

## PUBLIC NOTICE

### ZIMRA ONLINE PORTAL (E-Services) UNDER MAINTENANCE

The Zimbabwe Revenue Authority (ZIMRA), wishes to advise its valued clients that the **ZIMRA Online Portal (eService System)** is undergoing maintenance during the period **17 to 21 January 2022** and during this period, there will be intermittent unavailability of the system.

In a bid to minimise visits to the ZIMRA offices and to reduce risks of spread of the COVID-19 virus, clients are advised to make use of alternative options on communication with the Authority as follows:

- 1) In cases where submission of tax returns **have failed** through the ZIMRA e-Services Platform, clients may please use relevant email address (selected from Appendix 1 below). Clients are reminded to **make correct declarations, remit all payments on time**, in full and in the currency of transaction through the ZIMRA respective banking platforms. For ZIMRA bank details, please visit the ZIMRA website **www.zimra.co.zw**.
- 2) For Any queries or correspondences involving **Tax Clearances (ITF263) issuances**, kindly make use of specific **ITF263 queries desk email addresses** provided in Appendix 1 below for the specified regions.

Please do not hesitate to contact your respective managers whose names are provided in Appendix 1 below for any further inquiries. In the event that physical access to any ZIMRA Offices is absolutely necessary, further guidance will be provided.

Please bear with us as ZIMRA improves the client experience on the e-Services platform. Any inconveniences caused are sincerely regretted.

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

**Public Notice No. 7 / 2022, issued on 18/01/2022.**



[www.zimra.co.zw](http://www.zimra.co.zw)

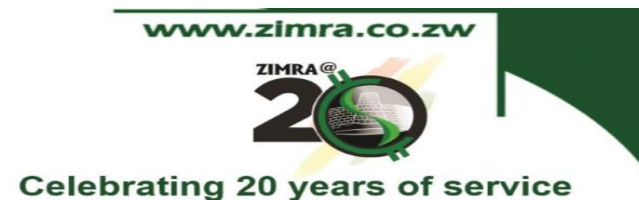


@Zimra\_11



ZIMRA.ZW





**Appendix 1: ZIMRA Contact Persons During e-Services System Maintenance**

Region	Name Of Manager	Telephone	Tax Clearance Queries (ITF263)	Manual / Scanned Tax Returns Submissions
Harare Medium Clients Office (MCOs):	S. Cheza T. Muwani J. Sibanda	0712 410 430 0712 406 411 0772 172 518	<a href="mailto:itf263queriesdeskmco@zimra.co.zw">itf263queriesdeskmco@zimra.co.zw</a>	<ul style="list-style-type: none"> <li>▪ VAT Return <a href="mailto:vatmcoreturn@zimra.co.zw">vatmcoreturn@zimra.co.zw</a></li> <li>▪ PAYE Return <a href="mailto:payemcoreturn@zimra.co.zw">payemcoreturn@zimra.co.zw</a></li> <li>▪ WHT Return <a href="mailto:whtmcoreturn@zimra.co.zw">whtmcoreturn@zimra.co.zw</a></li> <li>▪ Income Tax Return <a href="mailto:incometaxmcoreturn@zimra.co.zw">incometaxmcoreturn@zimra.co.zw</a></li> </ul>
Harare Large Clients Office (LCO):	R. Tarinda K. Furayi M. Muzawazi M. Mwenje	0712 624 292 0712 617 643 0772 277 672 0772 413 777	<a href="mailto:itf263queriesdesklco@zimra.co.zw">itf263queriesdesklco@zimra.co.zw</a>	<ul style="list-style-type: none"> <li>▪ VAT Return <a href="mailto:vatlcoreturn@zimra.co.zw">vatlcoreturn@zimra.co.zw</a></li> <li>▪ PAYE Return <a href="mailto:payelcoreturn@zimra.co.zw">payelcoreturn@zimra.co.zw</a></li> <li>▪ WHT Return <a href="mailto:whtlcoreturn@zimra.co.zw">whtlcoreturn@zimra.co.zw</a></li> <li>▪ Income Tax Return <a href="mailto:incometaxlcoreturn@zimra.co.zw">incometaxlcoreturn@zimra.co.zw</a></li> </ul>
<b>Small Clients Office (SCO) Region: Kurima House</b>	E Masenge E. Chitungo J. Chiwara E. Tafireyi T. Matsangura E Ncube	0772 297 605 0772 126 947 0712 422 181 0772 287138 0772 172 501 0712 624 244	<a href="mailto:itf263queriesdesksco@zimra.co.zw">itf263queriesdesksco@zimra.co.zw</a>	<ul style="list-style-type: none"> <li>▪ VAT Return Kurima House SCO <a href="mailto:vatscoreturn@zimra.co.zw">vatscoreturn@zimra.co.zw</a></li> <li>▪ PAYE Return Kurima House SCO <a href="mailto:payescoreturn@zimra.co.zw">payescoreturn@zimra.co.zw</a></li> <li>▪ WHT Return Kurima House SCO <a href="mailto:whtscoreturn@zimra.co.zw">whtscoreturn@zimra.co.zw</a></li> </ul>

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				<ul style="list-style-type: none"> <li>Income Tax Return Kurima House SCO <a href="mailto:incometaxscoreturn@zimra.co.zw">incometaxscoreturn@zimra.co.zw</a></li> </ul>
<b>Satellite Offices:</b>	C. Murauro	0712 617 706	<a href="mailto:itf263queriesdesksco@zimra.co.zw">itf263queriesdesksco@zimra.co.zw</a>	<ul style="list-style-type: none"> <li>Bindura Returns <a href="mailto:bindurareturn@zimra.co.zw">bindurareturn@zimra.co.zw</a></li> <li>Chinhoyi Returns <a href="mailto:chinhoyireturn@zimra.co.zw">chinhoyireturn@zimra.co.zw</a></li> <li>Kariba Returns <a href="mailto:karibareturn@zimra.co.zw">karibareturn@zimra.co.zw</a></li> <li>Marondera Returns <a href="mailto:maronderareturn@zimra.co.zw">maronderareturn@zimra.co.zw</a></li> </ul>
Region 2:	T. Mathibela G. Chisi N. Gumbo A. Rusere T.D. Jawa	0712 617 660 0772 287 142 0772 601 197 0712 618 601 0772 403 643	<a href="mailto:itf263queriesdeskregion2@zimra.co.zw">itf263queriesdeskregion2@zimra.co.zw</a>	<ul style="list-style-type: none"> <li>Beitbridge Returns <a href="mailto:beitbridgereturn@zimra.co.zw">beitbridgereturn@zimra.co.zw</a></li> <li>Bulawayo Returns <a href="mailto:mhlahandlelaretturn@zimra.co.zw">mhlahandlelaretturn@zimra.co.zw</a></li> <li>Gwanda Returns <a href="mailto:gwandareturn@zimra.co.zw">gwandareturn@zimra.co.zw</a></li> <li>Hwange Returns <a href="mailto:hwangereturn@zimra.co.zw">hwangereturn@zimra.co.zw</a></li> <li>Victoria Falls Returns <a href="mailto:vicfallsreturn@zimra.co.zw">vicfallsreturn@zimra.co.zw</a></li> </ul>
Region 3:	<b>Manicaland</b> V. Chahwanda <b>Masvingo</b> I. Musekwa G. Ziwumburu	0772 413 793 0772 126 944 0772 413 775	<a href="mailto:itf263queriesdeskregion3@zimra.co.zw">itf263queriesdeskregion3@zimra.co.zw</a>	<ul style="list-style-type: none"> <li>Chipinge Returns <a href="mailto:chipingereturn@zimra.co.zw">chipingereturn@zimra.co.zw</a></li> <li>Chiredzi Returns <a href="mailto:chiredzireturn@zimra.co.zw">chiredzireturn@zimra.co.zw</a></li> </ul>

Region	Name Of Manager	Telephone	Tax Clearance Queries (ITF263)	Manual / Scanned Tax Returns Submissions
	<b>Midlands</b> F. Mangachena R. Ntuli	0772 172 504 0772 413 769		<ul style="list-style-type: none"> <li>▪ Gweru Returns <a href="mailto:gwerureturn@zimra.co.zw">gwerureturn@zimra.co.zw</a></li> <li>▪ Kwekwe &amp; Kadoma Returns <a href="mailto:kwekwereturn@zimra.co.zw">kwekwereturn@zimra.co.zw</a></li> <li>▪ Masvingo Returns <a href="mailto:masvingoreturn@zimra.co.zw">masvingoreturn@zimra.co.zw</a></li> <li>▪ Mutare Returns <a href="mailto:mutarereturn@zimra.co.zw">mutarereturn@zimra.co.zw</a></li> <li>▪ Rusape Returns <a href="mailto:rusapereturn@zimra.co.zw">rusapereturn@zimra.co.zw</a></li> <li>▪ Zvishavane Returns <a href="mailto:zvishavanereturn@zimra.co.zw">zvishavanereturn@zimra.co.zw</a></li> </ul>