



General Tax Authority

Frequently Asked Questions

FAQs

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These questions and answers aim to provide an overview about Dhareeba Portal. However, the FAQ is neither considered a legal interpretation of the law nor an alternative to it.

+ Introductions About Dhareeba

A. What is Dhareeba?

1. It's an electronic system that connects the General Tax Authority and its partners from the relevant government agencies and taxpayers. It automatically calculates and process the various types of tax to assist taxpayers in managing their tax transactions, in accordance with the Qatari tax laws.

B. For whom are Dhareeba services?

1. Tax payers
2. Tax Payer Representative (Auditor, Tax Consultant, Legal Consultant.....)
3. Other Bodies (Governmental bodies, Charitable and Public benefit Associations and privet foundation...)
4. GTA Tax Officers

C. How do I determine if my business needs to register?

For any economic activity that generate revenue inside state of Qatar even if it is exempted 100%. Special entities that need to claim for refund need also to be registered.

+ FAQ for Portal Login

How can I register and use the Dhareeba Portal?

You have to log in Dhareeba portal <https://dhareeba.gov.qa/> and then follow procedures mention in user manual on landing page.

The person doing the registration should be an authorised signatory link to the business registration number.

Where can I access Dhareeba legal documents?

In Home page under Legislations menu option.

What are the minimum system requirements to access Dhareeba?

1. Dhareeba is best viewed using Chrome browser (version 8 and above).
2. Adobe Acrobat Software is required to be installed in your device to be able to view and download the notifications.

What happens if the commercial registration/commercial permit is not renewed?

You must revert to MoCI to renew your CR or CP

What will be the credentials to Logging to our portal?

You will need to have a NAS (National Authentication System) account to be able to access the Dhareeba portal.

What are the pre-requisites required to create an account in NAS?

Your QID or Passport should be linked to your mobile number in case you need to create an account with NAS.

+ FAQ for New Registration

What are the documents required to register?

Copy of first commercial permit In-case your establishment registration with MOCI and for any other entity you need to have a copy of your entity license.

What type of files and size can I upload using the attachment button?

You can upload files of the types "DOC, DOCX, XLS, XLSX, PDF, JPG" and the file size are limited to 5 Mb each

How can I move to the next or previous step?

You may use the (back) and (next) buttons on the footer or click on the step number shown in the roadmap.

Why can't I proceed to the next step of the registration process?

The registration process has many steps, you cannot proceed to the next step without entering all the mandatory information of the current step. If there is any error, the same need to be corrected before you will be able to move to the next step.

I have completed the sign-up but not able to complete my registration immediately, so can I submit it later?

Yes, if you are not able to submit your New/update/Change of Registration form then you can save it as a draft and can proceed with it later. Please note that if the application form is not submitted within 14 days of the last saved date, it will be automatically cancelled and you would need to start again from the beginning

What is the outcome of the registration process?

Once you are registered (and no fine are applied), you will be issued with a TIN (Tax Identification Number) and a Tax card to be used for other activities within GTA. If you are registered late, you will be issued with a penalty letter that need to be first paid fully in order to get your Tax Card.

What happens after a registration application is submitted by a taxpayer via the portal?

If all the submitted information are validated and correct, a TIN (Tax Identification Number) number will be generated, and you will be able to download the Tax Card form Dhareeba portal. In some cases, your registration application will go under review by the Tax Authority before a decision is issued. In some cases, you may be contacted to provide additional information before any decision is taken.

What roles do a GTA Tax officers have once the system goes live?

Officers will receive taxpayer registration applications submitted by taxpayers in their Inbox in the form of work items and are expected to review all work items and take the necessary decision either to approve or reject the application.

While reviewing the applications, tax officers can view the filled registration applications, verify the attachments uploaded with the application and also request for additional information in addition to the information submitted by the taxpayers.

Scenarios of Approving registration application:

1. If accounting period was not changed the application will be automatically will be approved
2. If the taxpayer changed the accounting period, the application will go to tax officer for approval

What actions can a GTA Tax officer take when an application is triggered into their inbox?

officers can either

1. Approve
2. Reject with Comment
3. Turnaround the registration application back to the taxpayer for additional information.

How do contact support team for help?

Should you have any questions or queries, you can refer to our frequently asked questions available on our website (www.gta.gov.qa) or contact us directly at Government Call Centre: 16565 or from outside the State of Qatar on +974 44069941 or email us at tax.support@gta.gov.qa

You should have the relevant reference numbers that are issued during the application processing on Dhareeba portal, readily available to speed up your queries.

+ **FAQ for Update Registration**

How can I change my inputs I entered in registration?

Registered information (except which is integrated from another entity) can be changed from registration Amendment after logging into the Taxpayer Dashboard