



**TANZANIA REVENUE AUTHORITY**

**TAXPAYER'S  
SERVICE CHARTER**

July, 2017

8<sup>th</sup> Edition

## **VISION**

To increase domestic revenue through  
enhancement of voluntary tax compliance

## **MISSION**

We make it easy to pay tax and  
make lives better

## **THEMES**

Convenience  
Compliance  
Continual improvement

## **CORE VALUES**

Professionalism  
Accountability  
Integrity

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## LIST OF ABBREVIATIONS

<b>A-PAD</b>	Assessed Pre-Arrival Declaration
<b>ICD</b>	Inland Container Deport
<b>ITA</b>	Institute of Tax Administration
<b>MUB</b>	Manufacturing Under Bond
<b>PAD</b>	Pre-Arrival Declaration
<b>PMD</b>	Post Manifest Declaration
<b>TANSAD</b>	Tanzania Single Administration Document
<b>TIN</b>	Taxpayer Identification Number
<b>TRA</b>	Tanzania Revenue Authority
<b>VAT</b>	Value Added Tax

## 1.0 PREFACE

The Tanzania Revenue Authority (TRA) was established by the Act of Parliament Cap 339 and started its operations on 1st July 1996. In carrying out its statutory functions, TRA is responsible for administering various taxes and non- tax revenues on behalf of the Government.

TRA recognizes the importance of establishing a close relationship with taxpayers and other stakeholders. In view of this, we present this Taxpayer's service charter as a pronouncement of commitment to deliver quality services to taxpayers and other stakeholders towards discharging the statutory functions of assessing, collecting and accounting for Government revenue.

The charter states the respective rights and obligations of taxpayers and TRA spells out the service standards that TRA shall observe when dealing with taxpayers and other stakeholders.

Furthermore, TRA operates on the fundamental belief that taxpayers and stakeholders are more likely to comply with the laws if they have information and other services they need to meet their obligations. In observing the tax laws and other laws of the land, TRA performs its functions according to the service standards pronounced in this Charter. These efforts will help to cultivate a service culture which reinforces tax compliance and enhances a good tax system.

I reiterate the commitment of TRA to ensure that quality service is provided all the time across our operations.

## **COMMISSIONER GENERAL**

## 2.0 INTRODUCTION

The Eighth edition of the Taxpayer's service charter has been prepared to replace the seventh edition with a view of taking into account the changes which have taken place in our society and more specifically in the tax administration since the last publication.

This Taxpayer's service charter stipulates taxpayer's rights, obligations and service standards expected by stakeholders from TRA.

Furthermore, this charter complements the implementation of TRA Corporate Plan whose aim is to increase domestic revenue through enhancement of voluntary tax compliance. This will be achieved through improving efficiency in tax administration and broadening the tax base in order to collect more revenue especially from specialized sectors like Mining, Oil and Gas, Telecommunications, Tourism, Construction, Real estate, Finance, High Net-Worth Individual (HNWI) as well as informal sector.

In the event that there is conflict of interpretation of this charter and the tax laws, the proper interpretation of the law shall prevail.

### **3.0 OBJECTIVES OF THE TAXPAYER'S SERVICE CHARTER**

This Charter explains the rights and obligations of Taxpayers as provided in the tax laws with a view of promoting a mutual relationship between TRA and Taxpayers.

The Charter stipulates fundamental service standards that will be implemented to achieve quality service delivery through adopting tax administration best practices, which allows for a partnership with taxpayers/stakeholders to grow and thereby improve tax administration.

Through this charter, TRA will build a customer service culture that strengthens relationships with, taxpayers and other stakeholders for the benefit of all.



## 4.0 TRA'S STAKEHOLDERS

TRA stakeholders are all those who benefit from services provided by TRA and everyone else who has interest in tax administration matters. Some of these include;

- Taxpayers
- Government Ministries, Departments and its Agencies
- The Judiciary
- Tax Consultants and Clearing & Forwarding Agents
- Tax Appeals Board and Tribunal
- Financial Institutions
- Private Sector Institutions
- Development Partners
- Non-Governmental Organizations
- Media
- General Public

## 5.0 SERVICES OFFERED BY TRA

TRA offers a number of services to its stakeholders. These include:

- Registration

- Tax Assessment
- Tax Collections and remission of revenue to the Government
- Tax Audits
- Debt Management
- Customs Clearance
- Permits and licenses
- Responses to enquiries and complaints
- Tax incentive and exemptions
- Tax refunds
- Tax investigation
- Taxpayer education
- Provision of trade statistics
- Training

## **6.0 TRA'S OBLIGATIONS**

In discharging our responsibility of collecting Government Revenue, we are committed to observing the following obligations to taxpayers/ stakeholders.

6.1 To issue correct tax assessment in accordance with tax laws.

- 6.2 To collect taxes in accordance with the existing tax laws, regulations and procedures.
- 6.3 To provide high quality services to taxpayers and other stakeholders.
- 6.4 To handle all enquiries from taxpayers and other stakeholders so as to enable them fulfill their obligations.
- 6.5 To manage all complaints from taxpayers and stakeholders with a view of providing solutions and enable TRA to improve service delivery.
- 6.6 To recruit competent staff to ensure quality service delivery to taxpayers and stakeholders.
- 6.7 To educate taxpayers and other stakeholders on their rights and obligations.
- 6.8 To make available tax forms and provide timely and accurate information in a simple language.

- 6.9 To facilitate effective communication to taxpayers and other stakeholders.
- 6.10 To cooperate with taxpayers and other stakeholders in a manner that shows respect, dignity and a customer focused attitude.
- 6.11 To cooperate with the Tax Appeals Board/ Tribunal and Courts of Law by ensuring timely attendance and provision of evidence in order to resolve tax disputes. In the process TRA shall respect judicial decisions.
- 6.12 To provide advice to the Government and other Government organs on matters pertaining to fiscal policy and its implementation.
- 6.13 To offer professional training on tax matters to stakeholders.
- 6.14 To provide feedback on tax evasion information provided by taxpayers and the public, and in case of tax recovery, the informer will be awarded three percent of tax

collected provided that the amount of reward shall not exceed Tsh. 20 million or as may be reviewed from time to time.

## **7.0 TAXPAYER'S OBLIGATIONS**

Taxpayers are hereby expected to observe the following obligations:

### **7.1 Registration**

Any person who is eligible to register for tax purposes must register in accordance with the tax laws.

### **7.2 Filing Returns**

Any person who is registered for tax purposes must file a tax return within the periods prescribed and pay the tax assessed within the due dates stipulated under the respective tax laws.

### **7.3 Accuracy of Returns, Customs Declaration and Refund Claim**

Any person who files a tax return, prepares

a customs declaration or lodges a refund claim, has an obligation to ensure that the return, refund claim or customs declaration is complete and has true disclosure of the transaction(s) covered in that document.

#### **7.4 Timely Payment of Taxes**

Every taxpayer has a duty to pay taxes promptly as they fall due in order to avoid penalties and/or interest prescribed under the tax laws.

#### **7.5 Issuance and demand of fiscalized receipts/Tax invoice**

- Every taxpayer (seller of goods and/or services) has a duty to issue fiscalized receipts/tax invoice
- Every buyer is duty bound to demand fiscalized receipts/tax invoice for possession of goods or services obtained in accordance to the laws.

## 7.6 Cooperation with TRA Officers

Every taxpayer is obliged to:

- Cooperate with TRA officers by disclosing or producing relevant information or documents when required to do so.
- Every person has a duty to cooperate with TRA officers in order to enable them carry out their lawful duties without intimidating, abusing, mistreating, threatening or influencing them in any manner whatsoever.

## 8.0 TAXPAYER'S RIGHTS

TRA shall observe and respect among others, the following rights in ensuring that taxpayers fulfill their obligations without any obstacles:-

### 8.1 Impartial treatment

A Taxpayer has a right to an impartial application of the tax laws when fulfilling his/her tax obligation, so as to enable the taxpayer to pay the required amount of tax.

## **8.2 Privacy and Confidentiality**

A Taxpayer has a right to privacy and confidentiality for private and business information supplied to TRA unless the law provides otherwise.

## **8.3 Presumption of Honesty**

A Taxpayer has a right to be presumed honest unless evidence to the contrary exists and its proven.

## **8.4 Objection of Tax Assessment**

A Taxpayer has a right to object an assessment or any other decision made by TRA unless that right is restricted by the law.

## **8.5 Tax incentives and exemption under the Tax Laws**

A Taxpayer has the right to plan his tax affairs so as to obtain incentives and exemptions allowed under the tax laws.



## 9.0 SERVICE LEVEL STANDARDS

TRA shall serve taxpayers and stakeholders in accordance with the following service standards:

### 9.1 Registration of Taxpayers

#### Taxpayers Identification Number (TIN)

TIN registration shall be provided free of charge after fulfillment of all requirements as follows:

- **Regional Office:** Within one working day from the date of receipt of the application.
- **District Office:** Within ten working days from the date of receipt of the application

#### Value Added Tax (VAT)

VAT registration shall be provided after fulfillment of all requirements as follows:

- **Regional Office:** within two working days from the date of receipt of the application

- **District Office:** within ten working days from the date of receipt of the application

### **Motor Vehicle Registration**

Registration and issuance of motor vehicle registration card shall be done within two working days from the date of receipt of the application after fulfilling all requirements.

### **Registration for Tax Consultant**

A Tax Consultant shall be registered within fifteen working days after receiving application forms and fulfillment of all requirements.

## **9.2 Permits and Licenses**

### **Motor Vehicle licensing**

TRA shall issue a motor vehicle license on first registration within two working days after fulfillment of all requirements.

### **Driving licenses**

- TRA shall issue a new driving license after fulfillment of all requirements within three working days from the date of receipt of the applications.

- TRA shall renew a driving license after fulfillment of all requirements within two working days from the date of receipt of the applications.

### Licensing of Customs Agents

All qualifying companies are issued with licenses within ten working days upon fulfillment of the requirements.

### Licensing Transporters of Goods under Customs Control

License is issued within two working days upon fulfillment of the requirements.

### Permit for Temporary Importation of Motor Vehicles

- **Under C32:** Permission for a temporarily imported motor vehicle shall be granted within one day from receipt of the application.
- **Under Carnet De Passage:** Permission for temporarily imported motor vehicle shall be granted within one day from receipt

of the application, upon fulfillment of the necessary requirements of the law.

### **9.3 Pre-Arrival Declaration (PAD) and Post Manifest Declaration (PMD)**

Assessed Pre-Arrival Declaration (A-PAD) issued within 24 hours from the date of acceptance of PAD and PMD

### **9.4 Customs Clearance**

Importers and Exporters are required to fulfill customs requirements for the purpose of registering the TANSAD

#### **Importation Clearance**

Registered TANSADs that undergo through TANSAD (PMD) system shall get clearance within 24 hours and TANSAD (PAD) shall get clearance within one hour for the declaration which does not require physical verification.

#### **Export Clearance**

Clearance is granted within 24 hours after the TANSAD has been Registered.

## **Transit Clearance**

Clearance is granted within 24 hours after the TANSAD has been Registered.

## **9.5 Customs Release**

### **Airports and Sea ports**

- A release order shall be granted within one hour for declaration subjected to direct release upon receipt of physical files.
- Two hours for a declaration subjected for scanning upon delivery of goods at the scanning site.
- Three hours for a declaration subjected to physical verification upon delivery of goods at the examination site.

### **Boarder Stations**

- A release order shall be issued within three hours upon fulfillment of all requirements.

## **9.6 Licensing of Bonded Warehouses, Manufacturing Under Bond (MUB) and Inland Container Depots (ICD)**

A License shall be issued within three working days upon fulfillment of the requirements.

## 9.7 Tax Audits

TRA shall conduct tax audits on a taxpayer's business records and finalize the audit within three months for Complex cases and six months for very complex cases.

## 9.8 Audit report

TRA shall give in writing the audit findings within six days from the date of audit completion.

## 9.9 Tax Investigation Services

### ***Rewarding of Informers***

Eligible informers are rewarded within thirty working days from the date of receipt of notice of confirmation of payment of tax liability.

## 10 GENERAL SERVICES

### 10.1 Handling of Objections

- TRA shall acknowledge receipt of an objection letter within five working days from the date of receipt.

- TRA shall settle valid simple objections within three months, and for complex ones, within 6 months from the date of receipt.
- TRA shall communicate in writing within five working days after reaching an agreement on tax issues that may have been discussed with the taxpayer or his/her representative.

## 10.2 Handling of Enquiries

TRA will handle enquiries from taxpayers/stakeholders and provide prompt replies in order to improve the level of service delivery.

- TRA shall provide replies to simple enquiries within one working day.
- TRA shall provide responses to complex enquiries within five working days.

## 10.3 Management of Complaints

- TRA shall manage Complaints from taxpayers/stakeholders timely and satisfactorily.

- TRA shall manage complaints within five working days.

#### **10.4 Written Correspondence**

TRA shall respond to a written correspondence within five working days from the date of receiving such correspondence.

#### **10.5 Telephone**

TRA shall pick telephone calls within three ringing tones. The officer receiving a call shall introduce him/herself and the name of the organization.

#### **10.6 Visits by Taxpayers**

TRA shall attend visitors within 30 minutes from the time of their arrival.

#### **10.7 Training**

TRA through the Institute of Tax Administration (ITA) offers short and long term professional training on tax administration to eligible applicants. Selected applicants shall be



informed three weeks and one month before course commencement respectively.

## **11 SERVICE RECOVERY**

In the event that TRA officers depart from these service standards without a reasonable cause thus causing delays to taxpayers, the Commissioner General shall: -

- Issue a letter of apology to the taxpayer.
- Direct a senior officer to expedite and resolve the matter as appropriate.
- Waive, where the laws allow, any interest payments that may accrue as a result of the delay on the part of TRA.

However, any officer who deviates from the service standards and from the norms of a good tax administration shall be disciplined in line with the prevailing TRA Staff Regulations.

## **12 FEEDBACK**

TRA invites and encourages taxpayers, stakeholders and the general public to provide

feedback regarding the quality of our services for further improvement.

Feedback can be in a form of appreciation, opinion, suggestions or complaints. All these are geared towards establishing service gaps, if any, and therefore providing new strategies for service improvement.

Facilities which have been put in place for soliciting service feedback include suggestion boxes, perception cards, Radio and TV Programs, letters, e-mail, physical visit to TRA offices, telephone, perception surveys, and seminar evaluation forms. Information collected from these sources will be analyzed to provide feedback to taxpayers and the general public. The feedback will ultimately enable TRA to make appropriate improvement on the service standards.

### **13 MONITORING AND EVALUATION**

TRA will monitor and evaluate performance based on the set service level standards under this charter on quarterly basis.

## 14 WORKING HOURS

### Monday to Friday

From 0800 – 1700 hours

Customs Offices - 24 hours

Apart from Customs entry points and Ports, all offices are closed during public holidays, Saturdays and Sundays.

