

HOW CAN ONE ACCESS A TIN IN A REMOTE AREA?

Q Dear Commissioner,
How can taxpayers in remote areas such as Kanungu obtain TIN numbers without having to travel long distances?

A Dear Reader,
Individual taxpayers in remote areas can obtain a TIN online by applying for one through our website www.ura.go.ug under the instant TIN link available under the Domestic taxes tab >> Get a Tin. We have also partnered with URSB, KCCA and the local Governments under the Taxpayer Register Expansion Programme to provide seamless registration services to our clients. Taxpayers in remote area can also take advantage of our mobile tax clinics when the clinics visit their areas to register for taxes.



The qualifications required to work at URA vary depending on the specific job role and department

How do I get a career at URA?

Q Dear Commissioner,
I am filling the JAB form and would like to know: which courses or academic qualifications are required in order to work at URA?

A Dear Reader,
The academic qualifications required to work at the Uganda Revenue Authority (URA) vary significantly depending on the specific job role and department. While some jobs require specific qualifications, other jobs are open and suitably qualified candidates are free to apply. It is important to note that the positions advertised typically require qualifications at the Diploma or Bachelor's Degree level and sometimes higher for specialized or senior roles.

Can URA collect taxes without harassing?

Q Dear Commissioner,
Is there a way URA can ensure that taxes are collected without taxpayers being harassed? Many taxpayers feel that enforcement teams act harshly, and we request your intervention so that compliance can be achieved without intimidation.

A Dear Reader,
As a service-oriented organisation, Uganda Revenue Authority is intentional on continuously improving the quality of service that it offers its clients. Therefore, we have put in place various systems and solutions intended to provide a delightful experience to our clients such as availing an online portal through which taxpayers can file, and pay their taxes including accessing tax information in a simple and fast way.

We have also availed different channels through which taxpayers may contact us for service-oriented requests and these include: visiting the nearest URA office or through our email address; services@ura.go.ug, or Toll free numbers; 0800117000 and 0800217000, or WhatsApp line: 0772140000, or through our website: touchpoint.ura.go.ug



ASK URA COMMISSIONER GENERAL

Every Thursday, the Uganda Revenue Authority (URA) Commissioner General, John Musinguzi Rujoki answers your questions.

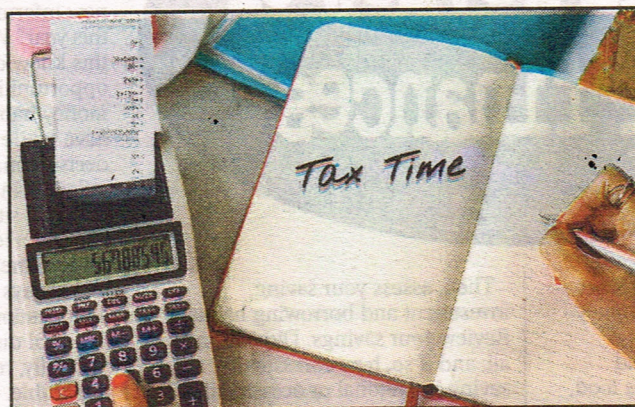


SEND YOUR QUESTIONS TO

✉ AskCG@newvision.co.ug ☎ 0703409710

Furthermore, taxpayers can report staff misconduct of any staff to our Integrity, Compliance and Ethics Division via 0772 141075 or through the informer management window accessed as below:

- Visit the URA web portal, www.ura.go.ug
- At the bottom left, select the whistle blow icon.
- Fill in the form
- Submit.



Reminders are not intended to annoy but to remind taxpayers of their obligations

Why do I get payment reminders after paying tax?

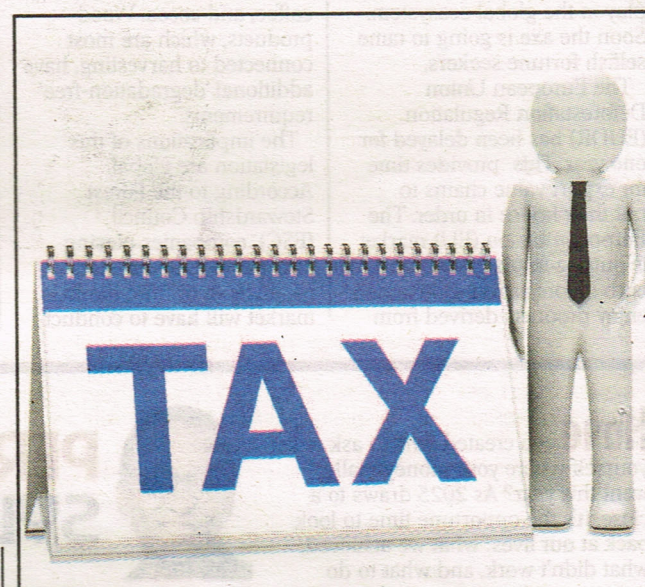
Q Dear Commissioner,
Why do we continue receiving URA reminders about outstanding tax obligations even after making payments? How can this be resolved?

A Dear Reader,
We thank you for this feedback and apologize for any inconvenience caused. We promise to improve on our processes so that we do not inconvenience our taxpayers since reminders are not intended to annoy but to remind taxpayers of their obligations from time to time so that they do not fall short of their obligations i.e. filing and payment of taxes.

Withholding tax threshold

Q Dear Commissioner,
Is withholding tax charged on payments below sh1m?

A Dear Reader,
Whereas the current legal framework provides for a threshold of one million shillings below to which the obligation to withhold 6% tax on a payment for goods and services would not arise. It is important to note that where the contract value exceeds one million Shillings the designated agent would be obliged to withhold 6% tax on a payment even if the payment made is less than one million Shillings. Furthermore, where the payment made is for professional or management fees the obligation to withhold would arise regardless of the amount paid.



We have published lists of customs and domestic tax agents on the URA web portal

How can taxpayers verify or identify URA-licensed tax agents?

Q Dear Commissioner,
How can taxpayers verify or identify URA-licensed tax agents to assist with tax matters, especially when clearing cargo from URA warehouses?

A Dear Reader,
We have published lists of Customs and Domestic tax agents on the URA web portal www.ura.go.ug and a taxpayer may engage them for assistance with their tax matters. To access the lists of Licensed Customs and DT Agents on our website click on the "Choose an Agent." tab found on the bottom left of the home page. You may search for the agent by their TIN or by the name of the firm.

Is PAYE paid under the employer's TIN

Q Dear Commissioner,
Is PAYE paid under the employer's TIN or under the employee's TIN?

A Dear Reader,
Every employee is required to obtain a TIN which they are required to share with their employer so that when the employer is filing the PAYE return, the employee's TIN is included in the PAYE return declaration. Under no circumstances should an employee's PAYE be paid under the employer's TIN.