



DRC/TAX/System and Data/2024/ 833

Date: 18th November 2024

Notification

The Department of Revenue & Customs has been facing major challenges in contacting taxpayers due to the inaccurate Taxpayers (TPN Holders) contact information recorded in our system - RAMIS. In many cases, the email IDs, contact numbers and location addresses are incorrect. As a result, notices dispatched from our offices often remain undelivered, leading to delays and lengthy processes of resolving tax-related matters and unnecessary follow-ups.

Therefore, all the taxpayers are requested to update the following in RAMIS:

1. Active contact number
2. Valid Email ID
3. Present address
4. Any other details therein

You can update your contact information through the following options:

1. **Online:** Log in to the RAMIS at <https://ramis.drc.gov.bt/appUserLogin.html> and update your details by navigating to "My Profile" section.
2. **In-Person:** Visit the nearest RRCO with valid supporting documents.

You may also reach out to our Taxpayer Service team at Toll Free Number: 3999 or Fixed line number: 02-328391.

Please ensure your information is updated by **31st December 2024** to facilitate up-coming tax filing season and also note that the Department shall not be responsible for any missed or delayed communications on any tax related matters due to outdated information.

We appreciate your cooperation in this matter.

Director General