



FIRS PROCESSES, TECHNOLOGY AND INNOVATION FOR EFFECTIVE TRANSACTION

A PRESENTATION AT THE LCCI PRIVATE SECTOR SENSITIZATION WORKSHOP

BY:

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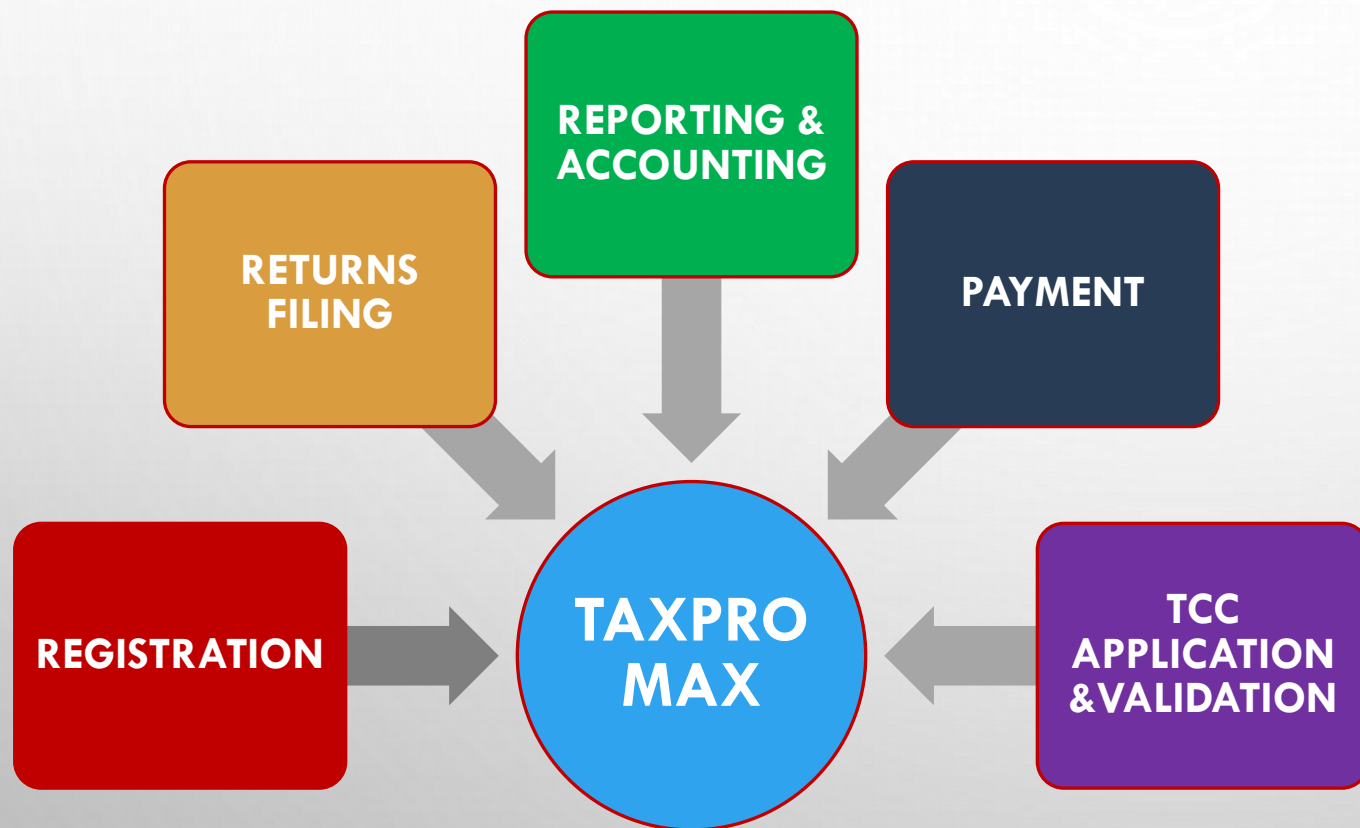
INTRODUCTION

FIRS in recent time have introduced innovative reforms at digitising tax administration processes in order to engender an effective and efficient tax administration and to promote voluntary compliance





TAX PRO-MAX



1. Enter the URL <https://taxpromax.firs.gov.ng> to open the home page
2. Click on the login button to open the login page. Enter email address and Password to login. The taxpayer dashboard is displayed
3. On the dashboard click on “Taxes due” (Note: System automatically prompts taxpayer on taxes that are due under the “Taxes due” on taxpayer dashboard).

Taxpayers can also apply for their eTCC at: <https://tcc.firs.gov.ng>



FIRS TAXPAYER SELF-SERVICE OPERATION



Taxpayers can visit the Self Service stations in all FIRS offices to:

- **File tax returns;**
- **Pay taxes**
- **Apply and validate TCC;**
- **Generate receipts and credit notes.**

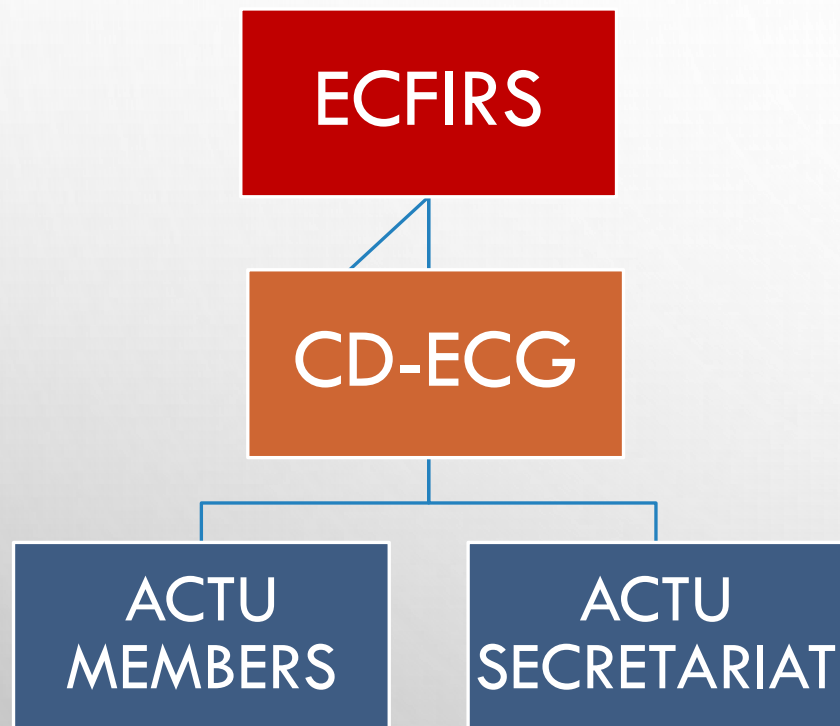
FIRS officers are also deployed to support taxpayers who may require help in using the equipment.

For further enquiry please call:

09074444441, 09074444442



FIRS ANTI CORRUPTION UNIT



Email: anti.corruption@firs.gov.ng

Tel: 09071666666

ACTU REDRESS MECHANISM

Taxpayers make complaints using – calls, emails or physical visit to ACTU unit.

ACTU secretariat carry out a preliminary investigation

ACTU Secretariat collaborate relevant dept. or other agencies such as EFCC, ICPC, DSS and NPF where necessary.

ACTU Secretariat present outcome to the ACTU Committee who may invite concern persons to validate report.

ACTU Committee submit report on the investigation to the ECFIRS/Management for further directives.



OUR CONTACT CENTRE

**DID YOU
KNOW THAT**

**THE FIRS NOW HAS A SINGLE
CONTACT CENTRE PHONE NUMBER?**





You can call the FIRS contact center on

094602700

OUR SOCIAL MEDIA HANDLES ARE

 <https://www.facebook.com/FederalInlandRevenueServiceNG>

 @FIRSNigeria  @firs_nigeria

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THANK YOU