

PAYMENT OF TAXES DURING THE COVID-19 LOCK DOWN PERIOD

Pursuant to the announcement of a nationwide partial lockdown effective **27 March 2020** due to the COVID-19 pandemic; the Eswatini Revenue Authority (SRA) has put in place measures to ensure that disruption in operations during this period is as minimal as possible. The SRA remains committed towards ensuring that payment of taxes is and remains easy and convenient; the following measures and changes shall be effected with IMMEDIATE effect.

Visits by Taxpayers

Taxpayers are advised to utilise the online platforms and emails to interact with the SRA. Face to face consultations /meetings are strongly discouraged during this period.

Online services

The SRA has the e-Tax system, an online platform through which taxpayers may do the following from the comfort of your own space;

- Submit returns
 - Income tax returns (companies and individuals)
 - Provisional tax returns (companies and individuals)
 - PAYE Monthly returns
 - VAT returns
 - Alcohol and Tobacco Levy
- Log tax related queries
- View your domestic taxes statements

Taxpayers are encouraged to register for e-tax using the form that is available on our website www.sra.org.sz and enjoy the convenience that it has to offer.

Service Centres

To minimise face-to-contact, only the following Service Centres will be operational:

- Matsapha
- Mbabane
- Manzini

The rest shall be closed. Taxpayers are advised to visit these centres ONLY for essential services that cannot be obtained through e-tax or any of our remote access platforms.

Large Taxpayers

Our Customer Relations Managers shall be available for all our Large Taxpayers through e-mail and mobile phones. There is therefore no need to visit the Ezulwini Headquarters during the lock-down period.

Tax Payments

All payments should be done using electronic facilities in line with our “**No Cash initiative**”. Payments can be done through Electronic Funds Transfer (EFT), Mobile Money and Payments through the banks. Referencing guidelines are available on our website www.sra.org.sz. In an event, payment is made at

the above-listed Service Centres or border posts; the speed-point gadgets will be available. NO CASH will be accepted at Service Centres except for Graded Tax payments.

Debts Arrangements & Taxpayer Accounts Enquiries

All debt and taxpayers' account queries may be sent to info@sra.org.sz during lockdown.

Tax Compliance Certificates (TCCs)

Applications for TCC may be sent to info@sra.org.sz for all taxpayers except Large Taxpayers.

Contact Centre

Our email address, info@sra.org.sz will remain operational and taxpayers are encouraged to send their queries through this channel. Our main telephone number; 2406 4050 will also operate, but at a minimal level.

The SRA reminds all taxpayers that compliance to our tax laws remains a legal obligation; our appeal to esteemed taxpayers is that we all fulfil this obligation. We further encourage taxpayers to only act on information that has been officially published by the SRA and not any other.

We wish all emaSwati safety during this trying time.