KENYA REVENUE AUTHORITY

ISO 9001:2015 CERTIFIED

STEP BY STEP GUIDE FOR APPLICATION OF OVERPAYMENT ADJUSTMENT VOUCHER (OAV)

1. **Introduction**

    The Tax Procedures Act was amended through the Finance Act 2022, to provide for refunds for overpaid tax for all taxes. iTax was enhanced in 2023 to allow taxpayers to apply for the offset of overpaid taxes through the OAV functionality. However, in August 2025, the offset of OAV **excluded** PAYE and withholding taxes, i.e., VAT withholding, Income Tax withholding, and withholding rent.

2. **Timelines for application of OAV**

    (i) In the case of income tax and excise duty obligations within five years from the date on which the tax was overpaid, effective from 1st July 2017.
    (ii) In the case of any other tax, within twelve months from the date on which the tax was overpaid.

3. **Steps to follow**

    i)   Log onto the iTax profile with your PIN and password

    ii)   Go to the 'Refunds' menu, select 'Refund or offset Overpaid Tax'
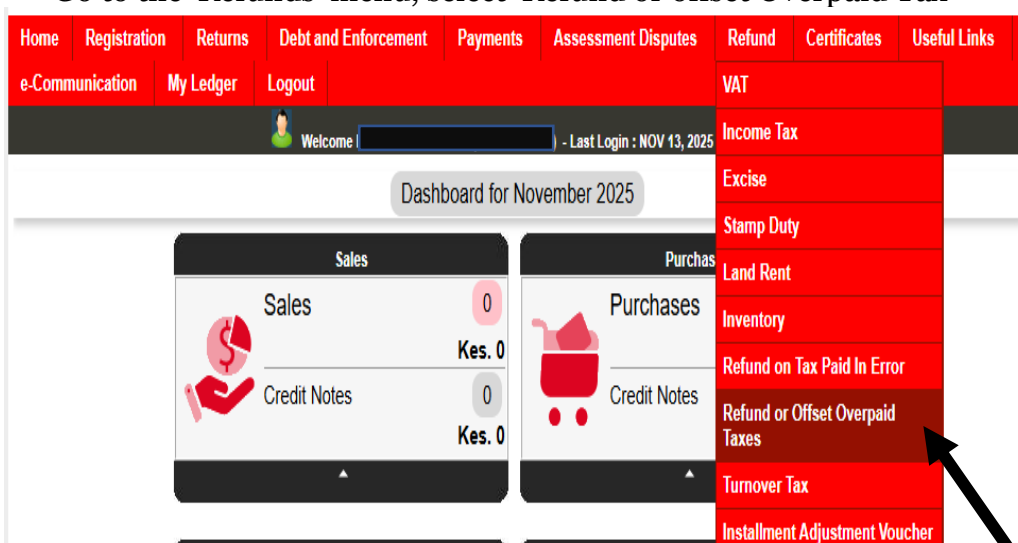
    iii)   Click on >>Refund or offset Overpaid Tax>> select the option for offset of overpaid tax >>Click Next

Tulipe Ushuru, Tujitegemee!

30 YEARS OF PARTNERSHIP

iv)   System will auto-populate the basic information details, i.e. taxpayer PIN and Name. Click on the claim details and select the tax obligation that has overpaid taxes. iTax system will populate the Tax periods with overpayment qualifying for OAV.

v)   Enter remarks in the 'remarks' section and attach the relevant supporting documents, select the tax period for the offset of overpaid tax, and then click on generate voucher.

HOME >>Offset of Overpaid Taxes Application Form

Offset of Overpaid Taxes Application Form

All fields marked with * are mandatory

| Basic Info | Claim Details |

Tax Obligation* VAT	Claim Reason * Overpayment
Remarks* OVERPAYMENT (Maximum characters: 500) You have 489 characters left.	Total Claim Amount * 3,680.00

Upload Supporting Document * Choose File No file chosen
Allowed file types are:- .doc, .docx, .pdf, .xls, .xlsx, .jpeg, .png, .gif, .ods, .jfif, .tiff, .tif, .zip, .bmp, .txt

	From Date	To Date	Refund Claim Amount(Ksh)
☐	01/01/2016	31/12/2016	61.00
☑	01/01/2017	31/12/2017	3,680.00

Previous

Generate Voucher   Cancel

vi)   In the past, clicking "generate voucher" would instantly create an overpayment voucher. However, the iTax system has been enhanced to include a workflow for overpayment adjustment vouchers. With this change, the application must undergo verification and approval by authorized KRA officers at the relevant Tax Service Office.

vii)   Upon approval, the system will generate an OAV that can be used to offset existing or future liabilities for all obligations except PAYE and Withholding Taxes (WHIT, WHRENT and WHVAT). Where the applied overpayment amount needs to be adjusted, the officer shall reject the task and initiate an additional assessment, data correction, or request that the taxpayer amend the return before reapplying with the correct amounts.

viii)   Once the OAV has been generated, offset against existing or future liabilities will be as follows through the taxpayer profile;

❖ For existing liabilities, go to the payments menu, select Set off advance payment/Offset overpayment, select Overpayments/Refund adjustment voucher, and capture the offset voucher number. Select the obligations with liabilities, period, edit the amount where applicable, click add, and submit the application.

KENYA REVENUE AUTHORITY

ISO 9001:2015 CERTIFIED

○ Payment Registration No(PRN)	● Overpayment/Refund Adjustment Voucher(OAV/RAV)

Offset Voucher No: *	OAV70202300000●		
Taxpayer PIN	A0069●●●	Tax Payer Name	IPKIR21 TEST C●●●1
PRN/OAV/RAV Amount (Ksh)	3675.00	Reconciliation/Voucher Date	29/05/2023
Utilized Setoff Amounts (Ksh)	0	Obligation	Income Tax - Resident Individual ▾

Section B: Details of Outstanding Liabilities

Liability Details

Total No. of Records 4	Records From 1 To 4	Page No. 1 of 1	Go To Page:	Go

	Tax Period(s)	Principal Tax (Ksh)	Fines (Ksh)	Penalty (Ksh)	Interest (Ksh)	Amount Payable(Ksh)	Amount to be SetOff / Offset (Ksh)
●	Jan 2018-Dec 2018	0.16	0.00 ⊞	0.00 ⊞	0.00 ⊞	0.16	1
○	Jan 2017-Dec 2017	0.64	0.00	0.00	0.00	0.64	1
○	Jan 2016-Dec 2016	0.40	0.00	0.00	0.00	0.40	1
○	Jan 2015-Dec 2015	0.40	0.00	0.00	0.00	0.40	1

Add **Clear**

Selected Payments Records

Offset Payment Order

✅ **Payment utilization done successfully.**

Overpaid Tax of given Overpayment Adjustment Voucher number OAV702023000●●●● is Utilized Successfully.
Click here to download offset order.

- ❖ For future liabilities, the taxpayer must file the respective return first before offsetting the OAV against the liability as per the steps above.
- ❖ For instalment tax, the OAV will be offset during the payment slip generation process. In case the available OAV amount is less than the instalment tax payable, the taxpayer should first generate a PRN equal to the OAV amount before generating another PRN with the instalment tax payable balance and make payments as per the available options through mobile money, credit cards or KRA Agent Banks.

Tax Head*	Income Tax ▾	Tax Sub Head*	(0101) Income Tax - Resic ▾
Payment Type*	Installment Tax ▾	Tax Periods*	Jan 2025 - Dec 2025 ▾
Installment Tax Prediction Base	Jan 2024 - Dec 2024 (Previous ▾	Estimated Tax Value (Ksh)	100,000
Installment Payable*	3,674		
Installment/Refund Voucher(IAV/RAV/OAV)	OAV70202300000●	Voucher Amount (Ksh)	3,674
Amount to be Paid (Ksh)*	3,674		

~~~End~~~