



Public Notice on ZIMRA E-services

The Zimbabwe Revenue Authority (ZIMRA) would like to sincerely apologise for the challenges that our valued clients have been experiencing with our E-services system in applying for the tax clearance certificates for 2021. This has been worsened by the congestion due to very high user traffic applying at the same time, following the expiry of the previously extended tax clearance submission deadline. The system is operational and our ICT team is attending to system congestion challenges to improve the system performance.

In addition to addressing the technical challenges, we are taking steps to clear the client service backlog for ITF263, FTR1 or tax clearance certificates, outstanding tax returns, and outstanding tax compliance issues amongst other services.

The corrective steps that are being taken to return the service to normalcy are as follows:

- The ICT team is adding capacity to the infrastructure, which will improve the logging process on the system by Taxpayers;
- ZIMRA Technical team is directly engaging Taxpayers who have reported their challenges and is assisting them to access their Tax Clearance Certificates;
- ZIMRA is working with the Vendor (Microsoft) to enhance the system capacity so that it is able to handle multiple requests at the same time;
- Currently the majority of the Taxpayers are able to log on and submit their requests. However, due to non-compliance with some clients the system is not issuing them Tax Clearance Certificates. **Clients are advised to ensure that they are compliant in all respects before submitting their applications i.e. Fiscalisation Interface, Return submission and tax payments.**
- In the interim, compliant taxpayers who fail to get their ITF263 through the system are advised to communicate with their assigned liaison officers by e-mail so that they are assisted manually to download their ITF263 (Tax Clearances).
- Clients facing challenges with ITF263 and tax returns submissions should use the following emails addresses:
 1. Large Client Office (LCO) - itf263queriesdesk@zimra.co.zw
 2. Medium Clients Office (MCO) - itf263queriesdesk@zimra.co.zw
 3. Small Clients Office (SCO) - itf263queriesdesk@zimra.co.zw
 4. Region 2 - itf263queriesdeskregion2@zimra.co.zw
Region 3 - itf263queriesdeskregion3@zimra.co.zw

ZIMRA would like to apologise once again for the challenges that our clients have been facing and to assure them that the technical team is working towards full service restoration. We sincerely regret any inconvenience caused.

Public Notice number 8 of 2021.

My Taxes, My Duties – Building my Zimbabwe!



"We are here to serve"

"We are here to serve"

