

## **DESCRIPTION OF INTERNAL REVENUE DIVISION(IRD)**

BURS is responsible for administration and enforcement of the revenue laws, and other related matters. Internal revenue is one of the main divisions under BURS.

Internal revenue division is headed by commissioner Internal Revenue(CIR).

**IRD** is charged with the responsibility for the assessment and collection of :

Income Tax  
Value Added Tax  
Capital Transfer Tax

### **Internal Revenue division units**

The division has four General Managers who are/ would be incharge of the following units :

1 Taxpayer service  
2 Compliance  
3 Technical  
4 Large taxpayers

### **Taxpayer Service**

The unit is divided into four sections:

Taxpayer assistance center (TAC)  
Return processing  
Taxpayer education  
Management information systems

**Taxpayer Assistance center** is responsible for the following functions:

Enquires; it is the first stop for all taxpayers who need assistance in all the tax matters.

Filing of returns, payments of taxes and any queries.  
Assist taxpayers on telephone through toll free number.  
The unit also receives and processes registration forms.  
The unit also receives and processes taxpayer clearance certificate (TCC) forms.  
Distributes all IRD forms to taxpayers  
Updates BURS database with taxpayer details.

## **Return processing**

The section deals with processing of all returns for VAT ,Income tax and withholding tax.  
Tax returns are sent and received at this unit.  
Processing of returns by issuance of assessments.

## **Taxpayer Education**

The mandate of this section:  
Is to educate taxpayers on all tax matters and disseminate any information necessary for tax compliance.  
The section is responsible for the development of workshop materials, pamphlets, brochures etc.

## **Management information systems**

The unit is not yet established.

## **Compliance**

The section is divided into four units:

### **Risk and intelligence**

The major work of the section is to;

- risk analyse cases for audit
- collect data for intelligence information
- man intelligence database
- review intelligence information from other law instruments agencies and determine its usefulness for in-depth investigations or audit.

### **Audit**

The section deals with the following:

- Auditing all tax types through desk audit and field audit
- The aim is to check and verify compliance.
- Process capital transfer returns

### **Investigations**

Is still to be established

### **Debt management**

The section is responsible for following up defaulters which include non payers and non filers of returns.  
The main aim is to encourage voluntary compliance rather than enforced compliance.

### **Technical**

The unit is responsible for the approval of superannuation funds receiving contributions from employees.

Sports and educational associations receiving donations

200% weighted deduction fro training expenditure

Merger or restructuring of resident companies

Tax clearance not for tender purposes

Transfer of property letter

In conjunction with the legal service division the unit interprets revenue laws

Prepare appeal papers and heads of arguments for cases.

Issuance of departmental guidance notes and rulings.

In conjunction with tax policy in the Ministry of Finance:

Proposals for revenue acts amendments

Approval of manufacturing development orders

Double taxation avoidance agreements (**TAX TREATIES**)

**IFSC** certification committee

### **Large taxpayers unit**

Is still to be established

### **IRD offices**

- **Head Office:**  
Gaborone
- **Regional offices:**  
Francistown  
Selibe Phikwe  
Lobatse  
Maun  
Palapye  
Ghanzi