciseregion1@zimra.co.zw](mailto:customsandexciseregion1@zimra.co.zw)
    - Region 2: [customsandexciseregion2@zimra.co.zw](mailto:customsandexciseregion2@zimra.co.zw)
    - Region 3: [customsandexciseregion3@zimra.co.zw](mailto:customsandexciseregion3@zimra.co.zw)
    - Forbes Region: [customsandexciseforbes@zimra.co.zw](mailto:customsandexciseforbes@zimra.co.zw)
    - Beitbridge Region: [customsandexcisebeitbridge@zimra.co.zw](mailto:customsandexcisebeitbridge@zimra.co.zw)
- e. The use of electronic payments to be encouraged for payment of duty and other charges or fees.
- f. Temporary Importation Permits (TIP's) for foreign registered vehicles, the use of the eTIP platform is mandatory. The e-TIP facility is a web-based application where visitors can apply for the Temporary Import Permit for foreign registered motor vehicles prior to arrival at the border post. The App is accessible through Google Play Store and the ZIMRA website ([www.zimra.co.zw](http://www.zimra.co.zw)). No applications will be accepted over the counter and no manual TIP's will be issued.
- g. All face-to-face meetings with clients are suspended, and the use of electronic means of communication is encouraged.

## Public Notice Number 17 of 2020

*My Taxes - My Duties - Building My Zimbabwe!*



"We are here to serve"

"We are here to serve"

