



**BUSINESS STRATEGY, TECHNOLOGY & ENTERPRISE
MODERNIZATION DEPARTMENT**

BUSINESS TRANSFORMATION LMT/MST

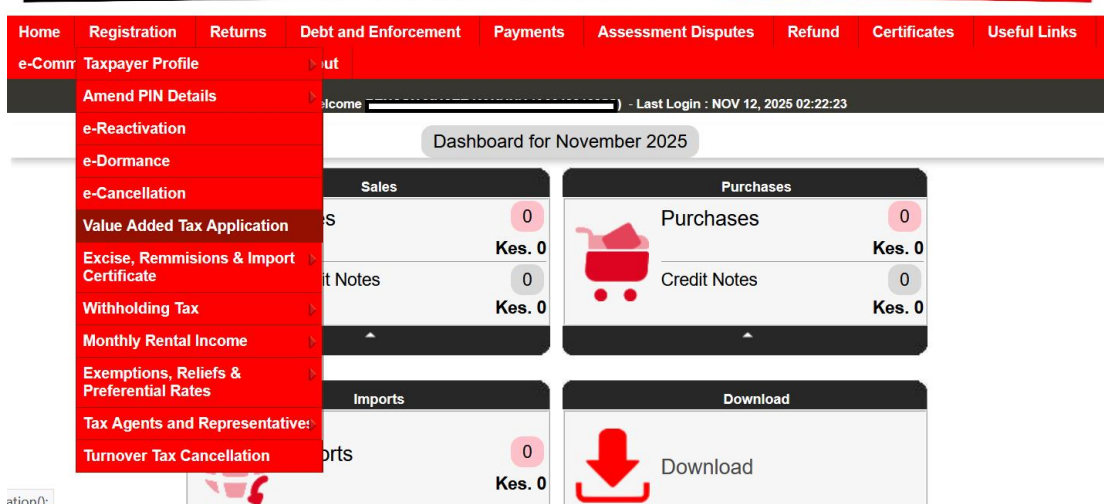
**iTax Enhancements and Resolution of Defects for
November/December 2025
Volume 1**

1) Enhancements- iTax

a) Taxpayer Registration Module

(i) VAT Obligation Registration Changes: The process of application and approval for new VAT obligation for both individual and non-individual taxpayers has been enhanced. The following are some of the additional validations;

- Delinking the process of VAT obligation approval from other registration tasks (e.g. application for Non-Individual PINs, change of directors, change of physical address etc.)
- Creation of a new menu in iTax for taxpayers to apply for addition of VAT Obligation.



- Validation of eTIMS on-boarding status during application (only taxpayers who have an active eTIMS solution will be able to submit an application for VAT Obligation).




- TCC validation during application - only taxpayers with active Tax Compliance Certificates will be able to submit application for VAT obligation.
- TCC validation for directors –for companies/entities applying for VAT obligation, declared directors must have a valid TCC before submission of application.
- Validation for the persons associated with business if they have other associated businesses in the VAT special table.
- A listing of documents to be uploaded during VAT registration application.

- (ii) **Tax Service Office on PIN Checker:** The PIN Checker on the iTax Portal has been enhanced to include Tax Service Office (TSO) where the PIN is domiciled to guide taxpayers accordingly where they need to do further follow ups. This functionality is also available on KRA M-Service App and eCitizen USSD *222# (under KRA Services, select 98 for more, then other services, select option 5). Also note under USSD option for other services, taxpayers can retrieve their PIN where applicable as long as their phone number is registered with their ID number hence no need for follow ups to KRA.

PIN Checker

The PIN Checker allows you to confirm whether or not a particular PIN is genuine. A genuine PIN is generated by the KRA - Domestic Taxes Department System and is in Active status. The Information provided by the PIN Checker is limited to basic details of the taxpayer.

PIN*

Security Stamp*  120 +??

[Consult](#) [Home](#) [Reset](#)

PIN Details

Taxpayer Details

PIN	P051109164C	Taxpayer Name	KENYA R***** A*****
PIN Status	Active	iTax Status	iPage Updated
Taxpayer Station	PUBLIC SECTOR DIVISION		

Obligation Details

Obligation Name	Current Status	Effective From Date	Effective To Date
Income Tax - Company	Registered	15/12/2008	
Income Tax - PAYE	Registered	15/12/2008	
Value Added Tax (VAT)	Registered	15/12/2008	

- (iii) **Reorganization of iTax Registration Menu Items:** To enhance user experience (UX) and reduce navigation overload, the iTax portal registration menu items have been re-organized to make it easy for taxpayers to navigate. Some of the sub-menus have also been renamed and similar/related functionalities grouped together. Some of the features include;

- Taxpayer Profile menu – Includes View Taxpayer Profile & Reprint PIN



- Amend PIN Details – Amend Profile Details, Change Accounting Period and Update Contact Details
- E Reactivation
- E Dormance
- E Cancellation
- Value Added Tax Application
- Excise, Remissions and Import Certificates – Excise Goods Licence, Excise Services Licence, Import Certificate Application, Remission of Excise Duty on Denatured Spirit, Spirits and Illuminating Kerosene Licence Cancellation and Application for Destruction of Excisable Goods.
- Withholding Tax – Withholding IT Agent Amendment, Withholding VAT Agent Amendment, Rent Income Withholding Agent Amendment, Withholding VAT Agent Cancellation and Rent Income Withholding Agent Cancellation.
- Monthly Rental Income - Register Property Details, MRI Cancellation and Register/Update Property in eRITs
- Exemptions, Reliefs and Preferential Tax Rates – IT Exemption, Tax Relief Scheme, Registration for Preferential Tax Rates, VAT Withholding Exemption and Preferential Tax Rate Cancellation.
- Tax Agents and Tax Representatives – Tax Agent Registration, Tax Representative Registration, Management of Sub Agent, Tax Agent Cancellation and Tax Representative Cancellation.
- Turnover Tax Cancellation.

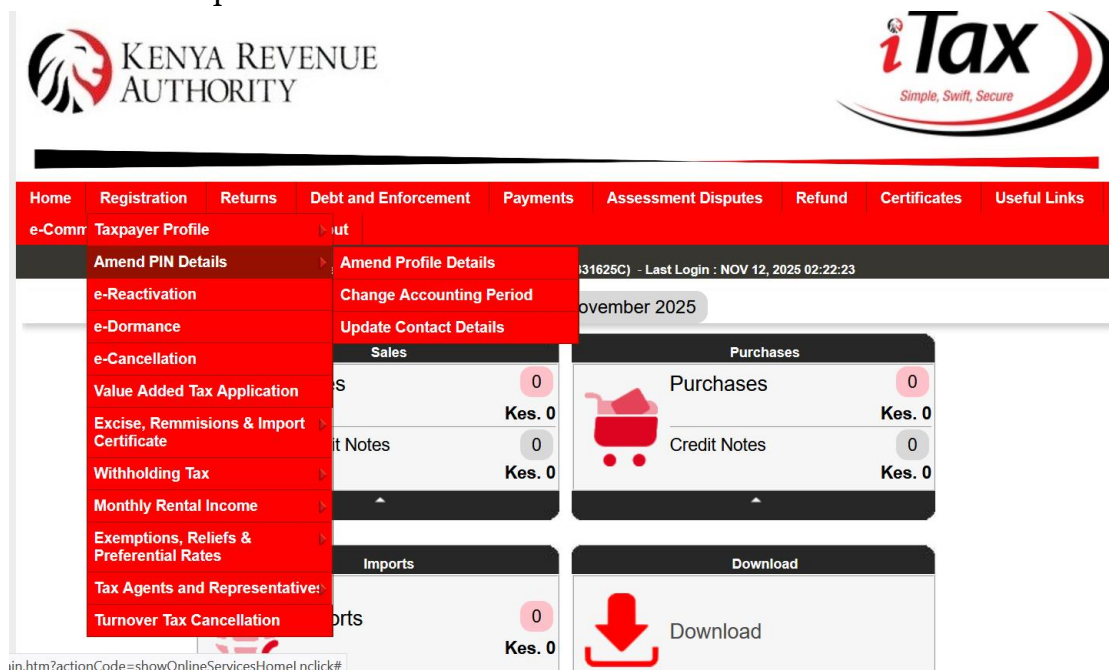


Home	Registration	Returns	Debt and Enforcement	Payments	Assessment Disputes	Refund	Certificates	Useful Links
e-Comm	Taxpayer Profile	View Taxpayer Profile						
	Amend PIN Details	Reprint PIN Certificate		31625C) - Last Login : NOV 12, 2025 02:22:23				
Dashboard for November 2025								
Sales			Purchases					
0			0					
Kes. 0			Kes. 0					
Credit Notes			Credit Notes					
0			0					
Kes. 0			Kes. 0					
Imports			Download					
0			Download					
Kes. 0								

.htm?actionCode=showOnlineServicesHomeLnck#



- (iv) **Update Contact Details Menu:** A simple Menu for Update of Contact Details (with OTP validation) has been created as shown below and delinked from other taxpayer registration module amendments.
- (v) **Change of Accounting Period/Year-End:** The change of accounting period/Year end has been de-linked from other taxpayer registration amendments and a new menu created through which taxpayers can initiate requests as shown below.



- (vi) **Disabling of Parent Details in Taxpayer Profile:** The details of father, mother and spouse during PIN application, consulting of PIN details under both the taxpayer and back office profiles have been disabled to address data privacy concerns.
- (vii) **Redirect of iTax to eRits on MRI Property Registration:** A link has been created in iTax to redirect taxpayers to eRITS to Register/Update Property details. Auto Approval of MRI Obligation in eRITS is in progress.



(viii) **API for Foreign PIN Applicants with KenInvest:** An API web service has been developed that allows Non-Kenyan, Non-Resident applicants to apply for a PIN through the Kenya Investment Single Window (KISW) platform, overseen by KenInvest. This is to facilitate foreigners wishing to invest in Kenya and wish to apply for PIN through investor single window system. A task will be created in iTax and normal workflow will follow.

b) Compliance and Tax Returns Modules

i. **Workflow/Approval Process for Overpayment and Instalment Adjustment Vouchers (OAVs & IAVs)** - The iTax system has been enhanced to provide workflow for Overpayment and instalment adjustment vouchers.

- ❖ **To apply for Overpayment Adjustment Voucher**, taxpayer will select refunds menu tax, then **Refund or Offset Overpaid Taxes and select Offset of Overpaid Taxes**. The iTax system will display the Offset of Overpaid Taxes Application Form. When Taxpayer clicks generate Overpayment Adjustment Voucher, a task will be created for a compliance officer at the Taxpayer's Tax Service Office. Upon approval system generates OAV that can be used to offset existing or future liabilities for all obligations except PAYE, VATWHT, WHTIT including WHTRENT. Taxpayer will be notified of the approval/rejection via their registered iTax email.
- ❖ **To apply for Instalment Adjustment Voucher**, taxpayer will log in to iTax under refunds menu select Instalment Adjustment Voucher menu. System will populate periods with



instalment overpayment. Once submitted a task will be created for a compliance officer in the Taxpayer's tax service office. Upon approval, system generates IAV that can be used to offset future instalment payments only, during the payment registration process. The following new roles will need to be requested by respective TSOs for implementation of the above rules.

- ii. **Validation of Income and Expenses in Income Tax Returns -**
The verification of the income and expenses reported in both individual and non-individual income tax returns will be cross-checked with the following data sources, except where exceptions are outlined under Section 23A of the Tax Procedures Act, Cap 469B, and the Tax Procedures (Electronic Tax Invoice) Regulations, 2024 effective from 1st January 2026.

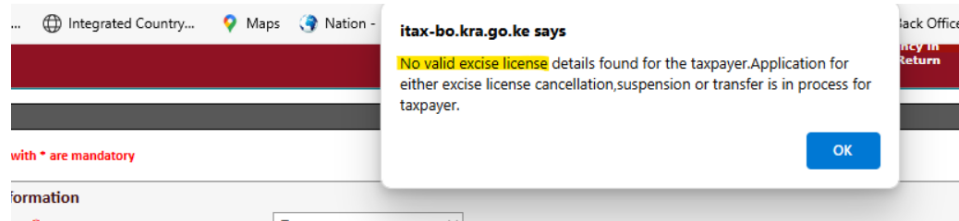
1. TIMS/eTIMS invoices
2. Withholding Income Tax gross amounts
3. Import records from Customs systems.

As the taxpayer dashboard is being enhanced, taxpayers can be facilitated with necessary information from their respective KRA account managers.

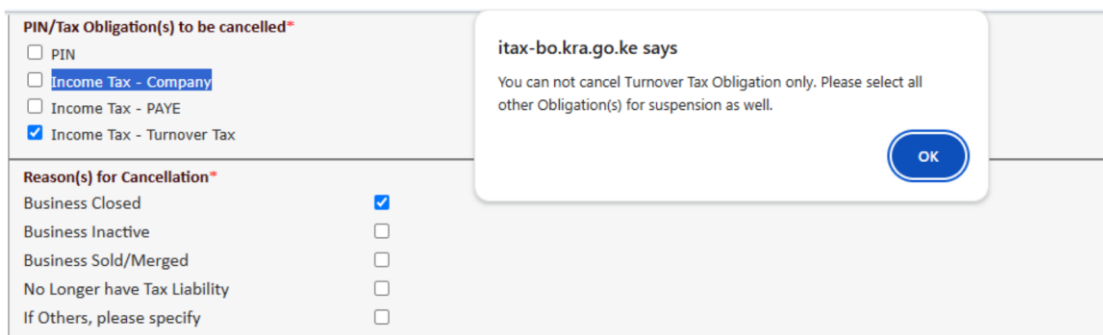
2) Resolution of Bugs/Defects



- **Amendment of PIN Without Obligation:** Some PINs Without Obligation could not be amended to include relevant obligations as some of the fields were greyed out (e.g. Bank Details, Alternative Contact Address) and could not be edited. This issue has been resolved.
- **Error When Initiating Obligation cancellation:** The below error was being experienced in some instances when initiating obligation cancellation requests. This issue has been resolved



- **Error When Cancelling Turnover Tax obligation:** Some taxpayers were unable to cancel TOT obligation as the system returns a pop up message 'You cannot cancel Turnover Tax Obligation only. Please select all other Obligation(s) for suspension as well' as shown below. The issue has been resolved.



a) Tax Returns Processing Module

- **MRI Returns Amendment Issue:** Some taxpayers could not amend their MRI returns upwards due to the error below related to property registration even though the property details had been registered in the taxpayer's profile. This issue has been resolved.

