



## PUBLIC NOTICE

### VIRTUAL SERVICES DURING COVID 19 LOCKDOWN

In response to the recently gazetted legal statutory instrument amending lockdown regulations by government as well as intensified efforts to protect the general public, the Zimbabwe Revenue Authority (ZIMRA) hereby wishes to advise its valued clients that they are encouraged to access and 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.

Clients are also reminded to use the below email platforms to submit their **accurate tax returns** as well as remitting **all their payments** through their respective banks. For ZIMRA banking 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.**

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. [kurimascoreturn@zimra.co.zw](mailto:kurimascoreturn@zimra.co.zw)
28. [kurimamcoreturn@zimra.co.zw](mailto:kurimamcoreturn@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)

In the event that you need to physically access any ZIMRA Office, clients are advised to get proper ZIMRA receipts and proper clearance documentation upon making any payments. For any **queries or correspondences**, do not 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- 0712424750 Mrs. N. Gumbo – 0772601197 Ms. 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

- a. 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)

- b. Clearance of motor vehicle at Beitbridge is now being done online. All import documents are to be submitted electronically to the following email address; [beitbridgemotorvaluation@zimra.co.zw](mailto:beitbridgemotorvaluation@zimra.co.zw)
- c. All communication on rebate applications, appeals or letters to be submitted through email to the relevant Office.
- d. Please be advised that clearance of immigrants is now being done online. You are required to complete application Form 171 which can be downloaded from our website. All documents are to be submitted electronically to designated email address of the **Region** in which the clearance is to be done. Below are the designated Office email address:

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)

The use of electronic payments to be encouraged for payment of duty and other charges or fees.

### **Making Payments to ZIMRA**

ZIMRA Payments can be made through the following commercial banks using the **ZIMRA Online Platform**. Make use of the digital platforms at the following banks to settle your ZIMRA obligations;

**Agribank**

**Cbz Bank**

**First Capital Bank**

**Stanbic Bank**

**BancABC**

**Ecobank**

**Nedbank**

**Standard Chartered Bank**

**Cabs**

**Fbc Bank**

**NMB Bank**

**ZB Bank**

You can access a list of our bank accounts on our website on the below link

<https://www.zimra.co.zw/profile/2037-zimra-bank-accounts>

Or Make use of the ZIMRA One Money platform; Dial **\*554#** for the One Money platform

Or Use **Ownai web platform** to make payments online, visit <https://cs.ownai.co.zw/zimra>

For payments queries please email: **ZIMRAPayments@zimra.co.zw**

***Wash Your Hands, Maintain Social Distance and Be Safe - Your Safety Guarantees Future Revenue for the State.***

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

**Public Notice Number 39 of 2020.**



ZIMRA

"We are here to serve"

"We are here to serve"

