

GRA

GHANA REVENUE AUTHORITY

Integrity . Fairness . Service

TAXPAYER CORNER

COMPREHENSIVE USER MANUAL

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Table of Contents

1. Introduction & Purpose	
2. Portal Architecture	
3. User Navigation Journey	
4. Module: Dashboard	
5. Module: Profile	
6. Module: Tax Obligations	
7. Module: Filing	
8. Module: Payments	
9. Module: Certificates	
10. Module: Refunds	
11. Module: Notifications	
12. Module: Settings	
13. Accessibility & UX	
14. Security & Data	
15. Disclaimer	
16. Appendix	



1. Introduction & Purpose

The Ghana Revenue Authority (GRA) Taxpayer Corner is the central digital hub for all tax-related activities for individuals and businesses operating within Ghana and non-resident entities providing digital services.

This unified portal consolidates various legacy systems into a single, secure, and user-friendly interface, enabling taxpayers to register, file returns, make payments, and manage their compliance status efficiently.

The primary objectives of this portal are to simplify tax compliance through automation, reduce the cost of compliance by eliminating the need for physical visits, and enhance transparency in tax administration.

Business Rules & Compliance

- All Resident and Non-Resident taxpayers must have a valid account.
- The portal is accessible 24/7 via standard web browsers.



2. Portal Architecture

The portal is built on a modern, cloud-native microservices architecture designed for high availability, scalability, and security.

Frontend Layer: A Progressive Web Application (PWA) built with React, ensuring compatibility across desktops, tablets, and mobile devices.

Backend Services: A suite of secure services handling Identity Verification (integration with NIA and Registrar General), Tax Computation Engines, and Notification dispatchers.

Security Layer: Utilizes industry-standard OAuth 2.0 for authentication and AES-256 encryption for data at rest and in transit.



3. User Navigation Journey

The user interface is designed with a 'Task-First' approach. Upon logging in, the user is presented with the Dashboard, which serves as the command center.

The Global Navigation Bar (Top) provides access to Profile settings, Notifications, and Language options.

The Sidebar Menu (Left) contains the primary modules: Dashboard, Filing, Payments, Certificates, and Support.

Breadcrumbs are provided on every inner page to ensure users never lose their place within the application.



4. Module: Dashboard

The Dashboard is the landing page for all authenticated users. It provides an executive summary of the taxpayer's compliance status.

It features dynamic widgets that display real-time data regarding outstanding liabilities, upcoming filing deadlines, and recent payment history.

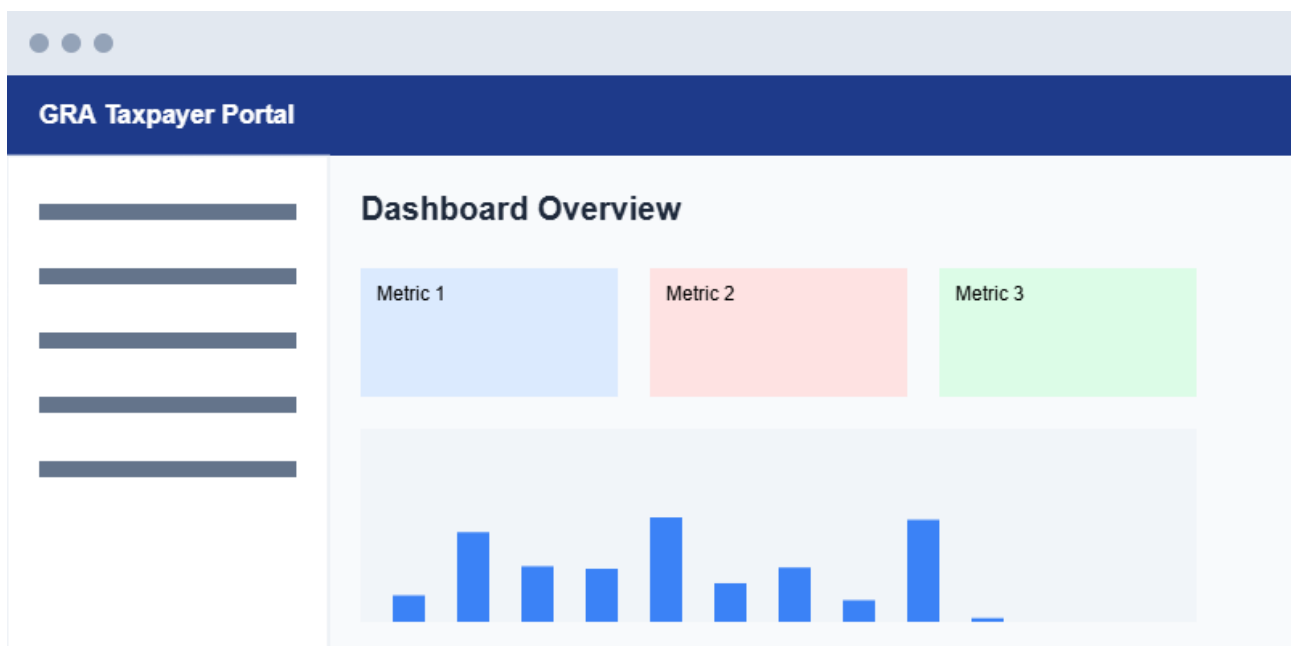


Figure 6.1: System Interface Preview

Step-by-Step Procedure

1. Login to the portal using your TIN and Password.
2. The Dashboard loads automatically.
3. Review the 'Compliance Status' widget (Green/Amber/Red).
4. Click on 'Quick Actions' to jump to Filing or Payments.



Business Rules & Compliance

- Data refreshes every time the page is loaded.
- Alerts in Red indicate overdue obligations that require immediate attention.



5. Module: Profile Management

The Profile module maintains the master record of the taxpayer. It pulls verified data from the National Identification Authority (NIA) and the Registrar General's Department (RGD).

Taxpayers can view their registered business details, directors, and update specific contact information such as email addresses and phone numbers.

The screenshot displays the GRA Taxpayer Portal interface. On the left is a sidebar with five menu items represented by horizontal bars. The main content area is titled 'Filing Return - VAT' and contains four input fields, each with a label above it: 'Field Label 1', 'Field Label 2', 'Field Label 3', and 'Field Label 4'. A blue progress bar is visible at the bottom of the form area.

Figure 8.1: System Interface Preview

Step-by-Step Procedure

1. Navigate to 'Profile' via the sidebar.
2. Review 'Business Details' tab for trading name and registration dates.
3. Click 'Edit' icon next to Contact Information to update email/phone.
4. Click 'Save Changes' to commit updates to the GRA registry.



Troubleshooting

? Cannot edit Business Name? This field is locked. Please visit a GRA office with official RGD documents to change your business name.



6. Module: Tax Obligations

This module lists all tax types the entity is registered for (e.g., CIT, PIT, VAT, PAYE).

It serves as a reference point to understand the filing frequencies and specific legal requirements for each tax head.

Business Rules & Compliance

- Obligations are assigned based on the business activity declared during registration.
- New obligations can be added by applying through the 'Registration' sub-menu.



7. Module: Filing Returns

The Filing module is the core compliance engine. It allows taxpayers to submit tax returns electronically.

The system employs smart forms that validate input data in real-time, calculate levies (NHIL, GETFund, COVID-19) automatically, and prevent mathematical errors.

The screenshot displays the 'GRA Taxpayer Portal' interface. On the left is a sidebar with five horizontal menu items. The main content area is titled 'Filing Return - VAT' and contains four labeled input fields: 'Field Label 1', 'Field Label 2', 'Field Label 3', and 'Field Label 4'. Each label is positioned above its corresponding text input box. A blue progress bar is visible at the bottom of the form area.

Figure 11.1: System Interface Preview

Step-by-Step Procedure

1. Navigate to 'Filing' > 'File New Return'.
2. Select the Tax Type (e.g., VAT) and the Period (e.g., Nov 2023).
3. Enter the Gross Sales/Turnover figures.
4. System auto-calculates deductible input tax and levies.
5. Upload supporting schedules (CSV/Excel) if required.
6. Click 'Submit Declaration'.
7. Acknowledge the legal disclaimer.



Business Rules & Compliance

- VAT returns are due by the last working day of the following month.
- Late filing attracts a penalty of GHS 500 plus interest.

Troubleshooting

? Upload failed? Ensure your schedule file is in CSV format and under 5MB.

? Period not visible? Check if you have already filed for that month or if the period is not yet open.



8. Module: Payments

Integrated with the Ghana.gov payment platform, this module enables secure settlement of tax liabilities.

It supports multiple payment channels including Mobile Money (MTN, Vodafone, AT), Visa/Mastercard, and direct Bank Transfers.

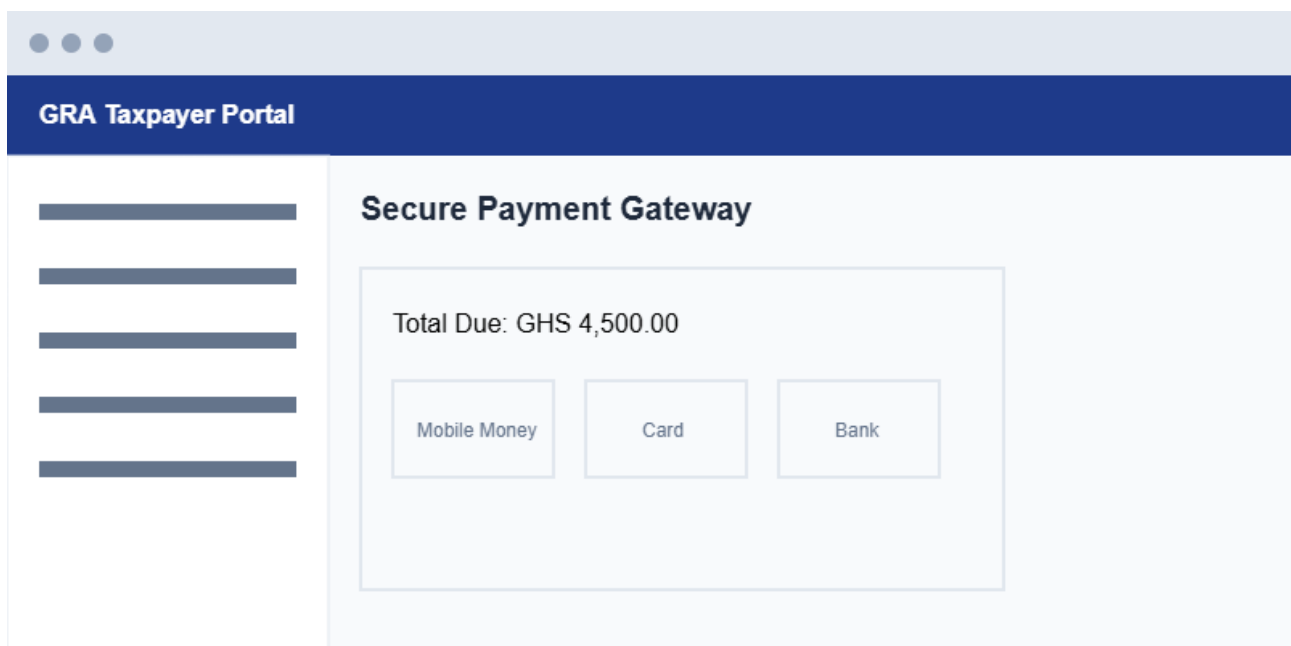


Figure 13.1: System Interface Preview

Step-by-Step Procedure

1. Navigate to 'Payments' > 'Make Payment'.
2. Select the specific Liability/Invoice to pay.
3. Click 'Pay Now'. You will be redirected to the secure gateway.
4. Choose payment method (e.g., Mobile Money).
5. Enter wallet number and confirm OTP on your device.
6. Upon success, a GRA Official Receipt is generated instantly.



Business Rules & Compliance

- Payments are credited to the taxpayer's ledger in real-time.
- Partial payments are accepted, but interest continues to accrue on the outstanding balance.



9. Module: Certificates

Taxpayers allows the generation of TCC (Tax Clearance Certificate) and Registration Certificates.

The TCC is generated automatically if the compliance status is 'Green' (no outstanding returns or debts).

Step-by-Step Procedure

1. Navigate to 'Certificates'.
2. Click 'Request TCC'.
3. System performs an instant compliance check.
4. If compliant, click 'Download PDF'.
5. If non-compliant, review the 'Outstanding Issues' report provided.



10. Module: Refunds

This module manages applications for VAT refunds and tax overpayments.

Users can submit refund claims and track the status of the audit and disbursement process.

Business Rules & Compliance

- Refund claims must be supported by valid VAT invoices.
- Claims are processed within 90 days of submission.



11. Module: Notifications

The notification center archives all system alerts, including filing reminders, payment receipts, and audit notices.

Users can filter messages by date, type, and read status.



12. Module: Settings

Allows configuration of system preferences.

Users can change passwords, enable Two-Factor Authentication (2FA), and manage sub-user accounts and permissions.



13. Accessibility & UX

The portal adheres to WCAG 2.1 AA standards.

Features include high-contrast modes, screen reader compatibility (ARIA labels), and keyboard navigation support.



14. Security & Data Handling

All user sessions are protected by TLS 1.3 encryption.

Sensitive data such as TINs and financial records are stored in encrypted databases.

Audit logs track every user action for accountability.



15. Disclaimer

This manual is for guidance purposes only and does not substitute the official Tax Laws of Ghana.

While every effort is made to ensure accuracy, the GRA reserves the right to update portal features without prior notice.



16. Appendix

GRA Support Hotline: +233 (0) 302 123 456

Email: support@gra.gov.gh

Walk-in Centers: Adabraka, Kinbu, Ring Road Central.