



RAMIS

Revenue Administration Management Information System (RAMIS)

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Department of Inland Revenue

What is RAMIS

Revenue Administration and
Management Information System

RA + MIS

RAMIS Objectives

Taxpayer

- Less hassle to pay tax or handle tax matters
- Ability to access tax information

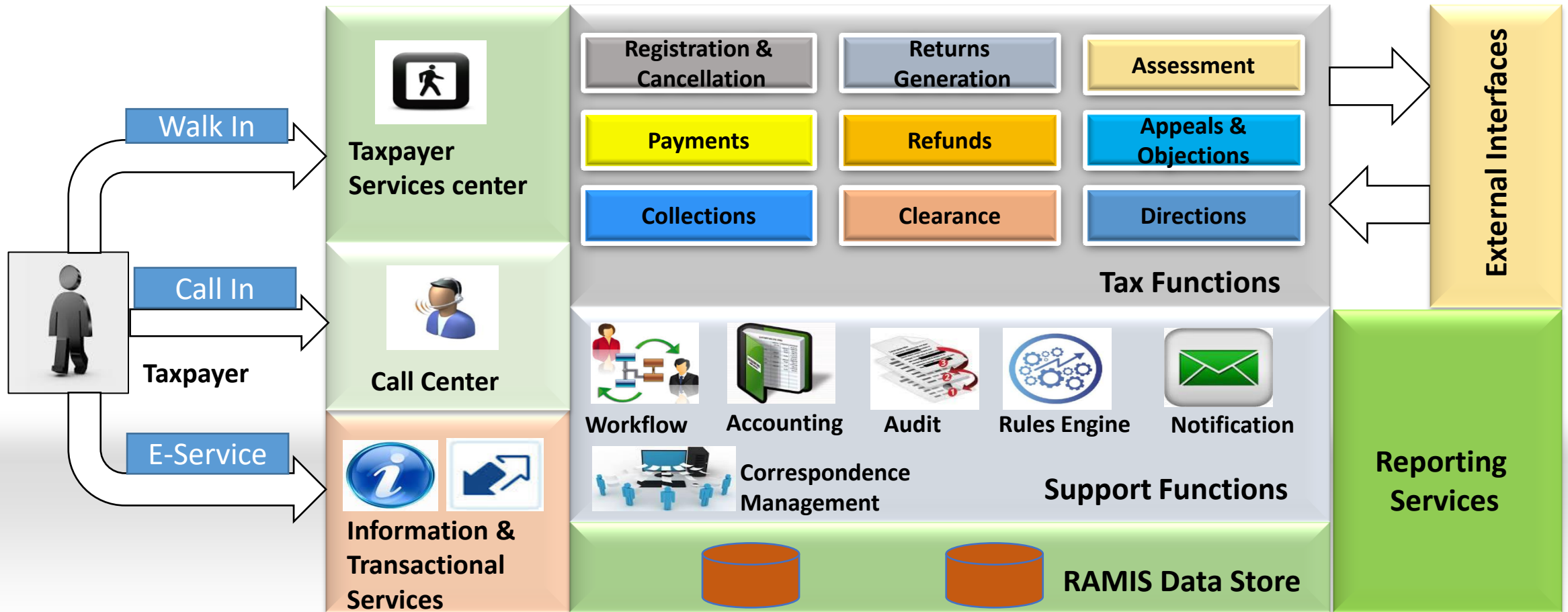
IRD

- Increase tax compliance
- Increase revenue collection
- End to End tax system to serve taxpayer

Employee

- Reduce the complexity during tax audits
- Ability to access taxpayer's information

RAMIS Overview



Introduction to e- services

E-Filing available on the IRD portal (www.ird.gov.lk)



Greater Convenience

E-Filing can be performed **anywhere, anytime** as long as **you have an Internet connection.**

This results in **greater convenience** for taxpayers



Easier and Simpler Tax Return Filing

Tax return filing is made **easier** and **simpler** with **online validation checks** and **quick guides** to help you to perform e-Filing

IRD portal

- New design
- Content in 3 languages
- Better organization of the information
- New functionalities for easier navigation

➔ Download the quick guide

A guide to the Sri Lanka Inland Revenue new tax portal

Functions related to tax

Function	Individuals	Business
1 Links to key information by tax type: what it is, acts, payment dates, applicable discounts, documents required, downloads	✓	✓
2 Links to Individual taxpayer functions	✓	
3 Links to business taxpayer functions		✓
4 Links to VAT and Simplified VAT functions	✓	✓
5 Links to functions related to all other tax types	✓	✓
6 Tax calendar for the current tax year, showing all tax events for all tax types, organized chronologically	✓	✓
7 Tax rates applicable, organized by tax type	✓	✓
8 Feedback form to report businesses and individuals suspected of not paying their taxes	✓	✓
9 Access to e-services; quick guides, forms and help	✓	✓

Navigation tools

Function
10 Change language (Sinhala/ Tamil/ English)
11 Map of all the portal's pages at a glance
12 Increase or decrease the text size
13 Search by key words
14 Date stamp. Each page in the site indicates the last date it was updated

Information

Function
15 Important announcements
16 List of all branches and units, address and contact details
17 List of latest events and important news. Clicking on one of them will open the details for that announcement
18 List of Frequently Asked Questions
19 Link to other useful resources and government sites

SRI LANKA INLAND REVENUE

Home | Feedback | Sitemap | Contact Us | FAQs | Quick Guide

About Us | Type of Taxes | Units & Services | Useful Information | Publications | Downloads | Report Tax Evasion | e-Services

Building our nation Shaping our future

Welcome to the official website of the Inland Revenue Department, of the Government of Sri Lanka. This Website features news and information about the Inland Revenue Department of Sri Lanka, and taxes administered by it. We are committed to being your partner in assisting you to fulfil your tax obligations.

Individuals

- Registration
- Discount on income tax payable
- Tax Rate Table
- Privilege Card

Business

- Registration
- Changes under Budget 2014 and 2015
- Employer responsibilities (PAYE)
- Tax Calendar
- Overseas Remittance and Tax Clearance

VAT/Simplified VAT

- Who should register for VAT
- VAT Refund procedure
- List of cancelled VAT
- Who should register for SVAT
- Responsibility of VAT/SVAT registered trader
- List of RIPs and RISs

Other taxes administered by IRD

Nation Building Tax (NBT)
Economic Services Charges (ESC)
Betting and Gaming Levy (BGL)

Share Transaction Levy (STL)
Stamp Duty (SD)
Construction Industry Guarantee Fund Levy (CIGFL)

Latest News & Notices

24-06-2016 - News - Value Added Tax (Amendment 2016)
A Bill to amend the Value Added Tax Act, No. 14 of 2002

20-05-2016 - Notice - Value Added Tax
Introducing E-filing of Returns under E-services through Web Portal

18-05-2016 - Notice - Nation Building Tax
Making Payments for the month of April

Latest Content

07-07-2016 - Schedules : SVAT
Updated Schedule Template - (SVAT 06)

05-07-2016 - Approved Charity
Update List of Approved Charities

05-07-2016 - Schedules : SVAT
Updated Schedule Templates

28-06-2016 - Access to e-Services
To authorize staff/Tax agent to act on

Last updated: 07-07-2016

Check out the latest statistics | Get the latest exchange rates | Learn about international tax affairs

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One-stop page for all your e-services, forms and help

The e-services landing page is a one-stop page where the taxpayer will find ALL necessary information and resources related to e-services



e-Services

The e-Services landing page is a one-stop page where the Taxpayer will find all necessary information and resources related to e-Services:

-  **Overview and quick guides**
Click above for an overview of the tax processes, and to download the quick guides with step-by-step instructions on how to use the e-Services
-  **Access to the e-Services**
Click above to register as a Taxpayer, request a PIN to use the e-Services, and log in to access the different tax e-Services
-  **Forms**
Click above to download the forms
-  **Help options**
Click above to check the different help options available: Taxpayer Services Unit, IRD portal

Access to e-services
Click here to register as a taxpayer, register for a tax type, request a PIN to use the e-services, and log in to access the different tax e-services

Quick guides
Click here for an overview of the tax processes, and to download the quick guides with step-by-step instructions on how to use the e-services

Download of Forms
Click here to check which documents are required, and to download the forms

Help options
Click here to check the different help options available: call center, Taxpayer Services Unit, IRD portal

Where can I find help in authorizing my staff or tax agents for e-Filing?



IRD has prepared a [quick guide](#) which shows **how you can activate the SSIDs and authorize staff / tax agents to act on behalf of you.** You can download the quick guide by following the steps below:

a) Access the IRD portal (www.ird.gov.lk). Click **Downloads** → **Quick Guides** from the top menu

b) Click “**Detailed quick guide**” under the “**How to authorize staff or tax agents to act on your behalf**” section

The screenshot shows the Sri Lanka Inland Revenue website. The top navigation bar includes 'About Us', 'Type of Taxes', 'Units & Services', 'Useful Information', 'Publications', 'Downloads', 'Report Tax Evasion', and 'e-Services'. The 'e-Services' menu is expanded, showing options like 'Overview and Quick Guides', 'Registration', 'Filing of return', 'Access to e-Services', 'Forms', and 'Help options'. The main content area is titled 'Registration' and contains a table of quick guides. The table has three columns: a description of the process, a link to the 'Process overview', and a link to the 'Detailed quick guide'. The 'Detailed quick guide' link for 'How to authorize staff or external tax agents to act on your behalf' is highlighted with an orange border.

How to register as a Taxpayer:	Process overview	Detailed quick guide
Register as a Taxpayer and get your Taxpayer Identification Number (TIN), in person, through post, or online	Process overview	Detailed quick guide
How to obtain a PIN to use e-Services	Process overview	Detailed quick guide
How to login:	-	Detailed quick guide
How to authorize staff or external tax agents to act on your behalf:	Process overview	Detailed quick guide
Authorize staff or external tax agents to act on your behalf for your tax matters		
Tax agents – How to authorize your staff to act on behalf of a client	Process overview	Detailed quick guide

New e-services will be progressively rolled out to allow taxpayers to transact anytime, anywhere

Who can use these e-services?

- Taxpayers
- Appointed staff of corporate taxpayers
- Tax agents

What do you need to do to use these e-services?

1. Register as a taxpayer
2. Obtain a PIN (Personal Identification Number) from IRD

Access to e-Services

You, or people you authorize, can log in and use different e-Services for registering, filing your returns, checking your tax balance and transaction history, paying taxes, requesting a refund, lodging an appeal or an objection, or requesting for a clearance certificate.

To be able to use the e-Services, you will need to be a registered Taxpayer with a Taxpayer Identification Number (TIN), and register for e-Services to request for a Personal Identification Number (PIN). You can do these below.

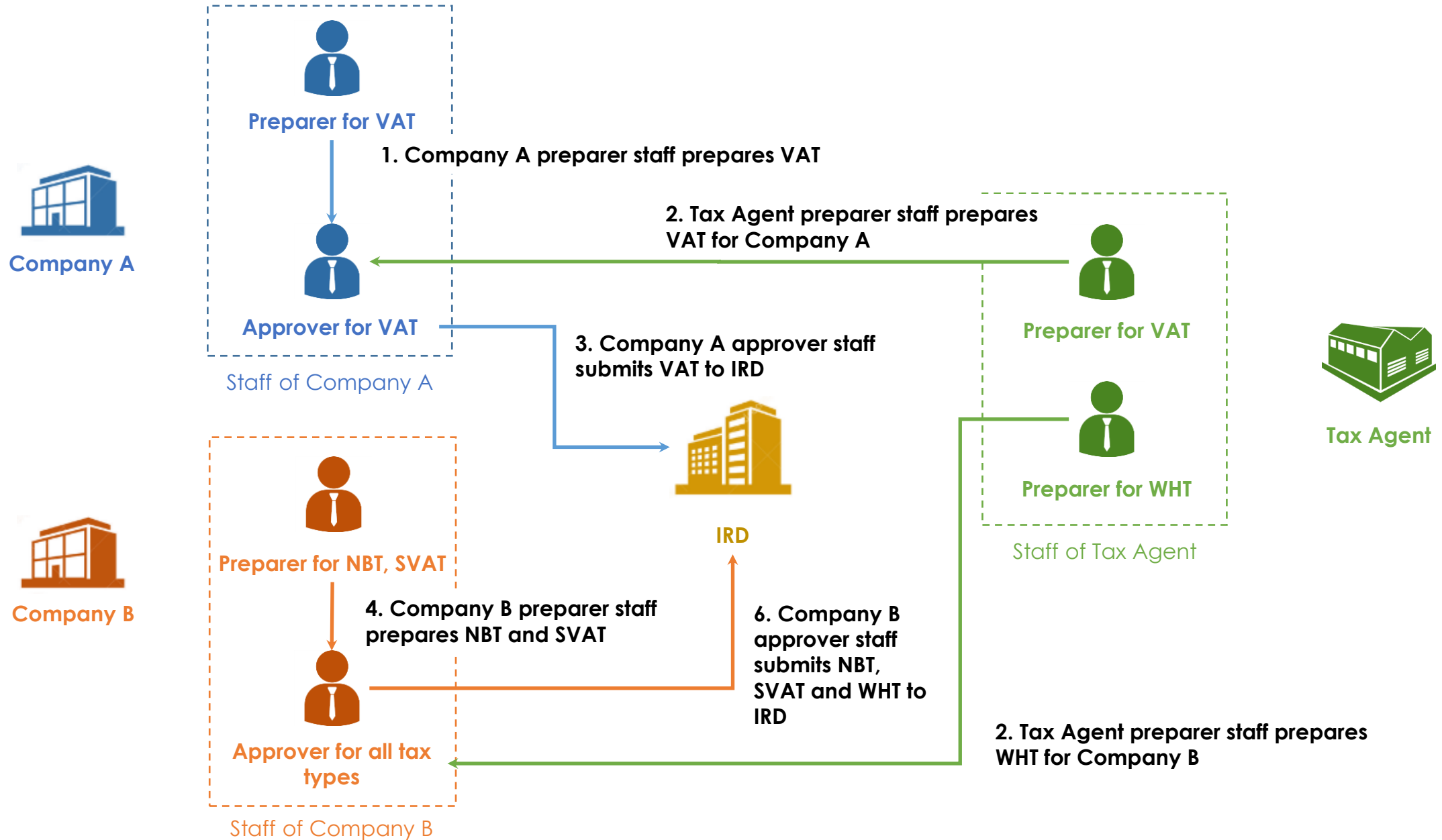
- Click on [Taxpayer Registration](#) : To register as a Taxpayer and obtain your TIN
- Click on [PIN Request](#) : To request a PIN to be able to use the e-Services

Proceed to Login:
To use the e-Services, you must have a Taxpayer Identification Number (TIN) and a Personal Identification Number (PIN)

Select your tax profile	<input type="radio"/> Individual Taxpayer <input type="radio"/> Corporate Taxpayer
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Proceed to Login

An example of staff and tax agent authorization



Taxpayer Registration: Forced Registration

- System Information

- NBT – IT Return / VAT Return
- VAT – IT Return/ NBT

- Informer Information

- Acknowledge
- On Hold
 - Issue SMS
- Reject
 - SMS or Email
- Register



Cross checking of tax information in RAMIS



Reporting on tax evasion

New Call Center



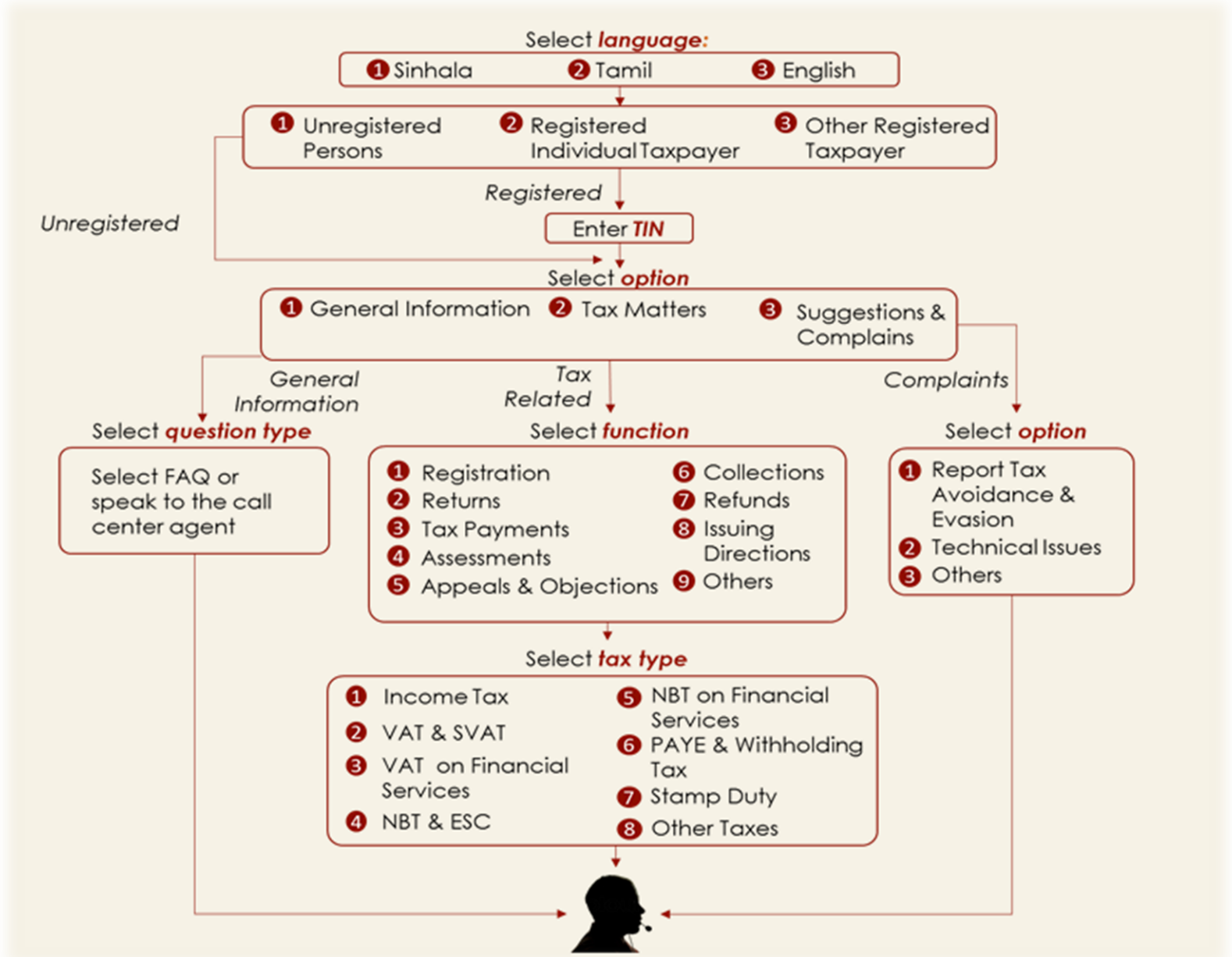
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Monday to Friday
9:00 am to 7:00 pm

Saturday 9:00 am to 1:00 pm

Purpose of call center:

- To track all taxpayer queries coming into IRD
- To facilitate queries in 3 languages
- Supported by business consultation unit
- To route queries to the appropriate unit for resolution
- To provide better turnaround time for every taxpayer query
- callcentreservice@ird.gov.lk

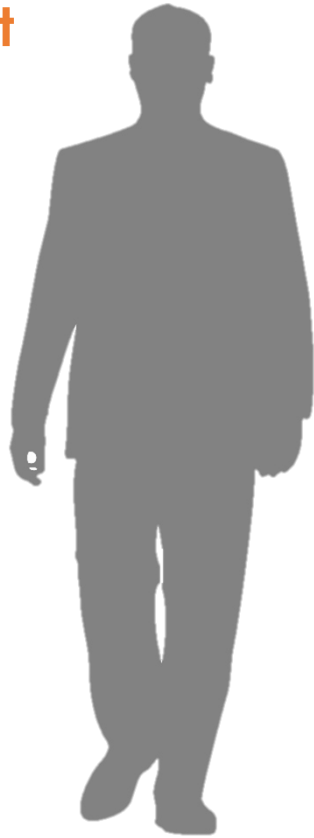


Enhancements to the Taxpayer's Services Unit (TPSU)

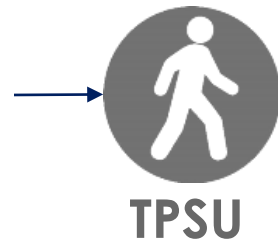


Taxpayer's Services Unit

Monday to Friday
8:30 am to 4:00 pm



Taxpayer



TPSU

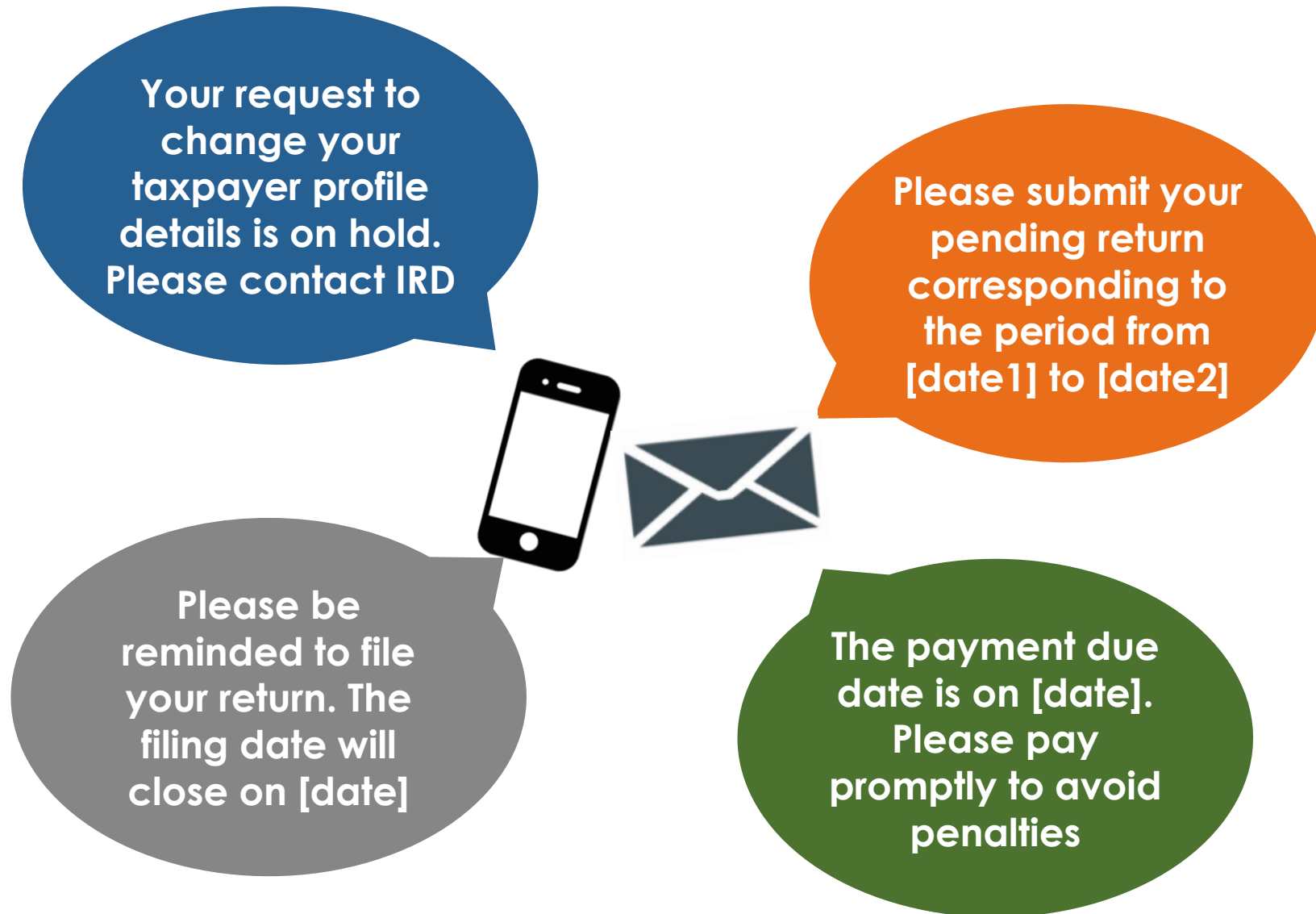
Primary
Registration Unit

Business
Consultation Unit

Document
Collection Unit

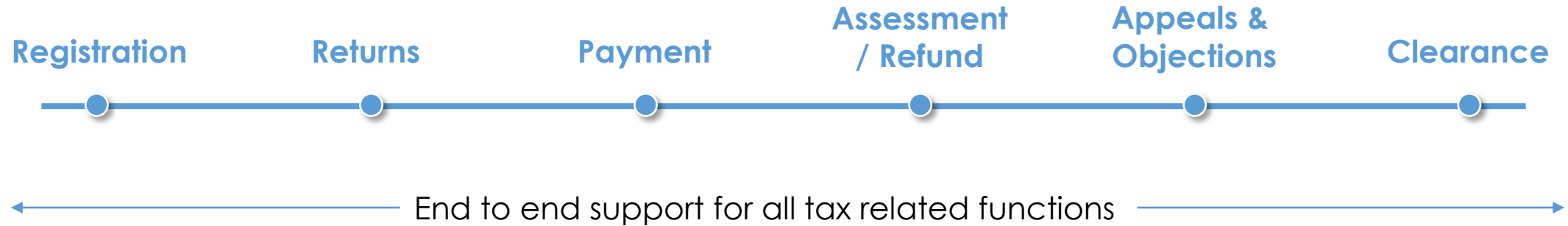
- Helps in Taxpayer registration
- Helps register for e-services
- Helps in request for refund/ clearance certificate/ direction
- Helps in making an appeal/ objection
- Provides tax specific advice (e.g. tax implications when starting a business)
- Collects documents and issues acknowledgements

Reminders by SMS or email to avoid penalties



Note: these are for illustration purposes. The message does not correspond with the real one

RAMIS- the new IRD Revenue Administration Management Information System



For example:

- Automated matching of VAT input and output schedules
- Automating tax processing using business rules
- Workflow implementation to facilitate efficient tax administration
- Alerts and notifications to taxpayers to increase compliance
- Increased convenience for taxpayers to transact anytime, anywhere through e-services
- Reducing compliance costs

...resulting in a **FASTER** and **MORE EFFICIENT** service

Towards delivering excellent service to the taxpaying public

