Malawi Revenue Authority

TAXPAYER CHARTER

Your Rights and Obligations

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Produced by Corporate Affairs Division (MRA)

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COMMISSIONER'S FOREWORD



TOM GRAY MALATA
COMMISSIONER GENERAL

I am delighted to present to you the MRA Taxpayer Charter. This is a document that we have all been waiting for. This charter is a demonstration of our enthusiasm and commitment to the reform programme championed by the Government of Malawi and our utmost desire to provide you, our taxpayers' high quality service.

The Charter presents our beliefs, our core values and how you will be served when you contact us through phone, website, paper, email or walk-in. It sets out clearly what you should expect from us and clear channels for you to provide feedback on how we are meeting your needs, wishes and aspirations.

As a revenue body, we have come up with the Charter in order to strengthen the confidence you have in the tax administration system and build a new relationship with you based on mutual trust and respect.

On our part, we will nurture that relationship by being fair, open, transparent and accountable while discharging our duties. We will remain professional and responsive to assisting you to comply with the tax laws and procedures.

As a taxpayer, we expect you to meet your obligations so as to enable us deliver what we have promised in our quest to serve you much better than before.

Finally, we would like to assure you that this Charter is an organic document that MRA will continue to review time and again to reflect new trends in tax administration and your changing aspirations. We value your comments and feedback in order to serve you better.

It is our cherished hope that by adhering to the contents contained in this Charter; we can make MRA a model tax administration in this part of Africa and build our Nation.

Tom Gray Malata
COMMISSIONER GENERAL

Introduction

The Malawi Revenue Authority (MRA) was established by an Act of Parliament in 1998 and was officially launched in February, 2000. MRA is an agency of the Government of Malawi responsible for assessment, collection and accounting for tax and non-tax revenues. MRA has two revenue divisions namely Domestic Taxes and Customs & Excise.

Customs and Excise Division administers and enforces the Customs and Excise Act. It collects Import Duty, Import Excise and Import Value Added Tax (VAT). It facilitates legitimate trade and protects the society and environment from harmful and hazardous goods.

Domestic Taxes Division administers and enforces the Taxation Act, VAT Act and the Customs and Excise Act. It collects three sets of taxes namely: Income Tax, Value Added Tax [VAT] and Domestic Excise. Income Tax is collected in the form of Corporate Tax, Pay As You Earn (PAYE), Provisional Tax, Fringe Benefit Tax and Withholding Tax.

In ensuring that tax laws are administered responsibly and fairly, and that the MRA's practices are consistent with the Constitution and Laws of the country, the MRA is putting forward this revised Taxpayer's Charter as a pronouncement of the commitment by the MRA to forging a good partnership with the taxpayer.

We believe that the implementation of this charter will help in the socio economic development of Malawi like, the constructions of roads, bridges, schools, health facilities. Taxes we collect are also used for provision of social services, such as national security, provision of salaries for the police, the army, judges, doctors, nurses and teachers.

The Taxpayer's Charter

The charter sets out the way we conduct ourselves when dealing with you the taxpayer. It will help the taxpayer to understand:

- Your rights
- Your important tax obligations, and
- the service and other standards you can expect from MRA

As such, the Charter is a performance standard only, it is not a legally binding instrument. Both the taxpayer and the MRA must ultimately invoke the relevant laws in acting or seeking to prevent action, which is inconsistent with the Charter and the laws.

VISION & MISSION



OUR VISION

To become a model revenue authority known for excellence in service delivery

OUR MISSION

To maximize revenue collection, and promote voluntary compliance and trade facilitation through fair, efficient and transparent administration of Malawi laws

OUR CORE VALUES

Professionalism and Integrity	• We ensure competency and efficiency and we focus on achieving excellence while upholding the highest standards of trust, honesty, respect, confidentiality, truthfulness, reliability and honour.
Service Excellence	• We deliver what we promise in an efficient, effective and timely manner and add value that goes beyond what is expected.
Equity and Fairness	• We endeavour to maintain a respectful co-existence, employ high ethical standards, and demonstrate honesty, fairness, equity, gender balance and impartiality in the delivery of service.
Teamwork	• We share experience, resources and opportunities by working co-operatively to meet our mutual goals, respecting one another's point of views, making the work environment fun and enjoyable and bringing conflict out into the open and dealing with it constructively.
Efficiency and Accountability	• We constantly measure ourselves against our commitments and we hold ourselves responsible for our actions and the outcomes of our work, taking pride and ownership in all that we do and say.
Innovation	• We develop creative solutions and put them into action, learn by continuously developing and deepening our atmosphere of continuous improvement

LAWS

Below is a list of Laws Administered by MRA:

- Malawi Revenue Authority Act
- Taxation Act
- Customs & Excise Act
- Value Added Tax Act
- Tevet Act
- Roads Fund Administration Act

The Taxpayer's Charter is not a static instrument and will be reviewed and improved from time to time consistent with the changing economic developments and tax practices.

Chapter 1

TAXPAYER'S RIGHTS

This Taxpayer's Charter proclaims that in its dealings with you, MRA will observe and respect the following rights of the taxpayer:

1.0 Impartial Treatment

We will:

- Treat you with courtesy, consideration and respect
- Behave with integrity and honesty
- Act impartially when determining your tax liability
- Make fair and equitable decisions in accordance with the law and
- Resolve your concerns, problems or complaints fairly and as quickly as possible.

2.0 Presumption of Honesty

- We presume that you are telling us the truth and that the information you provide is complete and accurate unless we have other reasons to think otherwise.
- We recognise that people sometimes make mistakes when trying to meet their tax obligations. We differentiate between mistakes and deliberate actions. If you make a mistake, we give you the opportunity to explain. We listen to you and take your explanation into account.

3.0 Access to Information

- You are entitled to complete and accurate information on your rights and obligations under the various Acts administered by the Malawi Revenue Authority.
- You have the right to ask us to change the personal information we hold about you if you think that the information is incomplete, incorrect, out of date or misleading.

4.0 Privacy and Confidentiality

In administering the tax laws, we collect information about you. We may get this information from you or from other parties. We respect your privacy and keep your information confidential.

In collecting your personal information, we:

- do this in a fair and lawful way that is not unreasonably intrusive
- tell you why we are asking for the personal information, and
- tell you for what purpose it will be used

In keeping your personal information, we;

- keep the information safe and secure
- let you see the personal information we hold about you unless the law requires or allows us to refuse, and
- Take reasonable steps to ensure the accuracy of the personal information we hold about you.

In using your personal information, we only:

- use your information in accordance with the law, and
- disclose it to another person or organisation if we are authorised by the law to do so
- If you think your privacy or the confidentiality of your tax information has been breached because of our actions:
- Your first step should be to try and resolve it with the tax officer you have been dealing with.
- If you are not satisfied, talk to the tax officer's manager or Head of Division.
- If you are still not satisfied, you can make a formal complaint to the Commissioner General through the Head Corporate Affairs

5.0 Provision of accurate and complete information, explanations and advice

- We aim to provide complete, accurate and consistent advice and information to make you aware of your rights and entitlements and to help you to understand and meet your obligations

- We offer advice and information that give our view of taxation, and application of other laws. This advice and information can be oral or written and ranges from the specific to the general i.e. advice given to you personally about how the law applies to your particular circumstances or publication of information about how the law applies generally

- You have the right to receive a complete, simple and accurate tax information through the print and electronic media i.e. newspapers, pamphlets, leaflets, website, radio and television, so as to assist you comply with the tax laws administered by the MRA

- We provide you with a clear explanation of decisions we make about your tax affairs, except in limited circumstances where doing so may breach privacy laws or may jeopardize investigations

- We provide tax advice to you as a taxpayer through public ruling, private ruling or oral ruling

- **Public Ruling:** A public ruling is a published statement that sets out our view of how the law applies in circumstances that are common to many taxpayers. If a ruling applies to your circumstances and you follow the advice it contains, we are legally bound by it.

- **Private ruling:** You can ask us to give you a written option about the way the law applies to your circumstances in the form of a private ruling. Although we are legally bound by the ruling we give you, you can choose not to use it. Also, if you disagree with the private ruling, you can ask us to review our decision

- **Oral ruling:** We can give you our opinion about the way the law applies to your circumstances over the phone, as an oral ruling. However, we can only provide oral ruling about straightforward tax information that is accessible publically by taxpayers.

6.0 Right to make a complaint

A taxpayer who believes that he/she has not been fairly treated by an officer of MRA has a right to lodge a complaint.

We recommend that:

- You first try to resolve your problem with the tax officer you have been dealing with
- If you are not satisfied, or if you find it difficult to raise the issue with the tax officer, talk to tax officer's manager, and
- If you are not satisfied with the way your complaint is being handled, phone our toll free line on 672 for TNM and Airtel and 8000 672 for MTL.

You can also make a complaint by:

Lodging a complaint form online on MRA website or by sending an email to feedback@mra.mw or write to:

Head Corporate Affairs Division
Malawi Revenue Authority
P/Bag 247
Blantyre

7.0 Identification

- You have the right to demand an official MRA identification card from any of our staff visiting you on official duties. You may also call your nearest MRA office to confirm the identity of the officer if still in doubt of the identification provided.

8.0 Impartial Review of Assessment

- When we give you a decision about your tax affairs, we explain how you can get the decision reviewed and tell you if there are time limits

- You have the right to object to an assessment or other determination by MRA to the extent to which that right is circumscribed by law. Where an objection is lodged by the taxpayer MRA has a duty to conduct an impartial review on the dispute acting as expeditiously as possible and notifying the taxpayer of the review decision made

- If the review decision does not fully resolve the dispute the taxpayer has a right of appeal to an impartial body as provided by law, and MRA has a duty to explain that right of appeal to the taxpayer

9.0 Tax Benefits under the Revenue Laws

- You have the right to plan your tax affairs so as to reap maximum benefits allowed under the revenue laws, and MRA has a duty to apply the tax laws in a consistent and fair manner to every taxpayer.

10.0 Quality Taxpayer Services

- You have the right to receive quality professional services from MRA officers. We take need to be accountable and meet the commitments made in this charter very seriously
- We introduce to you ourselves through our names. In very limited circumstances, where safety is an issue, we may give another form of identification
- When we make a decision about your tax affairs, we explain that decision and tell you about your rights and obligations in relations to it. We also give you contact details if you have any queries or need more information
- If we cannot resolve an issue quickly, we keep you informed on our progress. We take all reasonable steps to see issues through to resolution
- We share with the public details of the issues we are confronting and the results of our actions
- We consult with the community to measure our professionalism and how well we are performing against the commitments made in this charter

11.0 Representation

- You have the right to be represented by a person of your choice and get advice about your tax affairs.
- You can get help with your tax affairs and in dealing with us. You can have different people deal with us on different matters. Help may include preparing customs declarations, tax returns, activity statements and objections against assessments; and getting advice about your tax affairs.
  In most situations, you can choose any person to help you but some tax practitioners can charge a fee for handling your tax affairs.

- You are still responsible for the accuracy of information you give us even if someone else, including a registered tax practitioner, helps you to prepare a tax return or other tax document.

Chapter 2

TAXPAYER'S OBLIGATIONS

The payment of tax is a civic duty of every citizen and in discharging that responsibility the following duties and obligations attach to the taxpayer.

1.0 Registration

- If you are eligible to pay Income Tax, VAT, Customs and Excise duty or any other tax that requires you to be registered and you are not registered by MRA, you have an obligation to come forward and register, failure to which, MRA has the right to issue you with compulsory registration.

2.0 Keeping Records

- You must take reasonable care in keeping complete and accurate information about your tax affairs such as returns, activity statements and other documents. The law sets out the records you must keep for tax purposes.
- Keeping good records allows you to prepare accurate tax returns and activity statements as well as helping you keep track of your financial affairs. Generally, your records must be in English and you must keep them for six years.

3.0 Filing Returns

- If you are registered for Income Tax, VAT, or other taxes administered by MRA, you must file a tax return within the periods prescribed and pay the taxes assessed within the due dates stipulated under the law.

Tax Type	Remittance Date
Fridge Benefit Tax	14th of end of quarter
Withholding Tax	14th of the following month
Pay As You Earn	14th of the following month
Domestic Taxes	20th of the following month
Turnover Tax	20th of the following month
Value Added Tax	25th of the following month
Provisional Tax	25th of end of the quarter

Penalties can apply if you do not pay on time.

- If you are having difficulty in doing this, contact us before the document or information is due. Based on your circumstances, we may be able to give you extra time to lodge a return.
- Even if you cannot pay the amount you owe the Government you should still lodge your tax return or activity statement on time. This will avoid penalties for failing to lodge on time. We may be able to allow you extra time to pay.

4.0 Accuracy of Returns, Entries and Refund Claims

- You have an obligation to ensure that a tax return, refund claim, a customs declaration, is a full and true disclosure of the transaction(s) covered in that document.
- You must take reasonable care in providing complete and accurate information in your tax returns, activity statements and other documents.
  This means you must take care that a reasonable person in your circumstances would take to meet their tax obligations.
- You are responsible for your tax affairs even if someone else, including a registered tax agent, helps you.

5.0 Timely Payment of Taxes

- You have a duty to pay taxes promptly as they fall due. If you are having difficulty doing this, contact us as soon as possible, preferably before the due date to explain your situation.
- We allow you extra time to pay when you can demonstrate you would face genuine difficulty if you had to pay by the due date but can pay the debt over a reasonable period of time. If we do enter into such an arrangement, you will normally have to pay interest on the late payment.
- When collecting tax debts, we use a range of option available to us under the law. We are prompt and decisive in our action and fair and reasonable. We listen to you; take individual circumstances including your payment history into account and act consistently in accordance with our established guidelines.

6.0 Cooperation with MRA Officers

- You have the duty to cooperate adequately with MRA officers by disclosing or producing relevant information or documents when required to do so.
- You must also allow MRA officers adequate freedom to carry out their lawfully duties without intimidating, abusing, threatening or influencing or blocking them in any manner whatsoever.
- However, if you are uncooperative or obstructive, we may need to take firmer action. People who are obstructive may even be prosecuted.
- We ask that you treat tax officers with the same courtesy, consideration and respect they are expected to give you. If tax officers are subjected to rude or abusive behaviour they may end an interview or phone call. People who are abusive may even be prosecuted.

MRA provides both domestic and customs services to taxpayers. This charter sets up the standards of service expected to be delivered at MRA stations throughout the country. This is a public commitment to a measurable level of performance that clients can expect under normal circumstances.

Chapter 3

SERVICE STANDARDS

1.0 DOMESTIC TAXES

ACTIVITY	REQUIREMENTS	TIMELINES	COST
REGISTRATION FOR DOMESTIC TAXES (This is registration for PAYE, VAT, Income Tax and other domestic taxes).			
Walk-in	Just walk in to any of our offices across the country	1 day	Free
Mail	Write to the Commissioner General, Malawi Revenue Authority, Msonkho House, Independence Drive, Private Bag 247, Blantyre	Within 15 working days from date request is received	Free
Income Tax registration	Complete a Registration form	1 day	No processing Fee
VAT registration	Complete a VAT Registration Forms: • VAT 1 • VAT 19 • VAT 20	2 days	No processing Fee
MRA refusal to register a trader for VAT	Letter from MRA	2 days	Free
Deregistration	Letter from the Taxpayer	1 week	Free

ACTIVITY	REQUIREMENTS	TIMELINES	COST
PROCESSING OF CERTIFICATES, LICENSE AND PERMITS			
Processing withholding tax exemption certificates	Letter from the taxpayer	1 week	No processing fee but payment of outstanding tax balance
Processing VAT Relief Certificates (Form VAT 5)	Complete VAT 5/ ST 11 A	2 days	K10,000 processing fee
Processing VAT Relief Certificates (Form VAT 5) for Diplomatic Mission/ Staff	Complete VAT 5/ ST 11 A	1 day	K10,000 processing fee
Processing VAT Relief Certificates (Form VAT 5) for Relieved Persons other than Diplomatic Mission/ Staff	Complete VAT 5/ ST 11 A	2 days	K10,000 processing fee
Processing of all types of Tax Clearance Certificate	Application Letter from Taxpayer Fill an application form	2 days	No processing fee but payment of outstanding tax balance
Tax Directives/ Advice of Certain Payments from Employment	Letter from employer or taxpayer containing details of payments	1 day	Free

ACTIVITY	REQUIREMENTS	TIMELINES	COST
AUDITS AND INVESTIGATIONS			
Arrange a mutually agreeable date for the start of an audit,	Letter from MRA	generally with 3 working days' notice	Free
Provide taxpayers time to allow them to provide additional information/ arguments in response to a proposed adjustment before the audit is completed		7 days	Free
UPDATING OF TAXPAYER'S ACCOUNTS (When you advise us of changes in your personal or corporate information, we will make those changes within the following timelines)			
Walk –in	Just walk in to any of our offices across the country	2 days	Free
Email	Send your emails to mrahq@mra.mw	2 days	Free
Mail	Write to the Commissioner General, Malawi Revenue Authority, Msonkho House, Independence Drive, Private Bag 247, Blantyre	within 15 working days from date request is received	Free
ACCOUNT ADJUSTMENT (We adjust your account including corrections to keying errors and reposting any errors, such as a wrong date or the wrong amount or a change in information that could affect your tax bill or entitlement.)		30 days	Free

ACTIVITY	REQUIREMENTS	TIMELINES	COST
PROCESSING OBJECTIONS AND APPEALS			
Acknowledge receipt of Notice of Objection	Written Objection Notice submitted to Commissioner General	3 days from receipt of an objection.	Free
Resolve objections.	Letter of Objection	2 weeks	Free
REFUND AND OTHER TAX BENEFITS			
Acknowledge receipt of application	Submit an application for refund.	within 3 working days	Free
Determine eligibility of the applicant for tax benefits	Completing ST 11 A – NGOSST 11 – Companies	60 calendar days of receipt for all required information	K10,000 processing fee
Issue initial benefit payments		within 30 calendar days once eligibility is determined depending on availability of cash	Free
PROCESSING OF TAX INQUIRIES			
Written inquiries	Write to the Commissioner General, Malawi Revenue Authority, Msonkho House, Independence Drive, Private Bag 247, Blantyre	3 days	Free
Telephone Inquiry	Dial 01 822 588	1 day	Free
Walk – in Inquiry	Just walk in to any of our offices across Malawi	1 day	Free
Website	Visit our website www.mra.mw and click on the Contact Us icon.	24 hours	Free

2.0 CUSTOMS & EXCISE

ACTIVITY	REQUIREMENTS	COMPLETION TIME	COST
Processing of Customs Declaration A Declaration will be processed within the following times and the duration will depend on the expectation that our customer has presented complete and correct declarations. Where goods have been selected:	• Invoice • Bill of Lading/ Airway Bill • Form 19 • Proforma Invoice • Road Manifest		
OFFICE		**RESPONSE TIME**	
• Blantyre Inland Port • Mwanza border post • Chileka Airport • Lilongwe Inland Port • Kamuzu International Airport • Mchinji border Post • Dedza border Post • Biriwiri border Post • Mzuzu Inland Port • Songwe border Post • Muloza border Post		2 Hours	Clearing Agent fees + duty payable+MK10000 processing fees + MK30000 Destination Inspection Fee
We will process your postal import declaration	All invoices relating to the postal consignment are presented with the packages	within 1 working day of receipt of a complete and accurate declaration, subject to any regulatory impediments	Agent fees + duty payable+MK10000 processing fees

ACTIVITY	REQUIREMENTS	COMPLETION TIME	COST
We will process export declaration		Within 1 hour after we receive a complete and accurate declaration, subject to any regulatory impediments.	Agent fees + duty payable+MK10000 processing fees Note: Export duties apply on Timber @50% of the value in Malawi Kwacha
We will process export document for goods intended to be exported in passenger's baggage		Within 1 hour of the receipt of a complete and accurate export declaration subject to any regulatory impediments.	Agent fees + duty payable+MK10000 processing fees
CONDUCTING PHYSICAL INSPECTION			
Physical inspection is carried on selected goods based on the risk profile. When your goods has been selected for physical examination, you should expect the goods to be examined within the following time frames			MRA does not charge any fee for Physical Inspection
At the border		Within 2 hours after being selected for examination	Importer/ agent/exporter responsible for cost of Destination Inspection Fee
At inland examination centre		Within 3 hours after being selected	Importer/ agent/exporter responsible for cost of Destination inspection fee
At inland port		Within 4 hours after being selected for examination	Importer/ agent/exporter responsible for cost of Destination inspection Fee

ACTIVITY	REQUIREMENTS	COMPLETION TIME	COST
When we cannot schedule an examination within these times we will agree to a mutually suitable time			Importer/ agent/exporter responsible for cost of Destination inspection Fee
PROCESSING OF APPLICATIONS			
Processing applications for Bonded warehouses	Submission of duly completed forms and approved Form 123 Properly secured warehouse	7 working days	MK30, 000
Processing applications for Export Processing Zone	Registration with Ministry of Trade as an EPZ	(Registration is done by Ministry of Trade and Industry)	MK30, 000
Processing applications for Temporary Stores	Submission of duly completed forms and approved Form 123 Properly secured warehouse	5 working days	MK60, 000
Processing and control of Transit Bonds		5 working days	MK15, 000
Processing applications for Duty remissions	Fulfilment of required provisions under the related CPCs	3 working days	N/A
Processing applications for Industrial Rebates	Submission of application on Form 81	10 working days	MK15,000
Processing valuation appeals	Submission of a letter relating to the appeals	5 working days	N/A

ACTIVITY	REQUIREMENTS	COMPLETION TIME	COST
Issuance of licences	Payment of required annual registration fees	1 hour	MK15, 000
Duty drawback and refunds	Provision of the related documents	30 working days	N/A
Statistical data to National Statistical Office	Properly indicated statistical requirements on declarations	Every second week of each month	N/A
PROCESSING OF AIR TRAVELERS WITHOUT COMMERCIAL GOODS			
We will complete the customs formalities for arriving air travelers	Truthfully declare to the Customs Officer whatever you have	within 2 hours of joining the customs declarations processing queue	N/A
We will complete the primary customs formalities for depart-ing air travelers	Truthfully declare to the Customs Officer variable things	Within 1 hours of joining the outwards customs processing queue.	N/A
PROCESSING OF OBJECTIONS AND APPEAL			
We will respond to your objection and appeal If we cannot finalise the review within this time, we will write to you and let you know the reason for the delay and a revised finalization time		Within10 working days of receipt of a submission containing full details of your arguments against the decision.	N/A
POST CLEARANCE AUDIT			
We will contact you for post clearance audit		At least 14 days before undertaking the audit at your premises.	N/A

3.0 General Information

3.1 Reward scheme

- When we receive a tip from an informant, the informant is rewarded when revenue is recovered.
- Please note that not every tip results in revenue recovery.
- When Revenue recovered is K 5 million or more, the informant receives a K 500,000 reward. We then deduct 20% Withholding Tax.
- If revenue recovered is less than K 5 million, the informant received 10% of the revenue recovered. We then deduct 20% Withholding Tax.
- Rewards are paid out after the offender pays MRA.
- The informant is therefore paid 3 days after we recover the revenue from the tip.

3.2 Taxpayer Education

In our bid to educate both existing and potential taxpayers we

have a dedicated unit known as Taxpayer Education under the Corporate Affairs Division.

The unit shall endeavor to:

- Conduct education programs for individuals and businesses that will cover basic information with respect to all taxes.
- Issue simplified publications that contain information on all taxes administered by MRA.
- Issue media releases and compliance publications that explain new procedures and requirements in a simplified manner.
- Increase interaction with stakeholders, business and professional associations in order to obtain their opinion, regarding the quality of our services with a view to further improvement.

3.3 SERVICES

ACTIVITY	REQUIREMENTS	COMPLETION TIME	COST
CONTACTING MRA ON GENERAL ISSUES			
We answer an average of 85 per cent of calls to our toll free lines	Dial toll free lines: TNM: 672 AIRTEL: 672 MTL: 8000 672		Free
We acknowledge emails and provide a likely timeframe for our response	Email us on mrahq@mra.mw	Within one working day of receipt of your email.	Free
We advise you with reasons if your application is invalid (for example, incorrect application form or fee).	Apply to MRA	Within seven working days	Free
When you visit our offices, we will see you within:	Just walk in to any of our offices across the country	10 minutes of your arrival if you have an appointment 20 minutes of your arrival if you do not have an appointment	Free

When you write us, we will acknowledge receipt of the letter and provide timeframe for our response	Write to the Commissioner General, Malawi Revenue Authority, Msonkho House, Independence Drive, Private Bag 247, Blantyre	Within five working days	Free

CONTACT US

HEAD OFFICE

The Commissioner General
Malawi Revenue Authority
Msonkho House
P/Bag 247, Blantyre

Phone: (265) 01 822 588
Fax: (265) 01 822 302
E-mail: mrahq@mra.mw

CORPORATE AFFAIRS

Head Corporate Affairs
Malawi Revenue Authority
Msonkho House
P/ Bag 247, Blantyre

Phone: (265) 01 822 588
Direct: (265) 01 832 685
Cell: (265) 08 889 862 00
E-mail: skapoloma@mra.mw
E-mail: feedback@mra.mw

TOLL FREE NUMBERS

TNM: 672
AIRTEL: 672
MTL: 8000 672

Notes

Notes