



PUBLIC NOTICE

ZIMRA OPERATING CONDITIONS DURING THE LEVEL 2 COVID-19 LOCKDOWN

Following the announcement by His Excellency, the President of Zimbabwe, E.D Mnangagwa, extending the COVID-19 national lockdown by a further 14 days, ZIMRA would like to assure its valued clients that it will continue to offer essential services through the current structures.

The Zimbabwe Revenue Authority (ZIMRA) is aware that due to the nature of the daily work and the positioning of our offices, stations and ports of entry, our staff and clients remain at high risk of exposure to COVID-19. Therefore, it remains our top priority at ZIMRA to continue to safeguard our employees and our valued clients during this lockdown extension.

In the interest of safeguarding employees and clients alike, directed by the guidelines from the World Health Organisation, the Ministry of Health and Child Care, approaches and protocols implemented in other countries, ZIMRA shall continue to implement measures that reduce the impact and risks of COVID-19 to operations and human life.

Current measures include but are not limited to:

- All ZIMRA stations and offices maintaining critical skeleton staff.
- Staff have been provided with appropriate Personal Protective Equipment (PPE) and sanitizers.
- Physical examination of goods will be conducted where necessary with the appropriate PPE being used.
- Staff have received awareness communication and operational guidelines.
- Staff have been capacitated to work from home where practical.
- Staff interact with clients/agents via telephone and other electronic means.
- As a mitigating measure against the spread of COVID-19 virus, clients are encouraged to access or utilise the available ZIMRA e-service facilities on www.efiling.zimra.co.zw or www.zimra.co.zw and reduce the risks associated with travelling or handling physical documents.

Clients can access the following services online:

- Online registration in order to obtain a ZIMRA Business Partner Number (BP).
- Online Submission of Tax Returns (currently Income Tax, PAYE, Value Added Tax, and Capital Gains Tax).
- Online application for Tax Clearances (ITF263).
- Online verification and validation of existing Tax Clearances (ITF263).
- Viewing of Taxpayers' Accounts Status and Balances.
- Online updating of information (submission of REV2 Form).
- Lodging of bills of entry for clearance of goods to be done online in the ASYCUDA system including queries raised on F45s
- Use of the e-TIP (Electronic Temporary Import Permit) platform is mandatory.
- Processing of the e-TIP is to be done through the system and client to receive notification through SMS or email informing him/her of the processed TIP and reference number.
- All verifications of processed e-TIPs are done online.
- No TIP (Temporary Import Permit) applications are being accepted over the counter.
- No manual TIPs are being issued.
- For ZIMRA bank details, please visit the ZIMRA website *www.zimra.co.zw*.

All face-to-face meetings with clients remain **suspended**, and the use of electronic means of communication is encouraged.

ZIMRA welcomes the President's extension of the National Lockdown as it rightly puts human lives first and protects ZIMRA Employees, our clients and Zimbabweans as a wider society.

We encourage everyone to continue playing their part by paying their taxes, and help the Government in the fight against the Corona Virus.

Issued by
Ms. Faith Mazani
ZIMRA Commissioner General

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"We are here to serve"

