



## PUBLIC NOTICE

### ISSUANCE OF THE 2021 TAX CLEARANCE CERTIFICATES [ITF263]

The Zimbabwe Revenue Authority (ZIMRA) wishes to thank the public and all registered taxpayers on the support and patience during the period when our Information Communication Technology (ICT) team together with the service providers were working to rectify some of the technical challenges encountered as registered operators were trying to access Tax Clearance Certificates (ITF263) for 2021.

**ZIMRA is glad to advise the public that all compliant registered clients can now apply and access Tax Clearance Certificates (ITF263) from their ZIMRA e-Services Portal.**

**Please be reminded that,** Tax Clearance Certificates (ITF263) will be processed **ONLY** for taxpayers who are compliant with the following:

1. If registered for VAT, should fully fiscalise for multi-currency invoice/receipts showing currency of transaction and their devices interfaced with ZIMRA servers. Please note that the devices should be configured to show:
  - a) transactions done in local currency ZW\$
  - b) transactions done in foreign currency like the USD.
  - c) Where clients have devices that cannot be configured for multicurrency, different devices should be configured to show either of the above requirements separately,
2. Up to date in all tax affairs, that is in
  - (i) submission of tax returns,
  - (ii) tax payments and
  - (iii) master data information must be up to date and current (Address, Telephone, Email, Bank Accounts, Industry etc.). This will enable you to receive communication to access your ITF263

For any queries and challenges encountered in the processing of the Tax Clearance taxpayers are advised to contact ZIMRA using the following email addresses:

1. Large Client Office (LCO) - [itf263queriesdesklco@zimra.co.zw](mailto:itf263queriesdesklco@zimra.co.zw)
2. Medium Clients Office (MCO) - [itf263queriesdeskmco@zimra.co.zw](mailto:itf263queriesdeskmco@zimra.co.zw)

3. Small Clients Office (SCO) - [itf263queriesdesksco@zimra.co.zw](mailto:itf263queriesdesksco@zimra.co.zw)
4. Region 2 - [itf263queriesdeskregion2@zimra.co.zw](mailto:itf263queriesdeskregion2@zimra.co.zw)
5. Region 3 - [itf263queriesdeskregion3@zimra.co.zw](mailto:itf263queriesdeskregion3@zimra.co.zw)

**NB: ALL TAXPAYERS ARE ADVISED THAT PUBLIC NOTICE No.1 of 2021 IS HEREBY REPLACED BY THIS PUBLIC NOTICE.**

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

**Public Notice Number 7 of 2021.**



"We are here to serve"

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