



## User Guide

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# Tax Appeal Service System for Taxpayers

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01

# Introduction

02

# Target Audience



## 01 | Introduction

The Tax Appeal Service aims to enable taxpayers to submit a formal appeal against decisions issued by the General Tax Authority at various procedural stages. This ensures transparency, upholds justice, and grants the taxpayer a full opportunity to present their point of view.

The portal provides an official electronic channel that allows the taxpayer (whether it's the owner, an authorized employee, or a service company representing them) to submit an appeal and track its status electronically. This contributes to enhancing user experience, expediting appeal procedures, and ensuring documentation of the process at all stages.

## 02 | Target Audience

**The taxpayer:** The owner, one of the institution's employees, or a legally authorized representative.

# 03

## Cases in Which the Taxpayer Can Use the Service



## 03 | Cases in Which the Taxpayer Can Use the Service

**The taxpayer may file an appeal against the tax assessment decision made by the General Tax Authority in the following cases:**

- 1-** If the taxpayer has submitted an objection to the assessment and the General Tax Authority has either approved or rejected that objection.
- 2-** The taxpayer may file for an appeal against administrative decisions made by the General Tax Authority in the following situations:
  - If the objection request was approved by the General Tax Authority, but the approval was not in favor of the taxpayer in terms of the amount or the reasons accepted by the Authority.
  - If the objection request was rejected by the General Tax Authority.
  - Against administrative decisions imposed by the General Tax Authority.
- 3-** Against penalties imposed by the General Tax Authority.
- 4-** If the taxpayer objects to the penalties imposed by the General Tax Authority.

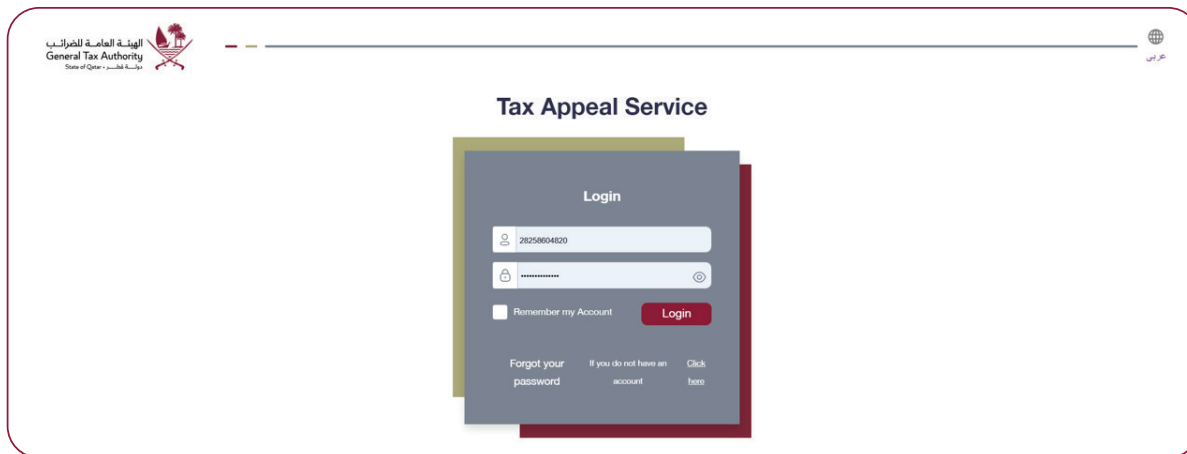
# 04

## Steps for Using the System by the Taxpayer



## 04 | Steps for Using the System by the Taxpayer

### Step 1: Log into the Tax Appeal Service System



The screenshot displays the login interface for the Tax Appeal Service. At the top left is the logo of the General Tax Authority of the State of Qatar. The page title is 'Tax Appeal Service'. The login form includes an ID number field with the value '28258804320', a password field, a 'Remember my Account' checkbox, and a red 'Login' button. Below the form are three links: 'Forgot your password', 'If you do not have an account', and 'Click here'.

#### 1.1 | The taxpayer logs into the Tax Appeal System by:

- Entering their personal ID number and the password registered in the National Authentication System (NAS).
- Then clicking the **"Login"** button, as shown in the image above.



## 04 | Steps for Using the System by the Taxpayer

### Step 2: View Requests and Submit a New Request

The screenshot shows the Dhareeba Tax Portal homepage. At the top, there is a header with the portal's name in Arabic and English, and a navigation bar with links for 'Home Page', 'All Requests', 'Submitted', 'Under Review', 'In Progress', 'Decision Issued', 'Rejected Requests', 'Deleted Appeals', and 'Requests after Deletion'. Below the navigation bar, there is a table with the following columns: Request Number, TIN Number, Taxpayer Name, Reference Number, Appeal Request Date, Reason, SubReason, and Status. The table contains six rows of data. A 'New Request' button is located in the top right corner of the table area.

Request Number	TIN Number	Taxpayer Name	Reference Number	Appeal Request Date	Reason	SubReason	Status
017754	5000008649	مستورب الواردات سيريديس	008500000277	09-07-2025	Assessment Decision	Objection Decisions	File Opened (In Progress)
016999	5000008649	مستورب الواردات سيريديس	008500000277	09-07-2025	Assessment Decision	Objection Decisions	Submitted
016936	5000013755	عائدين and Sore	100000025223	09-07-2025	Penalties	Late Registration Penalty	Submitted
016742	5001888726	AMS test data	700000040541	09-07-2025	Penalties	Late Registration Penalty	File Opened (In Progress)
016715	5000008649	مستورب الواردات سيريديس	008500000277	09-07-2025	Assessment Decision	Objection Decisions	Deleted Appeal

**2.1 |** After logging in, the user is directed to the homepage, which contains a summary of all previous requests. Through this page, the user can:

- View the status of all previously submitted appeals.
- Click the **“New Request”** button to start a new request.

## 04 | Steps for Using the System by the Taxpayer

### Step 3: Submit a New Appeal

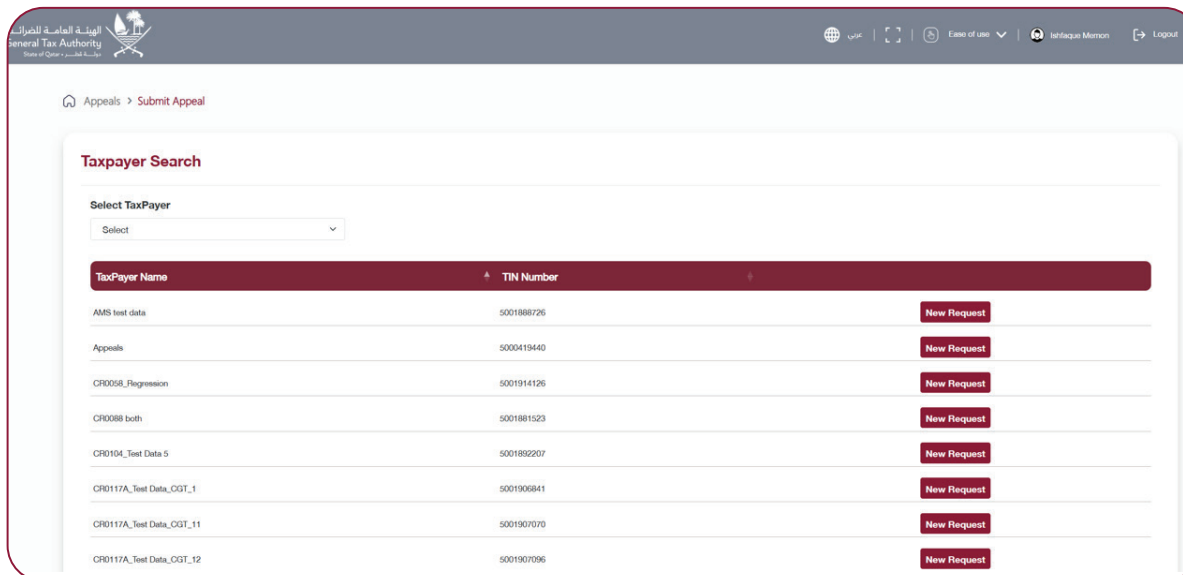
The screenshot shows the Dhareeba Tax Portal homepage. At the top, there is a header with the portal's name in Arabic and English, and a navigation bar with links for Home, My Requests, and My Profile. Below the header, there is a dashboard with various statistics and a table of requests. The 'New Request' button is highlighted with a red box and an arrow.

Request Number	TIN Number	Taxpayer Name	Reference Number	Appeal Request Date	Reason	SubReason	Status
017754	5000008649	مستورب احمد بن سويديس	008500000277	09-07-2025	Assessment Decision	Objection Decisions	File Open (In Progress)
016999	5000008649	مستورب احمد بن سويديس	008500000277	09-07-2025	Assessment Decision	Objection Decisions	Submitted
016936	5000013755	مستورب احمد بن سويديس	100000025223	09-07-2025	Penalties	Late Registration Penalty	Submitted
016742	5001888726	AMS test data	700000040541	09-07-2025	Penalties	Late Registration Penalty	File Open (In Progress)
016715	5000008649	مستورب احمد بن سويديس	008500000277	09-07-2025	Assessment Decision	Objection Decisions	Deleted Appeal

3.1 | From the homepage, click on the **"New Request"** button located at the top of the table.

## 04 | Steps for Using the System by the Taxpayer

### Step 4: Select the Taxpayer Before Submitting an Appeal



The screenshot displays the 'Submit Appeal' page in the Dhareeba Tax Portal. The page header includes the portal's name in Arabic and English, along with navigation links for 'Home', 'About Us', 'Contact Us', 'FAQs', 'Terms of Use', 'Privacy Policy', 'Help', and 'Logout'. The main content area is titled 'Taxpayer Search' and features a dropdown menu labeled 'Select TaxPayer'. Below this is a table with the following columns: 'TaxPayer Name', 'TIN Number', and 'New Request'.

TaxPayer Name	TIN Number	New Request
AMS test data	5001888726	New Request
Appeals	5000419440	New Request
CR0058_Regression	5001914126	New Request
CR0068 both	5001881523	New Request
CR0104_Test Data 5	5001892207	New Request
CR0117A_Test Data_CGT_1	5001906841	New Request
CR0117A_Test Data_CGT_11	5001907070	New Request
CR0117A_Test Data_CGT_12	5001907096	New Request

**4.1 |** After clicking the **"New request"** button, a screen will appear prompting you to select the taxpayer on whose behalf the appeal will be submitted. The steps include:

- From the dropdown menu in the **"Taxpayer"** field, select the appropriate taxpayer name.
- A list of all taxpayers linked to the user's account will be displayed, along with their Tax Identification Numbers (TIN).
- Click the **"New Request"** button next to the desired taxpayer name.

## 04 | Steps for Using the System by the Taxpayer

### Step 5: Display Taxpayer Details

The screenshot displays the 'Taxpayer Details' screen within the Dhareeba Tax Portal. The page features a header with the General Tax Authority logo and navigation links. A progress bar at the top indicates the current step in the process. The main content area shows the 'Taxpayer Details' section with four input fields: TIN Number, Legal Capacity, Taxpayer Name, and Taxpayer Address. The 'Back' and 'Continue' buttons are located at the bottom of the form.

**5.1 |** After selecting the taxpayer from the list, a screen will appear automatically displaying the taxpayer's details.

The displayed information includes:

- Tax Identification Number (TIN)
- Legal Capacity
- Taxpayer Name
- Taxpayer Address

## 04 | Steps for Using the System by the Taxpayer

### Step 6: Appeal Details

Appeals > Submit Appeal

Taxpayer Details Appeal Selection Dispute Details Additional Information Summary and Acknowledgment

**Appeal Selection**

Appeal Reason\*  
Assessment Decision

Appeal Sub-reason\*  
Objection Decisions

Reference Number\*  
00850000277

Appeal Request Date  
10-07-2025

Objection Status  
Rejected

Objection Decision Issue Date  
07-02-2021

Objection Decision Acknowledgement Date  
07-02-2021

Save as draft Back Continue >

**6.1 |** After clicking the “Continue” button in the Taxpayer Details step, the system navigates to the Appeal Selection screen.

On this page, the user must fill in the following fields:

- Main Reason for Appeal: Selected from a dropdown list (mandatory).
- Sub-Reason for Appeal: Displayed based on the selected main reason (mandatory).
- Reference Number of the Request: Selected from a list of previous requests (mandatory).

System-generated fields:

- Objection Decision Issue Date: Automatically filled by the system.
- Objection Decision Acknowledgement Date: Automatically filled based on the request status.
- Objection Status: Automatically displayed based on the actions taken.

## 04 | Steps for Using the System by the Taxpayer

### Step 7: Dispute Details

Appeals > Submit Appeal

Progress: Taxpayer Details ✓ Appeal Selection ✓ Dispute Details (Active) Additional Information Summary and Acknowledgment

#### Dispute Details

Audit Reference Number	Return Reference Number	Tax Return Type	Tax Period	Self Assessment Tax Amount (QAR)	General Tax Authority Assessment Tax Amount (QAR)	Actions
008500000277	700000022173	الضريبة على الأرباح الرأسمالية		5,000	10,000	<a href="#">Amend</a>

Original Amount (QAR)	Assessed Amount (QAR)	Assessment Notes	Unapproved Amount (QAR)	Reason
<input type="text" value="5,000.00"/>	<input type="text" value="10,000.00"/>	<input type="text"/>	<input type="text" value="1,000.00"/>	<input type="text" value="Implied refusal to refund"/>

Buttons: [Save as draft](#) [Back](#) [Continue >](#)

**7.1 |** After clicking the **“Continue”** button in the Appeal Details step, the Appeal Selection screen is displayed. This screen contains all information related to the objection, and the user is required to fill in the following.

## 04 | Steps for Using the System by the Taxpayer

### Step 8: Upload Documents and Attachments

**Additional Information**

File size must be less than 5 MB, select file extensions: PDF

GTA Decision*	Appeal Form* <a href="#">Download Appeal Template</a>	Commercial Registration
<input type="button" value="Choose File"/> test5.pdf	<input type="button" value="Choose File"/> test5.pdf	<input type="button" value="Choose File"/> No file chosen
Taxpayer Delegation	Appeal Template*	GTA Objection Decision
<input type="button" value="Choose File"/> No file chosen	<input type="button" value="Choose File"/> test2.pdf	<input type="button" value="Choose File"/> No file chosen
Company Registration	Commercial License	QID Attachment*
<input type="button" value="Choose File"/> No file chosen	<input type="button" value="Choose File"/> No file chosen	<input type="button" value="Choose File"/> test3.pdf
National Address Certificate	Other Attachments	
<input type="button" value="Choose File"/> No file chosen	<input type="button" value="Choose File"/> No file chosen	

Reason for appealing the decision\*

Reject

Additional Information

**8.1 |** After clicking the “**Continue**” button in the Dispute Details step, the system moves to the Documents and Attachments screen. This is a critical step for attaching evidence and supporting documents.

Additionally, in the “**Reason for appealing the decision**” field, the user must clearly explain the reason for the appeal.

## 04 | Steps for Using the System by the Taxpayer

### Step 9: Acknowledgment of Information Accuracy and Submitting the Request

**Taxpayer Details**

TIN Number	Taxpayer Name	Legal Capacity	Taxpayer Address
5000008649	ستوب اوفر اوتو سيرفيسز	Taxpayer	7, 7, Juhay, 110093, Doha, QA

**Appeal Selection**

Appeal Reason	Appeal Sub-reason	Appeal Request Date	Reference Number
Assessment Decision	Objection Decisions	10-07-2020	00800000277
Objection Status	Objection Decision Issue Date	Objection Decision Acknowledgement Date	
Rejected	07-02-2021	07-02-2021	

**Dispute Details**

Audit Reference Number	Return Reference Number	Tax Return Type	Tax Period	Self Assessment Tax Amount (QAR)	General Tax Authority Assessment Tax Amount (QAR)
008500000277	700000022173	الضريبة على الأرباح الرأسمالية		5,000	10,000

**Reference number**

Original Amount (QAR)	Assessed Amount (QAR)	Assessment Notes	Unapproved Amount (QAR)	Notes
5,000.00	10,000.00		1,000.00	Implied refusal to refund

**9.1 |** After clicking the **“Continue”** button in the Documents step, the system moves to the final screen: **“Summary and Acknowledgment”**.

This screen includes a summary of the entered data:

- Taxpayer Information
- Appeal Details
- Attachments

By ticking **“I acknowledge that the information provided in this application is complete and correct”** and clicking the **“Submit”** button, the request will be successfully submitted.



## 04 | Steps for Using the System by the Taxpayer

### Step 9: Acknowledgment of Information Accuracy and Submitting the Request

**Additional Information** Edit

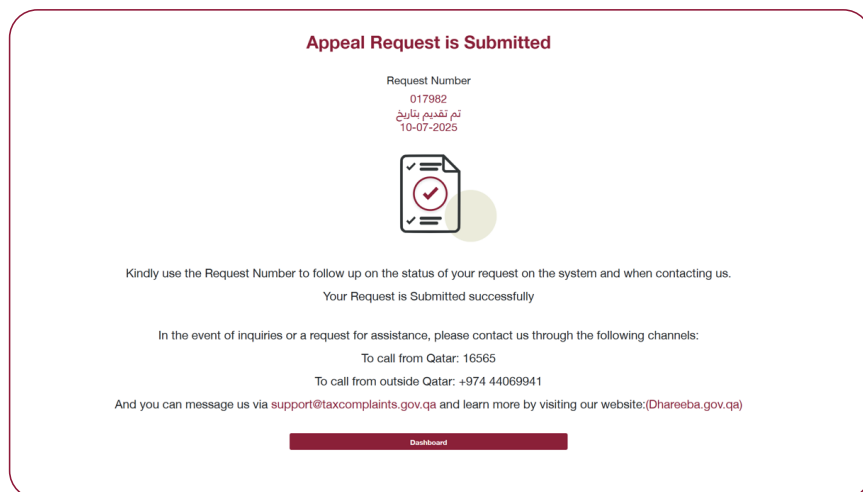
GTA Decision*	Appeal Form*	Commercial Registration
test6.pdf	test5.pdf	
Taxpayer Delegation	Appeal Template*	GTA Objection Decision
	test2.pdf	
Translation		
<input type="checkbox"/>		
Company Registration	Commercial License	QID Attachment*
		test3.pdf
National Address Certificate	Other Attachments	
Reason for appealing the decision*		
<input type="radio"/> Report		
<input type="radio"/> Additional Information		

**Acknowledgment of Information Authenticity**

First Name	Last Name	Job Title	Appeal Request Date
Abdullah	Khanna	Taxpayer	10-07-2025
Email	Phone Number		
no-reply@gha.gov.qa			
<input checked="" type="checkbox"/> I acknowledge that the information provided in this application is complete and correct			
<span>Save as draft</span> <span>Back</span>		<span>Submit &gt;</span>	

## 04 | Steps for Using the System by the Taxpayer

### Step 10: Appeal Submission Confirmation



After clicking the “**Submit**” button and confirming the accuracy of the information, a screen will appear confirming that the request has been successfully submitted.

This screen includes the following information:

- Confirmation Message: **"Appeal Request is Submitted"**.
- Reference Number: Displays the unique request number for your request.
- Submission Date: Displays the date the request was submitted.
- Important Note: This is only an acknowledgment of receipt and does not imply approval or rejection of the request.
- For inquiries, you may contact: **appealcommittee@gta.gov.qa**

# 05

## Conclusion

## 05 | Conclusion

- As the authors of this guide, we have made every effort to present the steps for using the Tax Appeal Service System in a simplified manner, supported by illustrative images. This is to ensure that the procedures are easy to understand and to enable taxpayers to submit their appeal requests accurately and confidently.
- We hope this guide has answered your questions and provided the necessary support while reading its content.
- If you encounter any difficulties or have comments or inquiries, please do not hesitate to contact us.

Best regards,

**General Tax Authority**

## CONTACT

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[support@dhareeba.qa](mailto:support@dhareeba.qa)