RAMIS

Revenue Administration Management Information System (RAMIS)

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What is RAMIS

Revenue Administration and
Management Information System

RA + MIS

RAMIS Objectives

Taxpayer

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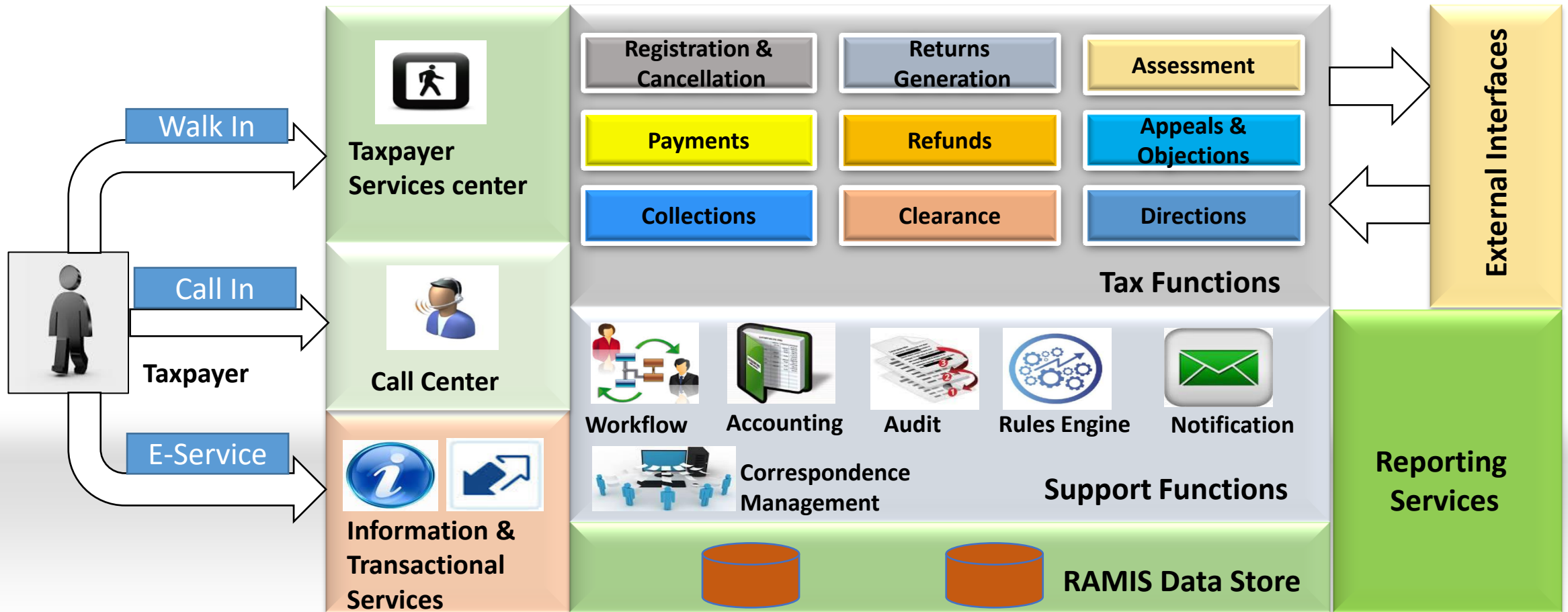- Ability to access tax information

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

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Introduction to e- services

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

Greater Convenience

E-Filing at 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

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

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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

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	○ **Individual Taxpayer** ○ **Corporate Taxpayer**
	Proceed to Login

An example of staff and tax agent authorization
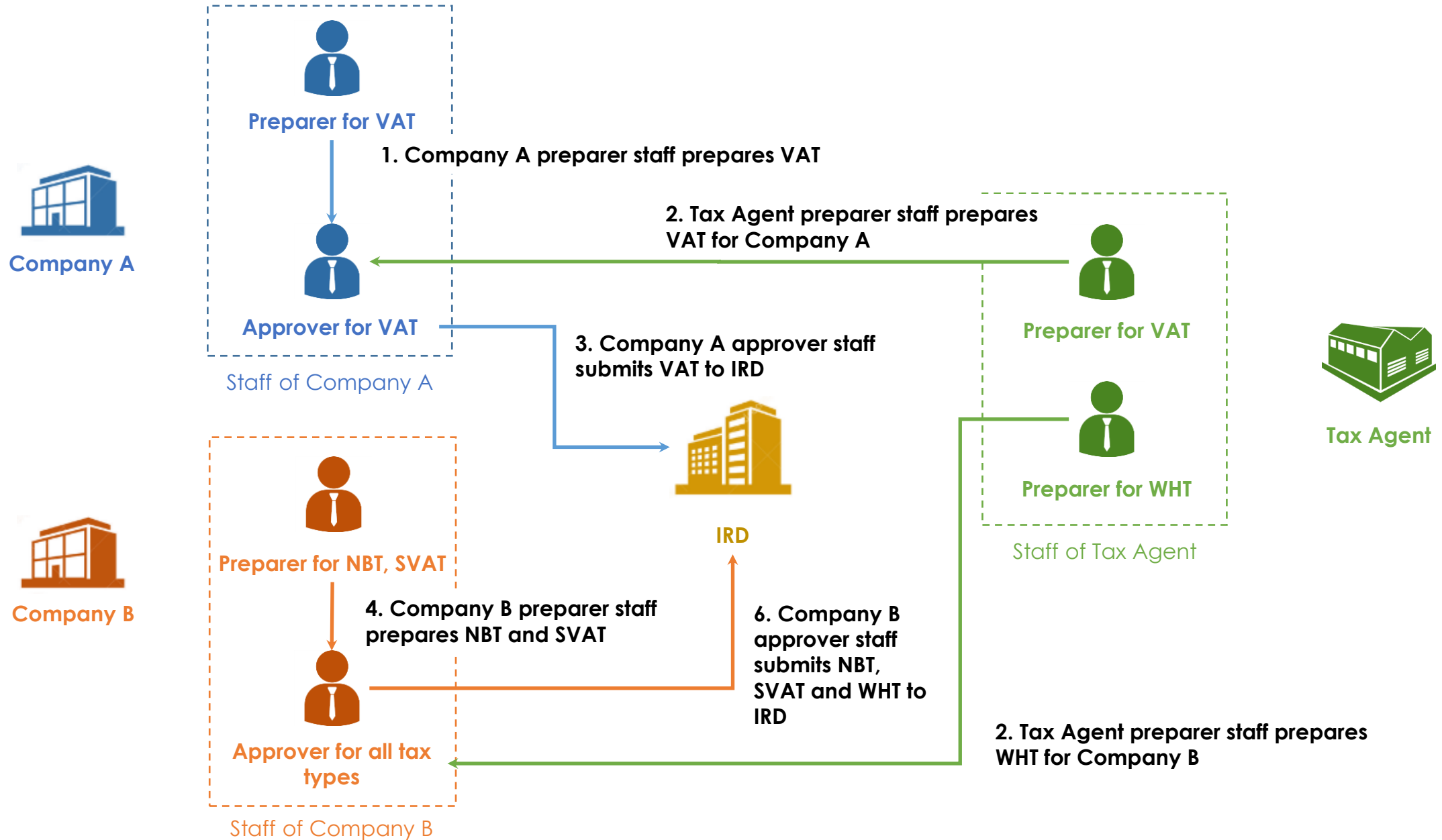
Taxpayer Registration: Forced Registration

- **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

📞 **1944**

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
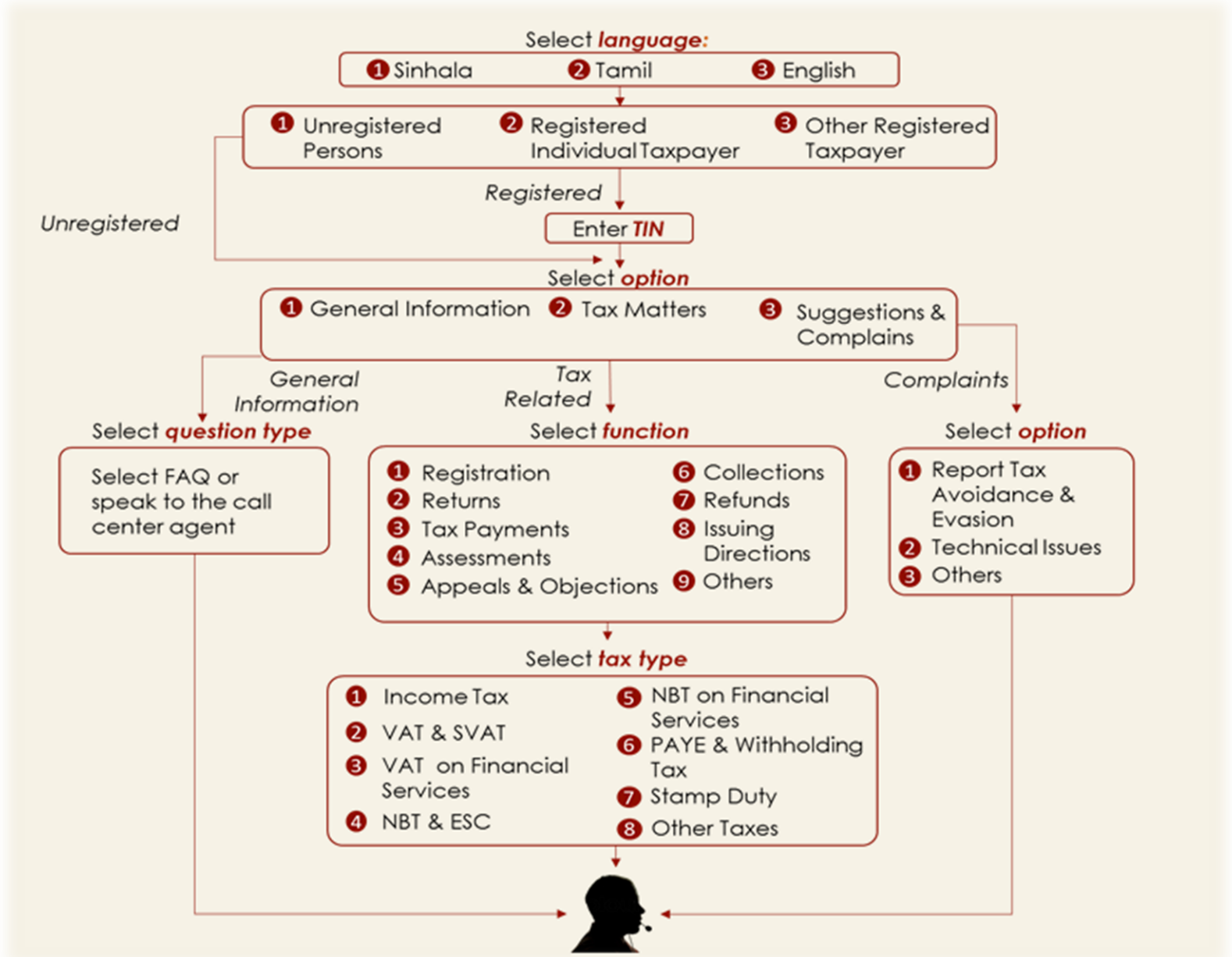
Enhancements to the Taxpayer's Services Unit (TPSU)

Taxpayer's Services Unit

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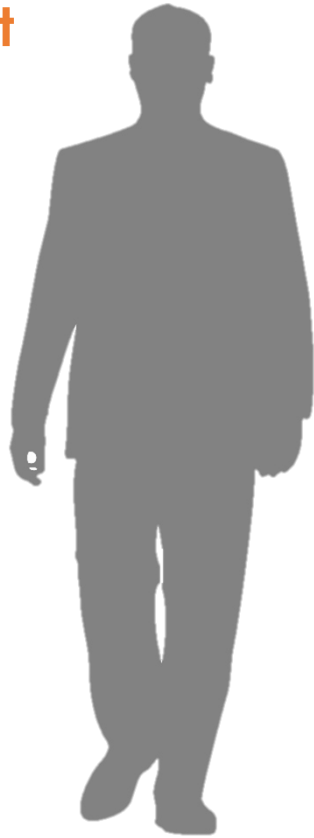
TPSU
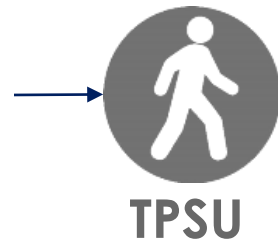
Taxpayer

Primary Registration Unit

- Helps in Taxpayer registration
- Helps register for e-services
- Helps in request for refund/ clearance certificate/ direction
- Helps in making an appeal/ objection

Business Consultation Unit

- Provides tax specific advice (e.g. tax implications when starting a business)

Document Collection Unit

- Collects documents and issues acknowledgements

Reminders by SMS or email to avoid penalties

Your request to change your taxpayer profile details is on hold. Please contact IRD

Please submit your pending return corresponding to the period from [date1] to [date2]

Please be reminded to file your return. The filing date will close on [date]

The payment due date is on [date]. Please pay promptly to avoid penalties
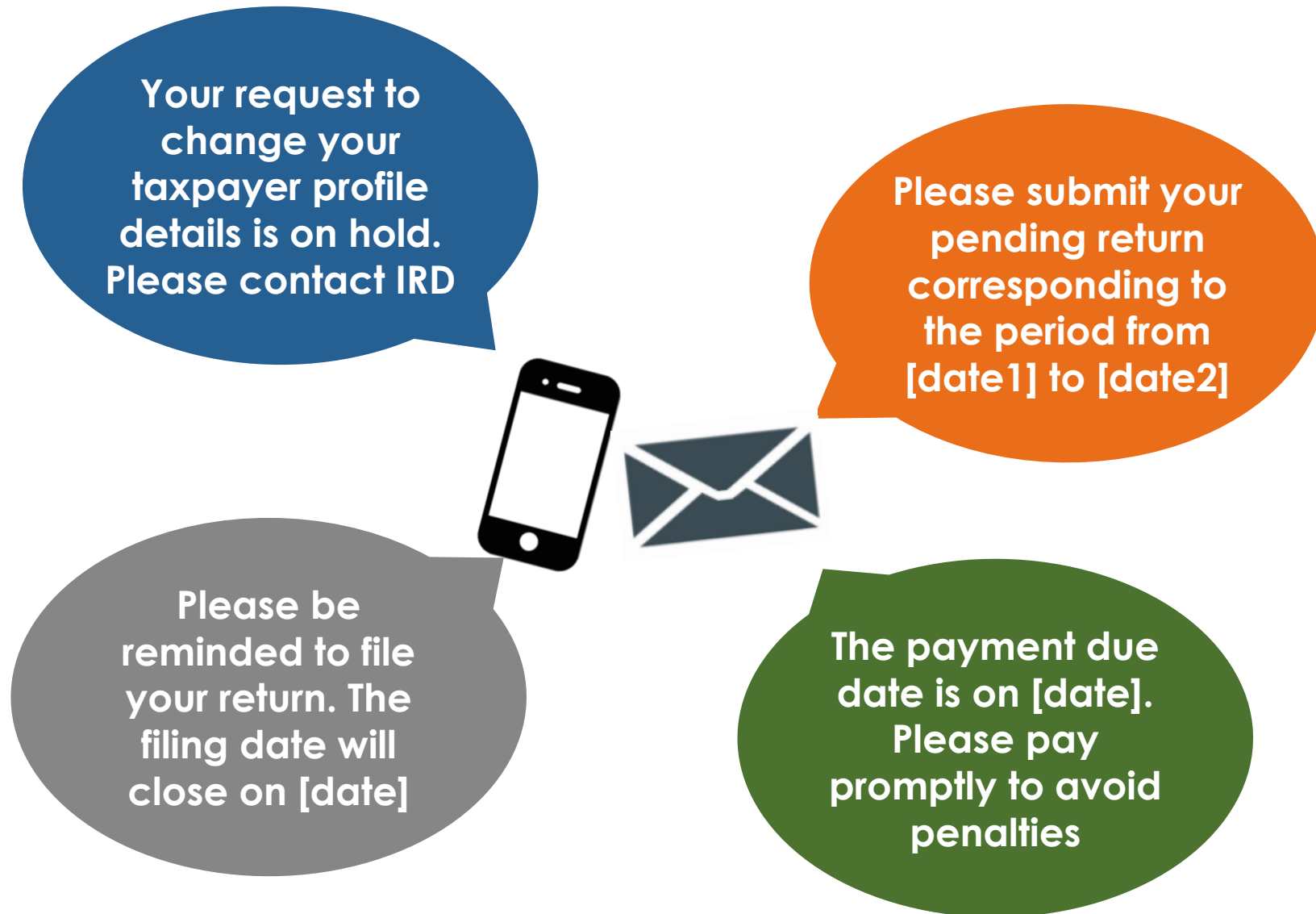
Note: these are for illustration purposes. The message does not correspond with the real one

RAMIS- the new IRD Revenue Administration Management Information System

Registration — **Returns** — **Payment** — **Assessment / Refund** — **Appeals & Objections** — **Clearance**

← End to end support for all tax related functions →
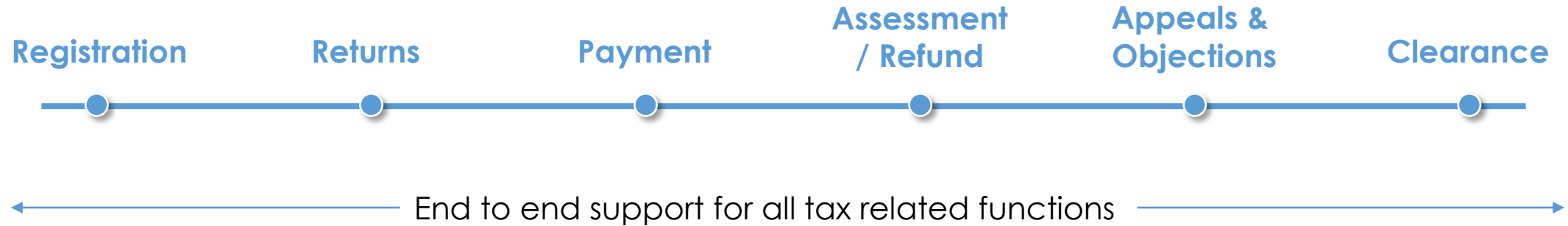
For example:
- Automated matching of VAT input and output schedules
- Automating tax processing using business rules
- Workflow implementation to facilitate efficient tax administration
- Alerts and notifications to taxpayers to increase compliance
- Increased convenience for taxpayers to transact anytime, anywhere through e-services
- Reducing compliance costs

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

Towards delivering excellent service to the taxpaying public

Jaffna

Anuradhapura

Kurunegala

Kegalle

Gampaha

Negombo

Colombo
(IRD Headquarters)

Nawam Mawatha
(4 branches)

Jawatta Road
(3 branches)

Maharagama
(2 branches)

Kalutara

Dambulla

Kandy

Batticalao

Nuwara Eliya

Badulla

Ratnapura

Galle

Matara