



Enhanced Domestic Revenue System
USER GUIDE ON REMISSION OF INTEREST AND PENALTY

Version 1.0



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1. Task Summary

This User Manual (UM) provides the information necessary for taxpayers with assessments of interest or penalties to apply for remission through the Remission Module accessible through the Taxpayer portal.



2. Getting Started

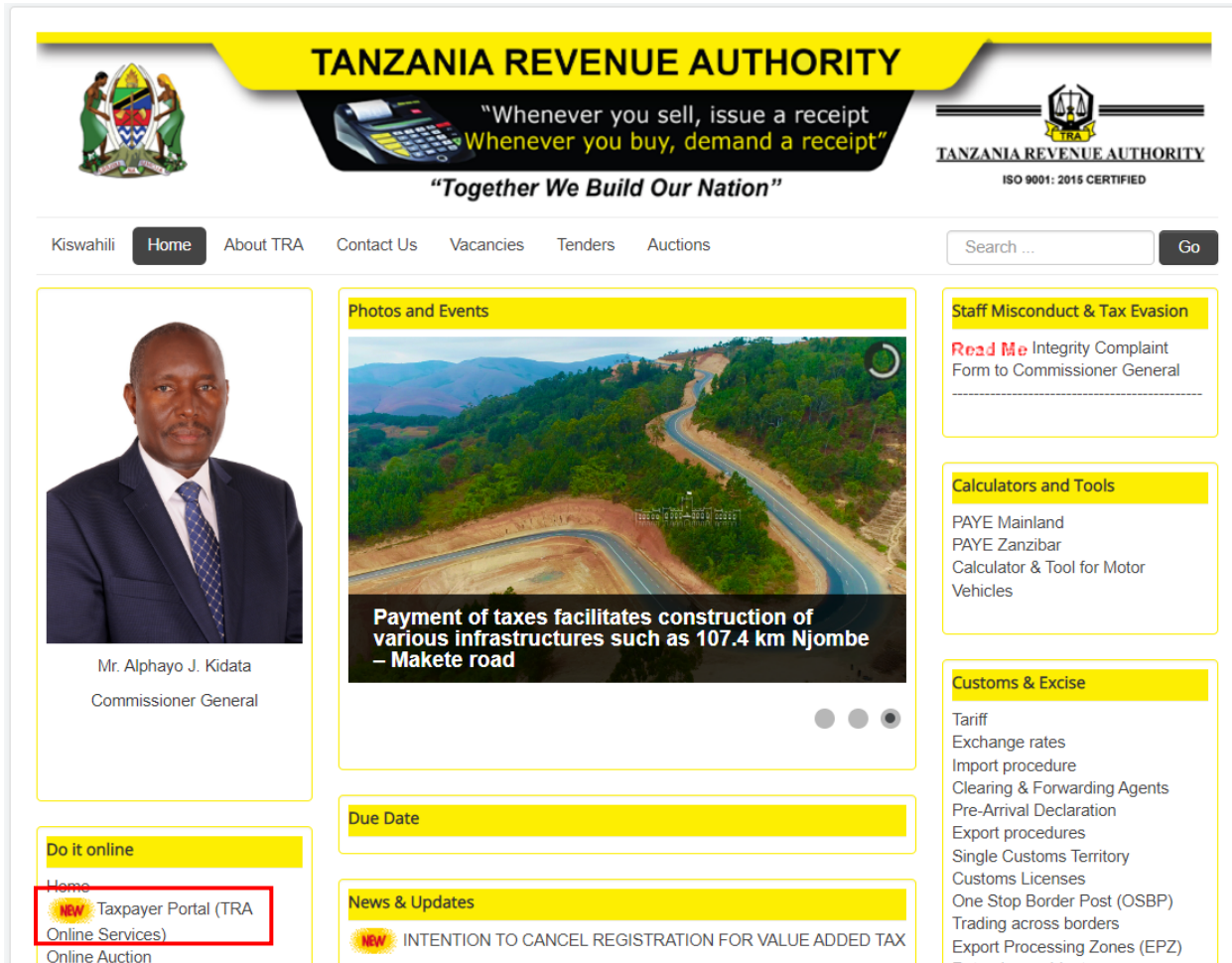
In order to perform actions as per instructions outlined in this user guide, the user must have an active Taxpayer Portal Account as a Director/Administrator or Declarant or Individual Taxpayer.

3. HOW TO ACCESS REMISSION MODULE

By following these steps, the Declarant will be able to request for remission of interest and penalty in the Taxpayer portal.

STEP 01: Accessing Taxpayer Portal (through Official TRA Website)

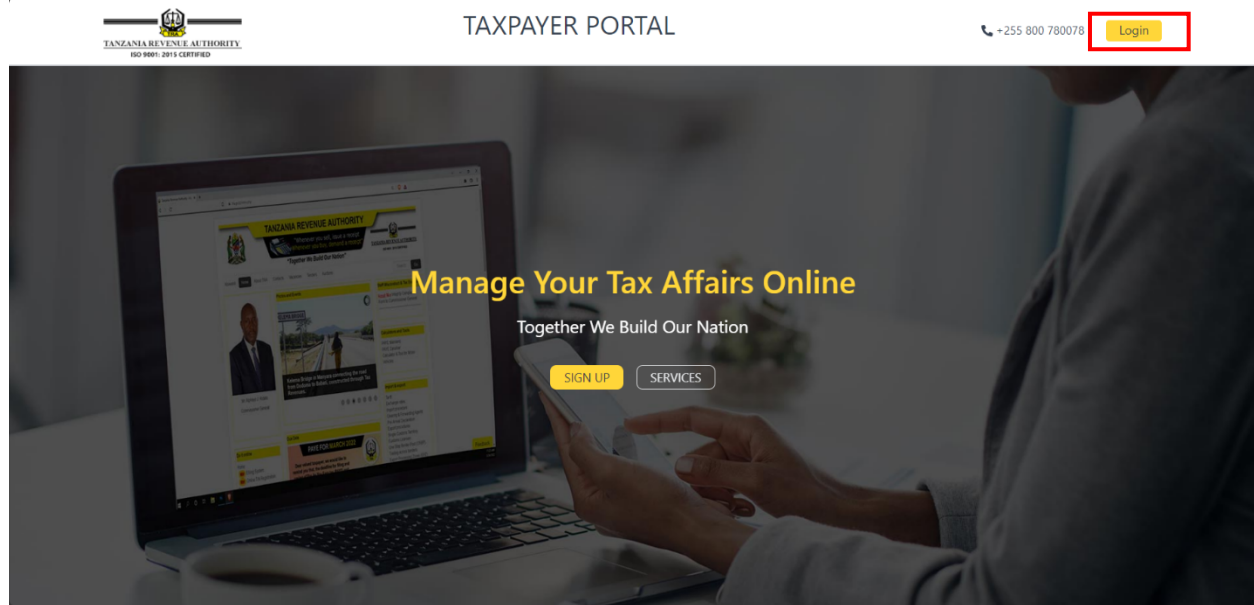
Go to the official TRA website then click “Taxpayer Portal” button under Do it online.



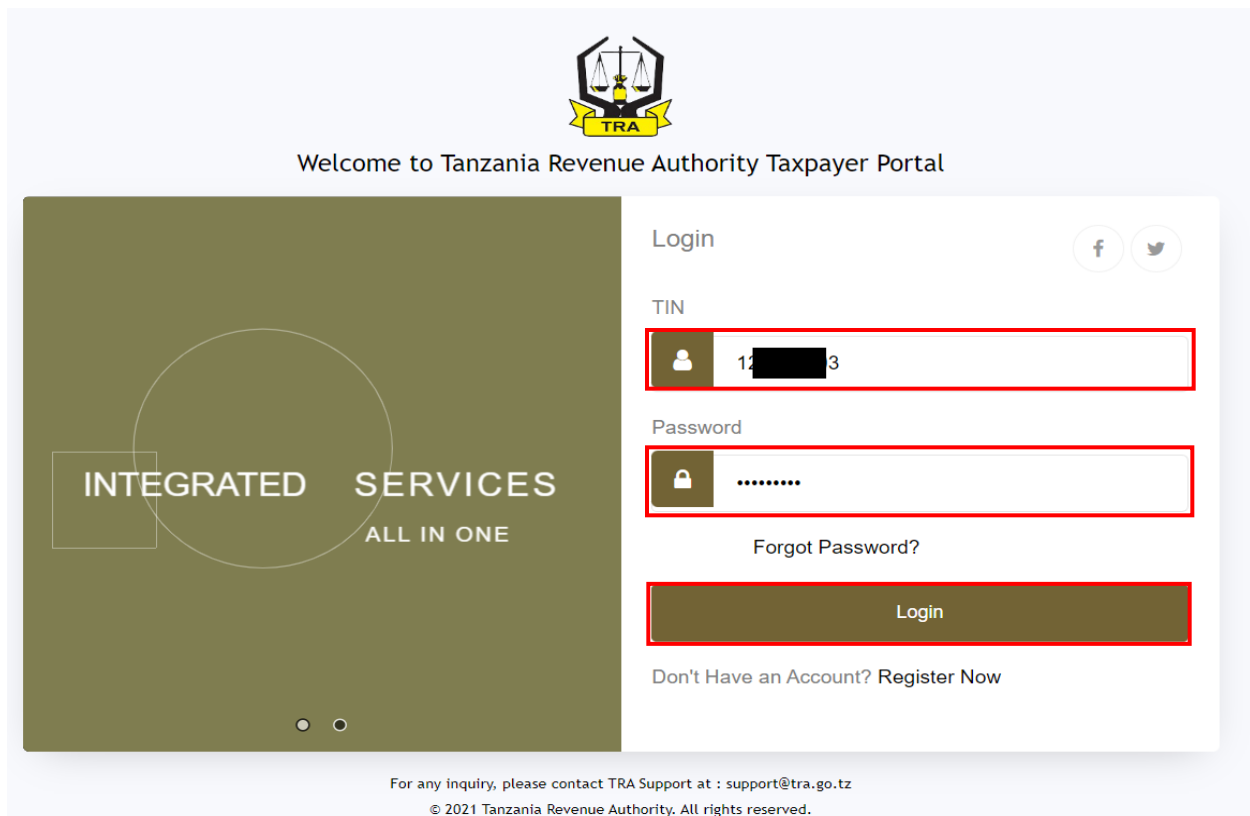
The screenshot shows the homepage of the Tanzania Revenue Authority (TRA). At the top, there is a yellow banner with the TRA logo on the left, the text "TANZANIA REVENUE AUTHORITY" in the center, and a quote "Whenever you sell, issue a receipt Whenever you buy, demand a receipt" above a calculator icon. Below the banner is the slogan "Together We Build Our Nation". The navigation menu includes "Kiswahili", "Home", "About TRA", "Contact Us", "Vacancies", "Tenders", and "Auctions". A search bar is located on the right. The main content area is divided into several sections: "Photos and Events" featuring a photo of a road construction project with the caption "Payment of taxes facilitates construction of various infrastructures such as 107.4 km Njombe – Makete road"; "Staff Misconduct & Tax Evasion" with a "Read Me" link; "Calculators and Tools" listing PAYE Mainland, PAYE Zanzibar, and a calculator for motor vehicles; "Customs & Excise" listing various procedures and agents; "Do it online" with a red box highlighting the "Taxpayer Portal (TRA Online Services)" link; "Due Date"; and "News & Updates" with a "NEW" icon and the headline "INTENTION TO CANCEL REGISTRATION FOR VALUE ADDED TAX".

STEP 02: Log in into Taxpayer portal page

The Taxpayer portal will appear, then click “**Login**” on your top right.



The Login page will appear, so as to enter correct **Declarant TIN** and **Password** then click “**Login**”.



Welcome to Tanzania Revenue Authority Taxpayer Portal

INTEGRATED SERVICES ALL IN ONE

Login

TIN

12[REDACTED]3

Password

.....

Forgot Password?

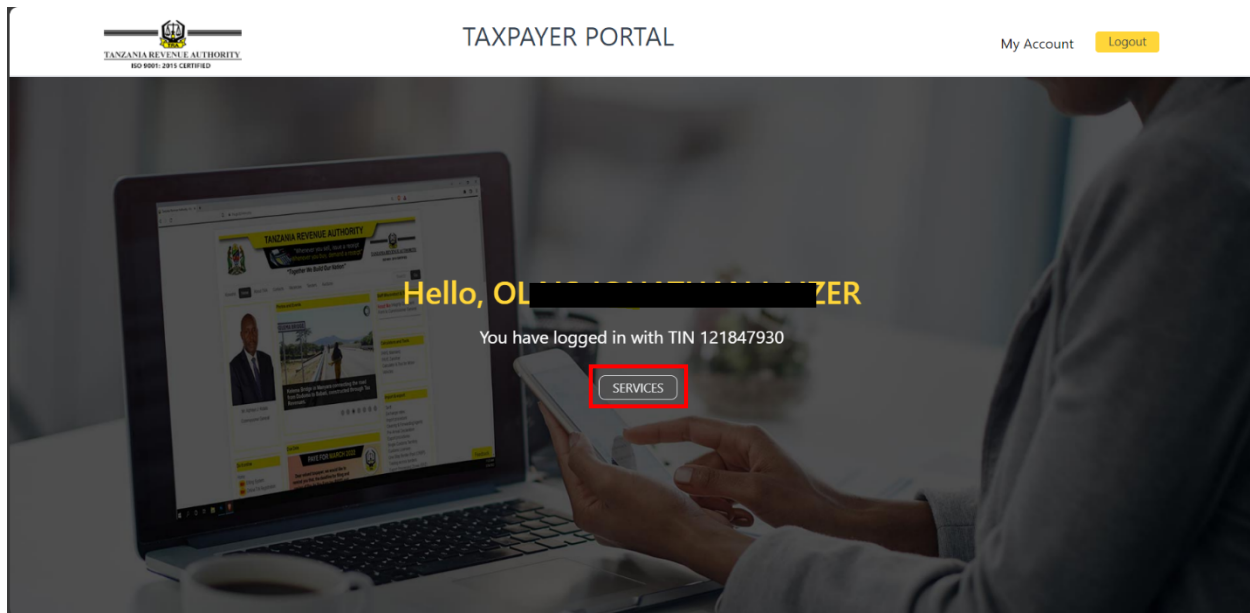
Login

Don't Have an Account? Register Now

For any inquiry, please contact TRA Support at : support@tra.go.tz
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STEP 03: Accessing Services

Upon logging in click on **“Services”**, to access all available services offered by the Authority in the Taxpayer Portal.



TANZANIA REVENUE AUTHORITY
ISO 9001:2015 CERTIFIED

TAXPAYER PORTAL

My Account Logout

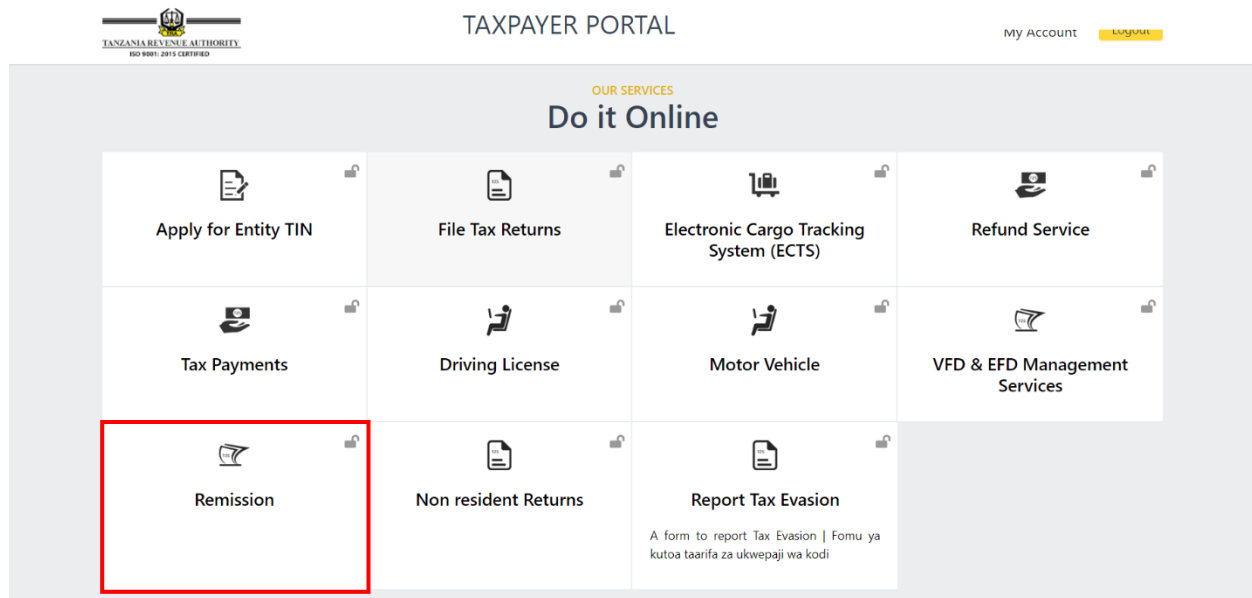
Hello, OLIVER

You have logged in with TIN 121847930

SERVICES

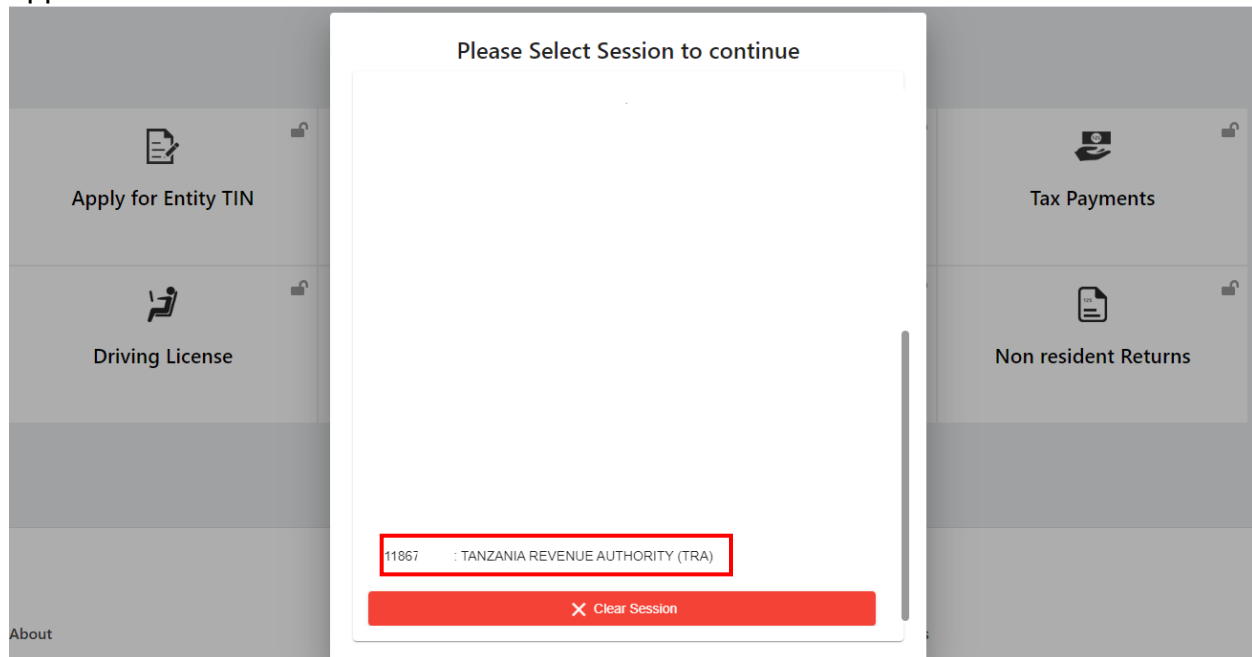
STEP 04: Select “Remission”

Select “Remission” service to trigger the declarant-managed Entities to display.



STEP 04: Select “Session”

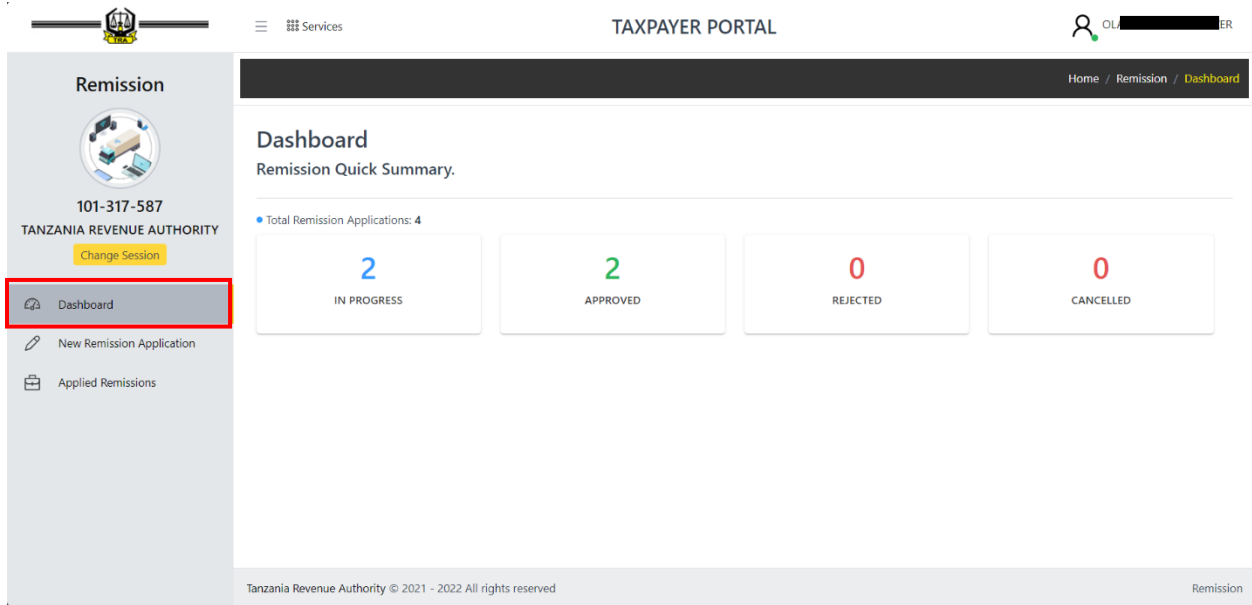
Select a session based on the entity or individual wishing to submit a remission application.



4. HOW TO APPLY FOR REMISSION

STEP 05: Dashboard

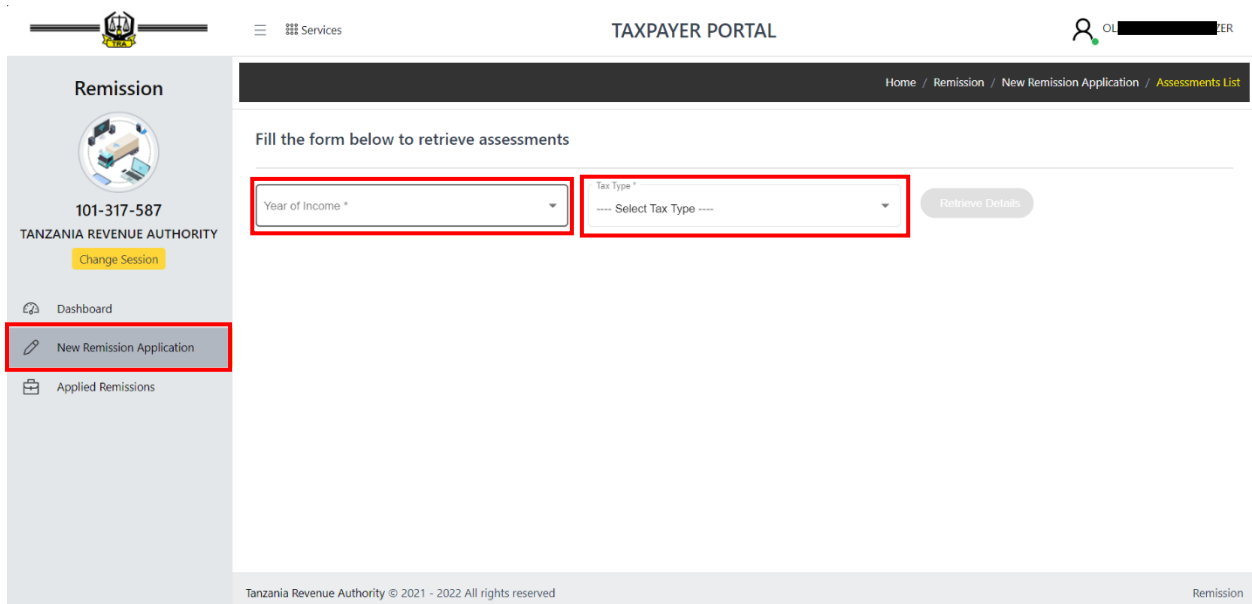
This dashboard displays summary of remission applications and their statuses.



The screenshot shows the 'Remission' dashboard in the 'TAXPAYER PORTAL'. The left sidebar contains navigation options: 'Dashboard' (highlighted with a red box), 'New Remission Application', and 'Applied Remissions'. The main content area displays a 'Remission Quick Summary' with a total of 4 applications. The summary is broken down into four categories: 'IN PROGRESS' (2), 'APPROVED' (2), 'REJECTED' (0), and 'CANCELLED' (0). The dashboard also includes contact information for the Tanzania Revenue Authority (101-317-587) and a 'Change Session' button. The footer contains the copyright notice 'Tanzania Revenue Authority © 2021 - 2022 All rights reserved' and the word 'Remission'.

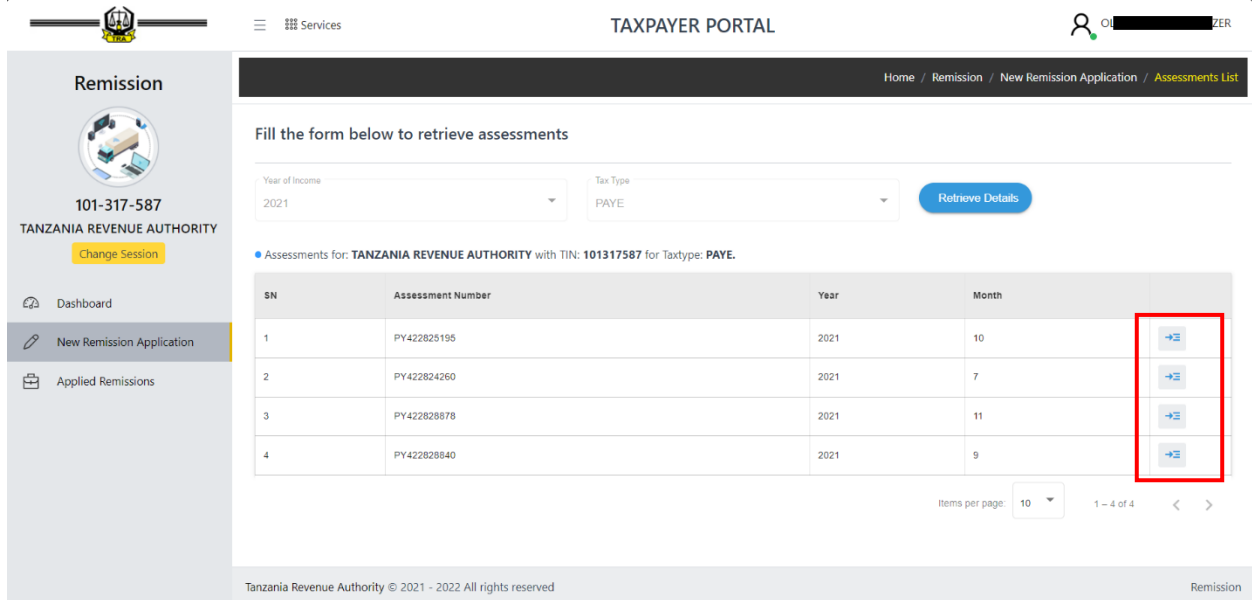
STEP 06: New Remission Application

Select the relevant Year of Income and Tax Type to acquire the exact assessment with interest or penalty before submitting a request for application of remission of interest and/or penalty.



The screenshot shows the 'New Remission Application' form in the 'TAXPAYER PORTAL'. The left sidebar contains navigation options: 'Dashboard', 'New Remission Application' (highlighted with a red box), and 'Applied Remissions'. The main content area displays a form titled 'Fill the form below to retrieve assessments'. The form has two dropdown menus: 'Year of Income *' and 'Tax Type *'. The 'Tax Type *' dropdown is currently set to '--- Select Tax Type ---'. A 'Retrieve Details' button is located to the right of the dropdowns. The dashboard also includes contact information for the Tanzania Revenue Authority (101-317-587) and a 'Change Session' button. The footer contains the copyright notice 'Tanzania Revenue Authority © 2021 - 2022 All rights reserved' and the word 'Remission'.

Click the action button on the displayed assessments with interest or penalty. Assessments that do not contain any interest or penalty will not be displayed under the remission module.



Home / Remission / New Remission Application / Assessments List

Fill the form below to retrieve assessments

Year of Income: 2021 Tax Type: PAYE [Retrieve Details](#)

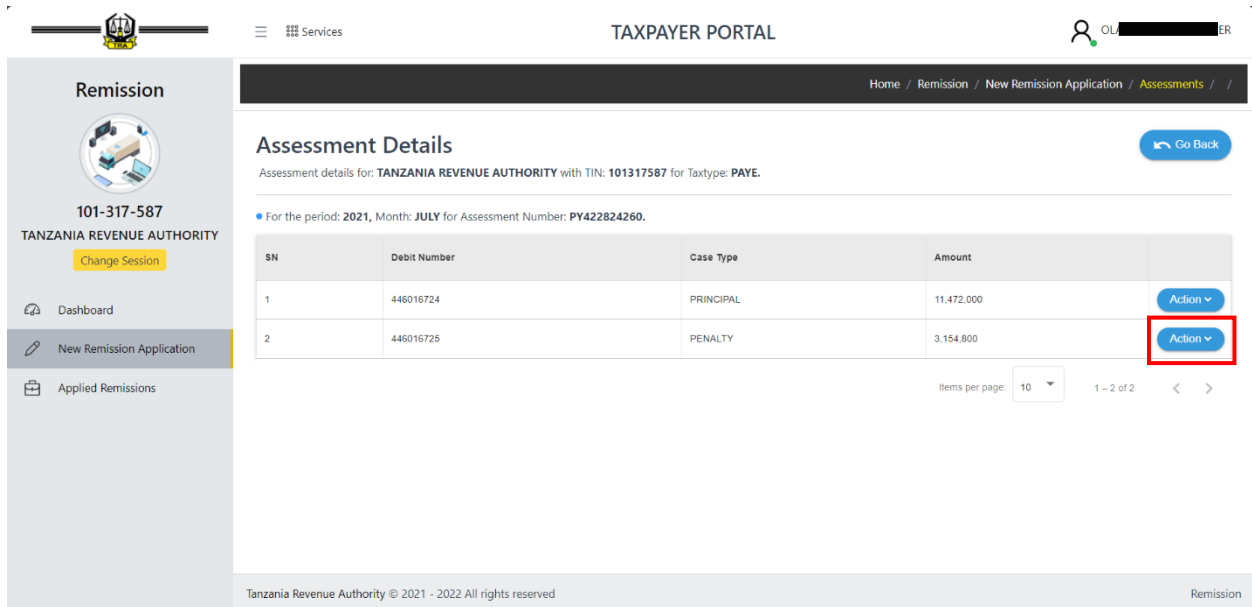
Assessments for: TANZANIA REVENUE AUTHORITY with TIN: 101317587 for Taxtype: PAYE.

SN	Assessment Number	Year	Month	Action
1	PY422825195	2021	10	Action
2	PY422824260	2021	7	Action
3	PY422828878	2021	11	Action
4	PY422828840	2021	9	Action

Items per page: 10 1 - 4 of 4 < >

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To apply remission on the debit number with penalty / interest, select it from the drop-down menu by clicking the “Action” button.



Home / Remission / New Remission Application / Assessments / /

Assessment Details [Go Back](#)

Assessment details for: TANZANIA REVENUE AUTHORITY with TIN: 101317587 for Taxtype: PAYE.

For the period: 2021, Month: JULY for Assessment Number: PY422824260.

SN	Debit Number	Case Type	Amount	Action
1	446016724	PRINCIPAL	11,472,000	Action
2	446016725	PENALTY	3,154,800	Action

Items per page: 10 1 - 2 of 2 < >

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Remission

101-317-587
TANZANIA REVENUE AUTHORITY
Change Session

Dashboard
New Remission Application
Applied Remissions

TAXPAYER PORTAL

Home / Remission / New Remission Application / Assessments / /

Assessment Details

Assessment details for: **TANZANIA REVENUE AUTHORITY** with TIN: 101317587 for Taxtype: **PAYE**.

For the period: **2021**, Month: **JULY** for Assessment Number: **PY422824260**.

SN	Debit Number	Case Type	Amount	Action
1	446016724	PRINCIPAL	11,472,000	Action
2	446016725	PENALTY	3,154,800	Action

Items per page: 10 1 - 2 of 2

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You should complete each field with the appropriate information required.

Remission

101-317-587
TANZANIA REVENUE AUTHORITY
Change Session

Dashboard
New Remission Application
Applied Remissions

TAXPAYER PORTAL

Home / Remission / New Remission Application / Apply

Apply Remission

Initial Details

Taxpayer Name: **TANZANIA REVENUE AUTHORITY**
Taxpayer Id: **101317587** Year: **2021** Month: **July**
TaxType: **PAY** Reference: **20211013175876155429558** Assessment Number: **PY422824260**
Principal Debit No: **446016724** Principal Amount: **11,472,000** Due Date: **2021-08-07**
Penalty Debit No: **446016725** Penalty Amount: **3,154,800**

Required Details

Number of Installments
Enter number of months to pay principal. Optional

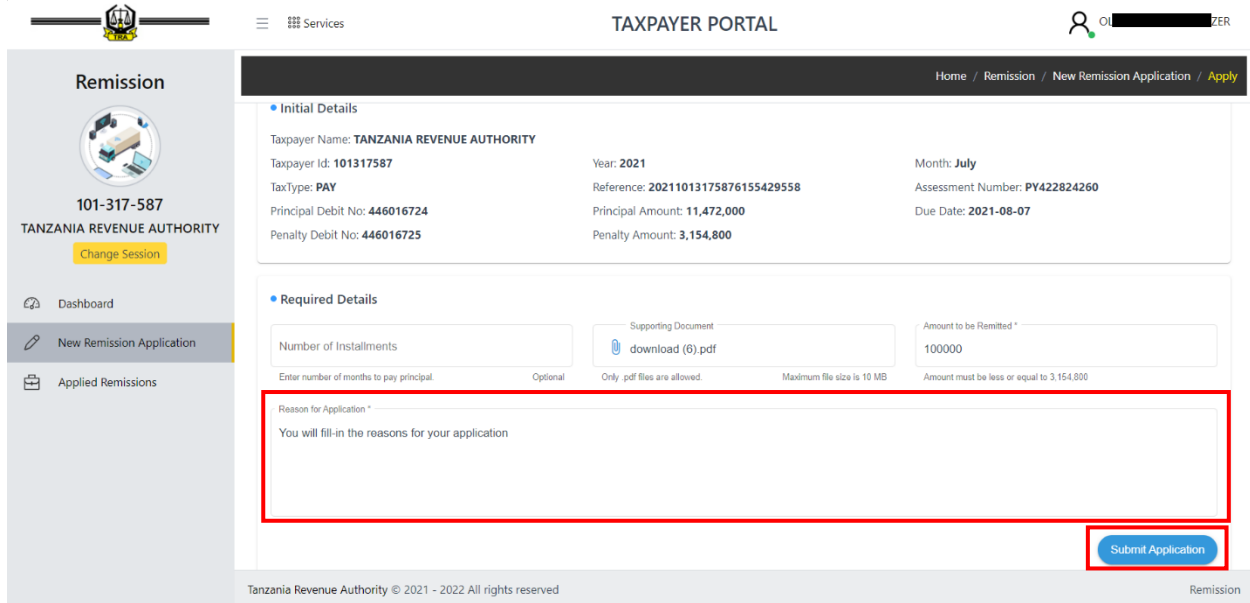
Supporting Document
Only .pdf files are allowed. Maximum file size is 10 MB

Amount to be Remitted *
Amount must be less or equal to 3,154,800

Reason for Application *

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Fill in the reasons for application of interest or penalty before clicking the **“Submit Application”** button.



Remission

101-317-587
TANZANIA REVENUE AUTHORITY
Change Session

Dashboard
New Remission Application
Applied Remissions

TAXPAYER PORTAL

Home / Remission / New Remission Application / Apply

Initial Details

Taxpayer Name: TANZANIA REVENUE AUTHORITY
Taxpayer Id: 101317587
Year: 2021
Month: July
Tax Type: PAY
Reference: 20211013175876155429558
Assessment Number: PY422824260
Principal Debit No: 446016724
Principal Amount: 11,472,000
Due Date: 2021-08-07
Penalty Debit No: 446016725
Penalty Amount: 3,154,800

Required Details

Number of Installments:
Supporting Document: download (6).pdf
Amount to be Remitted: 100000

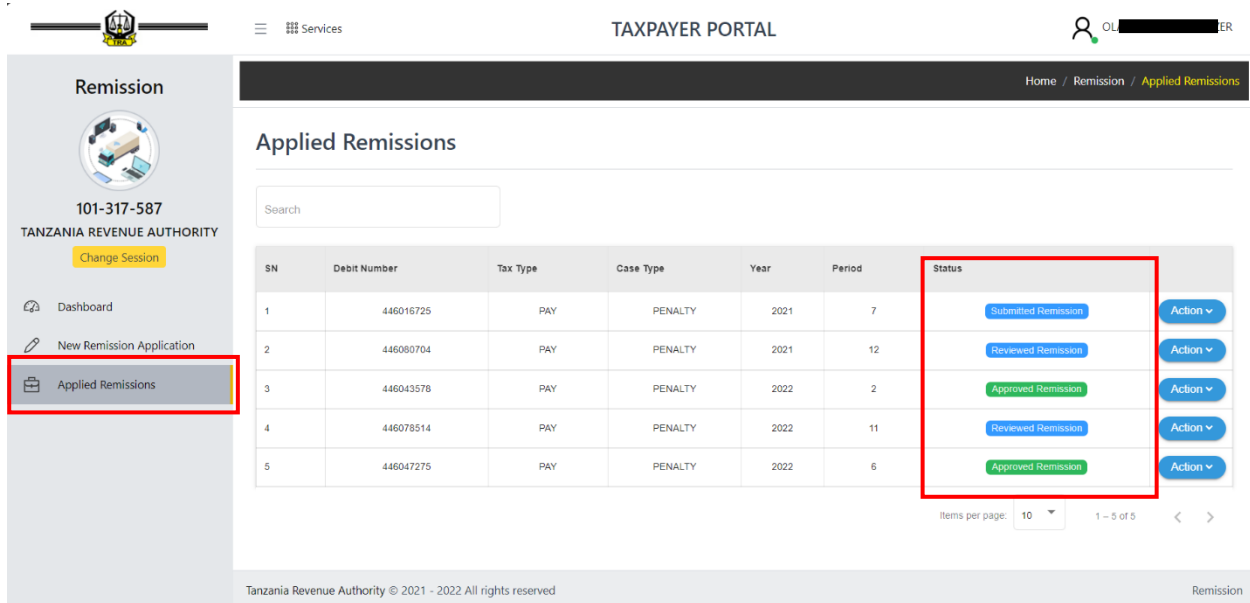
Reason for Application *
You will fill-in the reasons for your application

Submit Application

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STEP 07: Applied Remission Applications

After successfully requesting remission of interest and penalty, the acknowledgement notice depending on the status of the application will be accessible in the Applied Remissions menu.



Remission

101-317-587
TANZANIA REVENUE AUTHORITY
Change Session

Dashboard
New Remission Application
Applied Remissions

TAXPAYER PORTAL

Home / Remission / Applied Remissions

Applied Remissions

Search

SN	Debit Number	Tax Type	Case Type	Year	Period	Status	Action
1	446016725	PAY	PENALTY	2021	7	Submitted Remission	Action
2	446060704	PAY	PENALTY	2021	12	Reviewed Remission	Action
3	446043576	PAY	PENALTY	2022	2	Approved Remission	Action
4	446078514	PAY	PENALTY	2022	11	Reviewed Remission	Action
5	446047275	PAY	PENALTY	2022	6	Approved Remission	Action

Items per page: 10 1 - 5 of 5

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Click “**Action**” button to preview the acknowledgement notice depending on the status of the application.

SN	Debit Number	Tax Type	Case Type	Year	Period	Status	Action
1	446016725	PAY	PENALTY	2021	7	Submitted Remission	Action
2	446080704	PAY	PENALTY	2021	12	Reviewed Remission	Action
3	446043578	PAY	PENALTY	2022	2	Approved Remission	Action
4	446078514	PAY	PENALTY	2022	11	Reviewed Remission	Action
5	446047275	PAY	PENALTY	2022	6	Approved Remission	Action

The acknowledgement notice—either the approval or the application notice—is readily accessible for printing.

Approval Notice

[Go Back](#)

TANZANIA REVENUE AUTHORITY

NOTICE OF REMISSION OF INTEREST/PENALTY
(Made under Section 70 of the Tax Administration Act, Cap. 438)

TIN : 101-317-587

TAXPAYER NAME : TANZANIA REVENUE AUTHORITY

P.O. BOX : 11491

POSTAL TOWN : DAR ES SALAAM

DATE OF ISSUE : 18 Oktoba 2023 05:28:32 PM

ISSUING OFFICE : Large Taxpayers Dept