



Suggestions and Complaints

User Manual

Dhareeba Tax Portal

Table of Content

1	PROCESS FLOW	4
2	PURPOSE OF THIS DOCUMENT	5
3	STEPS TO SHARE AN OPINION	24
4	STEPS TO REPORT TAX EVASION	29

1

Process Flow



1 Process Flow

A registered taxpayer or an unregistered entity can provide their suggestions, complaints, feedback or even report tax evasion related to potential fraud cases via the Dhareeba portal.

Taxpayer navigates to the E-Services section of the Dhareeba portal & clicks on Suggestions and Complaints.

Taxpayer then fills the Share Opinion form or Report Tax Evasion form and submits it.

On submission, an acknowledgement is generated to confirm the submission.

Once the complaints/suggestions forms are sent, the GTA will take further actions.

2

Purpose of this document



2 Purpose of this document

This document explains the process of sharing of opinion and reporting of tax evasion by registered taxpayers or unregistered entities, via the Dhareeba portal.

The reporting persons can choose to remain anonymous in sharing his opinion or reporting tax evasion.



3

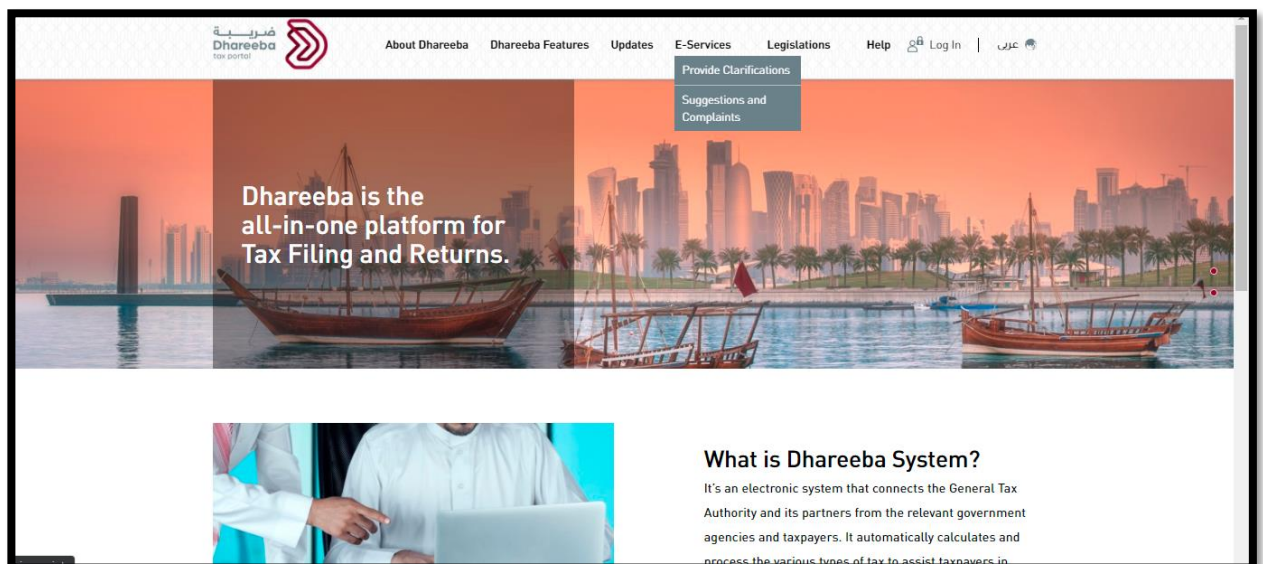
Steps on how to Share an Opinion



3 Steps on how to Share an Opinion.

Step 1: Access the E-Services Tile on Dhareeba Portal

The registered taxpayer or the unregistered entities opens the main page of GTA Dhareeba Portal. There is no need for login in Complaints Handling. Taxpayer Clicks on the E-Services and select Suggestions and Complaints from the drop-down list.





Step 2: Accessing Suggestions and Complaints page

Taxpayer is navigated to the Suggestions and Complaints page.
Taxpayer should click on 'Share your opinion' button.

SHARE YOUR OPINION
Tell us what we could do better.
[Share your opinion](#)

REPORT TAX EVASION
If you are a witness to Tax Evasion, please inform us to help all of us.
[Report Evasion](#)

Government Call Center: 16565
Calling from outside Qatar: +974 4406 9941
Email: tax.support@gta.gov.qa

GTA Employees Only

الهيئة العامة للضرائب
GENERAL TAX AUTHORITY

Copyright © 2020 dhareeba.gov.qa All rights reserved. Dhareeba portal is best viewed using Chrome.



Step 3: Taxpayer fills the information as per the below screen.

Once the Taxpayer or unregistered entity clicks on the 'Share your opinion button', he will be directed to the below screen. Taxpayer selects "Type of opinion" and 'Subject'. Taxpayer fills all the mandatory detail; Taxpayer can attach documents as Attachment and clicks on the send button.

The person making the complaint, or the suggestion can disclose his identity by providing his TIN and contact details or he can choose to stay anonymous.

The screenshot shows the 'Share your opinion' form on the Dhareeba portal. The form is divided into two main sections: 'Your Identification' and 'Your Opinion'.

Your Identification:

- A privacy notice: "Your personal information will be kept strictly confidential and will not be sold, reused, rented, loaned or otherwise disclosed. Any information you give us will be treated with the utmost care and will not be used in ways that you have not consented to, unless you have used our websites in an unlawful manner."
- Fields for Tax Identification Number, CR Number, Email Address, Name, and Mobile.

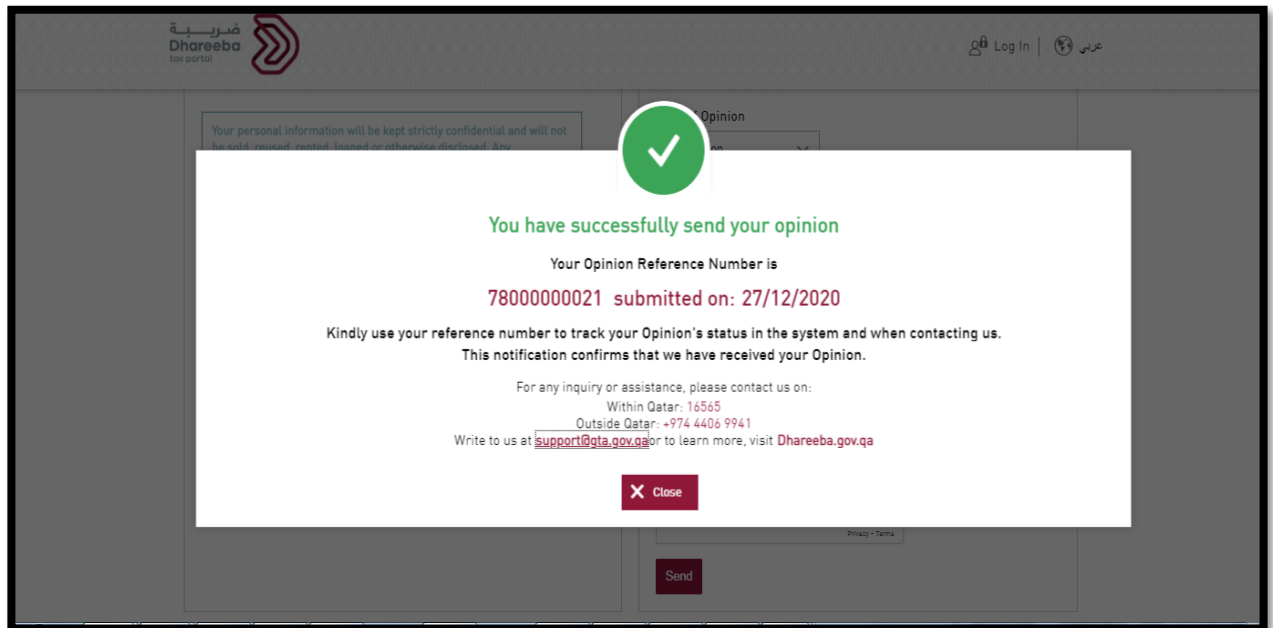
Your Opinion:

- A dropdown menu for 'Type of Opinion' with options 'Suggestion' and 'Complaint'.
- A text area for 'Kindly provide your opinion below'.
- A section for 'Please provide any supporting documents' with a note that file size is limited to 5MB.
- A 'Verification code' section with a checkbox for 'I'm not a robot' and a reCAPTCHA logo.
- A red 'Send' button at the bottom.



Step 4: Taxpayer sends the Information to GTA

Once the information is provided and send to GTA, an acknowledgment pop-up to confirm the submission will be displayed with the Opinion reference Number and the submitted date will be displayed.



4

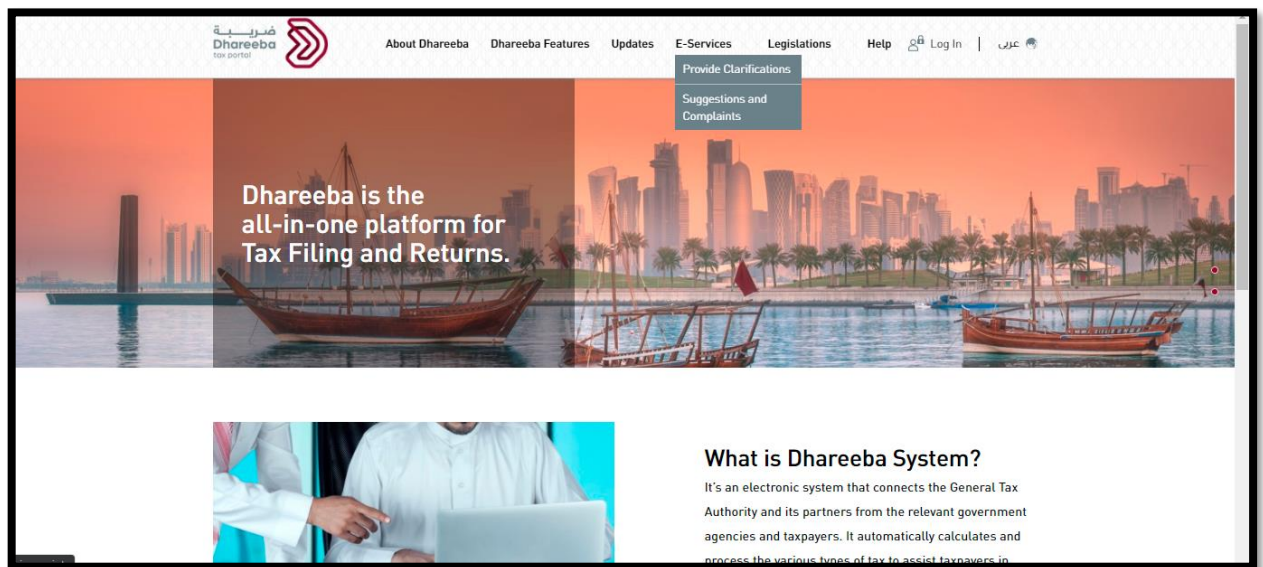
Steps on how to Report Tax Evasion.



4 Steps to Report Tax Evasion

Step 1: Access the E-Services Tile on Dhareeba Portal

The registered taxpayer or the unregistered entities opens the main page of GTA Dhareeba Portal. There is no need for login in Complaints Handling. Taxpayer Clicks on the E-Services and select Suggestions and Complaints from the drop-down list.





Step 2: Accessing Suggestions and Complaints page

Taxpayer is navigated to the Suggestions and Complaints page.
Taxpayer should click on 'Report Tax Evasion' button.

Share Your Opinion

Tell us what we could do better.

[Share your opinion](#)

Report Tax Evasion

If you are a witness to Tax Evasion, please inform us to help all of us.

[Report Evasion](#)

Government Call Center: 16565
Calling from outside Qatar: +974 4406 9941
Email: tax.support@gta.gov.qa

GTA Employees Only

الهيئة العامة للضرائب
GENERAL TAX AUTHORITY

Copyright © 2020 dhareeba.gov.qa All rights reserved.

Dhareeba portal is best viewed using Chrome.



Step 3: Taxpayer fills the information as per the below screen.

Taxpayer selects Tax Type from Value Added Tax, Excise, Corporate Income Tax, Withholding Tax, Capital Gain and provides detailed information of report Text. Taxpayer fills all the mandatory details.

The person making the complaint, or the suggestion can disclose his identity by providing his Tax Identification Number and contact details or he can choose to stay anonymous. Taxpayer clicks on the send button.

Report Tax Evasion

Report Against

Please Specify the Taxes (if known)

WHT

Report Text (provide detailed information)

1. WHT Refund & Return processes.
2. All registration processes @123.

Attachments (should be less than 5MB)

Tax Identification Number: 5000277137

Business Name: Economic Enterprise

Business Address: Zone, Street, Building, Floor, Office #

Reporter Information

Your personal information will be kept strictly confidential and will not be sold, reused, rented, loaned or otherwise disclosed. Any information you give us will be treated with the utmost care and will not be used in ways that you have not consented to, unless you have used our websites in an unlawful manner.

Tax Identification Number: 5000277137

CR Number: 1821XXY

Email Address: Aimcolony.NehaKakkar@gmail.com

Name: Neha Kakkar

Mobile: +974 56235641

Verification code

12 Red 123B 7 5

PO Box: 12789P

Postal Code: PC

City: Doha

Country: Qatar

CR Number: 1821XXY

ID Number: 1821XXY

I'm not a robot

Send

Government Call Center: 16565
Calling from outside Qatar: +974 4406 9941
Email: tax.support@gta.gov.qa

GTA Employees Only

الهيئة العامة للضرائب
GENERAL TAX AUTHORITY



Step 4: Taxpayer sends the Information to GTA.

Once the information is provided and send to GTA, an acknowledgment pop-up to confirm the submission will be displayed with the Opinion reference Number and the submitted date will be displayed.

The screenshot shows the Dhareeba tax portal interface. A green checkmark icon is prominently displayed in the center of the page, indicating a successful submission. Below the icon, the text reads: "You have successfully Reported Tax Evasion".

Below this message, the "Your Report Reference Number is" is displayed as **78000000044**, followed by "submitted on: 31/12/2020".

The text continues: "Kindly use your reference number to track your Report's status in the system and when contacting us. This notification confirms that we have received your Report."

For any inquiry or assistance, please contact us on:

- Within Qatar: 16565
- Outside Qatar: +974 4406 9941

Write to us at support@gta.gov.qa or to learn more, visit Dhareeba.gov.qa

A "Close" button is located at the bottom right of the pop-up.

The background shows the Dhareeba tax portal header with the logo, "Dhareeba tax portal", and a "Log In" button. The footer includes the "GENERAL TAX AUTHORITY" logo, "Copyright © 2020 dhareeba.gov.qa All rights reserved.", and a note: "Dhareeba portal is best viewed using Chrome."

- End of Document -