



Overpaid Amounts Refunds

User Manual

Dhareeba Tax Portal

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Purpose of this document



1. Purpose of this document

The objective of this guide is to explain how to claim refunds of amounts paid for all types of taxes by a Registered Taxpayer (who can claim Overpaid Refund for all Tax Types for which he is registered) and by a Non Registered Taxpayer (who can claim Overpaid Refund for only Withholding Tax and Capital Gains Tax).

The General Tax Authority provides the Taxpayer with an application to claim Overpaid Refunds.

2

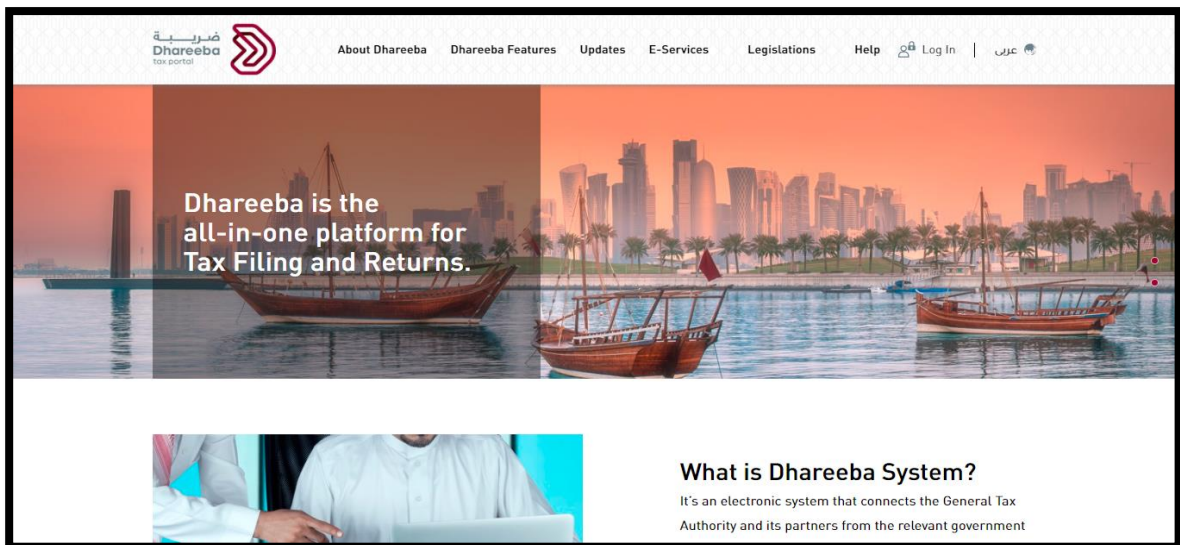
Steps for the process of claiming Overpaid Refunds.



2. Steps to be followed by a Taxpayer

2.1. Steps to be followed by a non-registered Taxpayer.

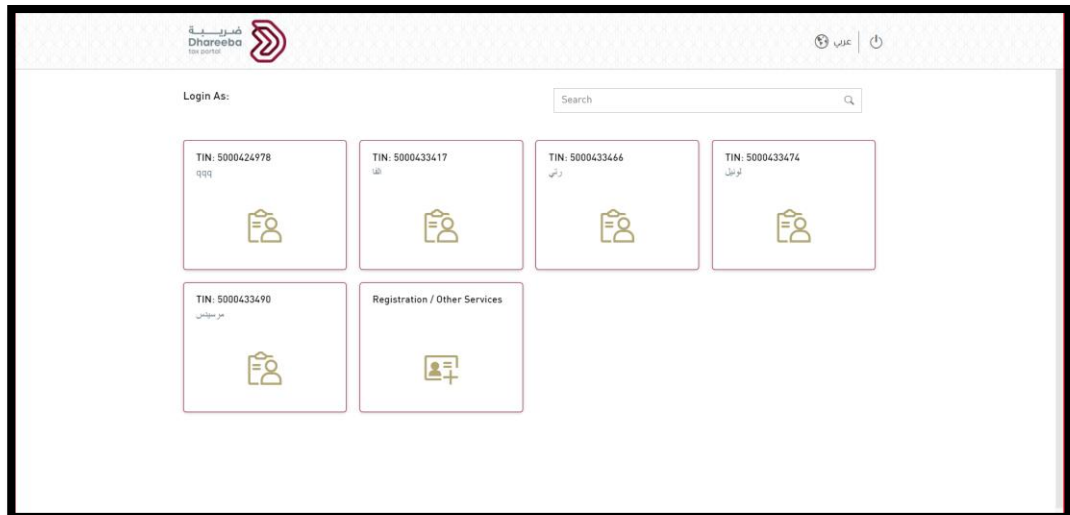
Step 1: The Taxpayer accesses the Dhareeba Portal and clicks on Log In button.



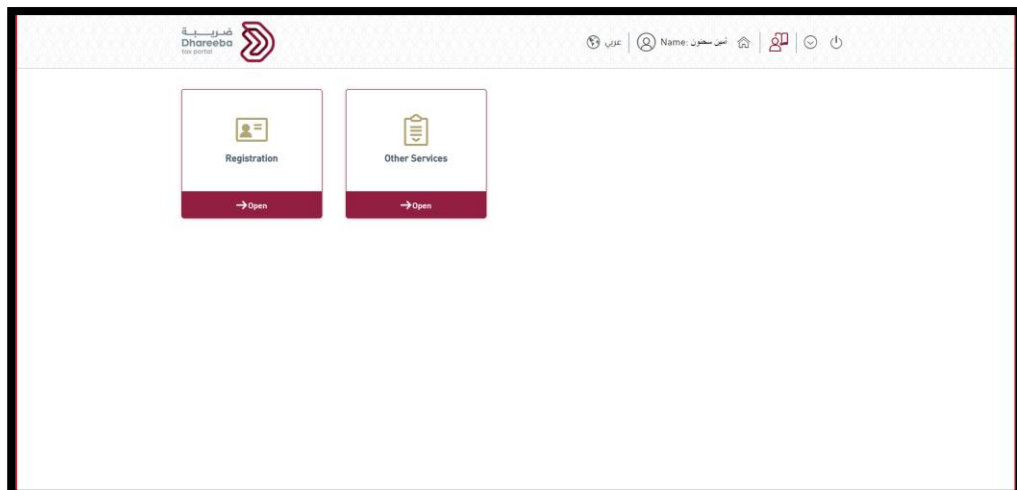
The Taxpayer is directed to the National Authentication System portal. On the National Authentication System Portal, Taxpayer should enter his valid login credentials and click on Continue button to proceed ahead.



Step 2: After clicking on the "Continue" button, the Taxpayer will be navigated to the below screen, wherein, he should click on 'Registration/Other Services'.

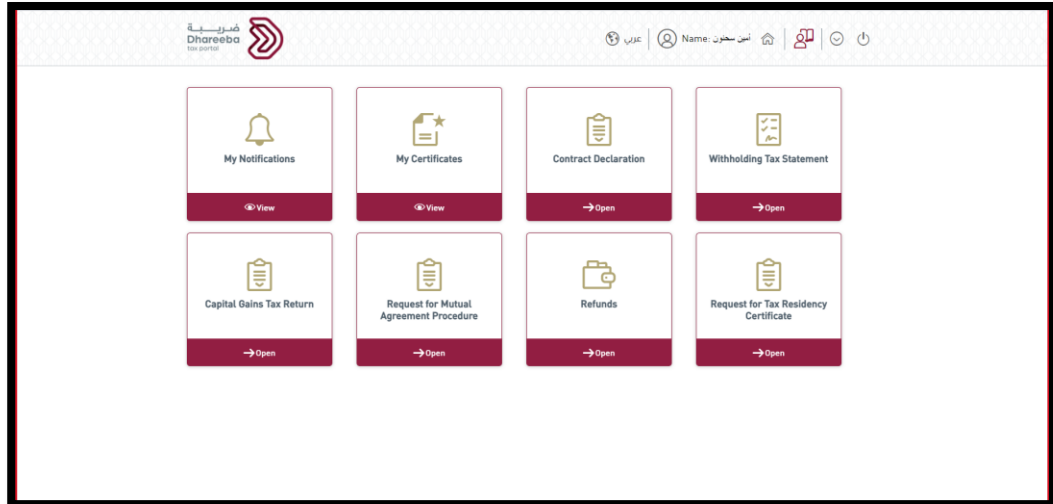


Step 3: After clicking on the "Registration/Other Services" button, the Taxpayer will be redirected to his dashboard where he should click on the "Open" button on the "Other Services" tile.

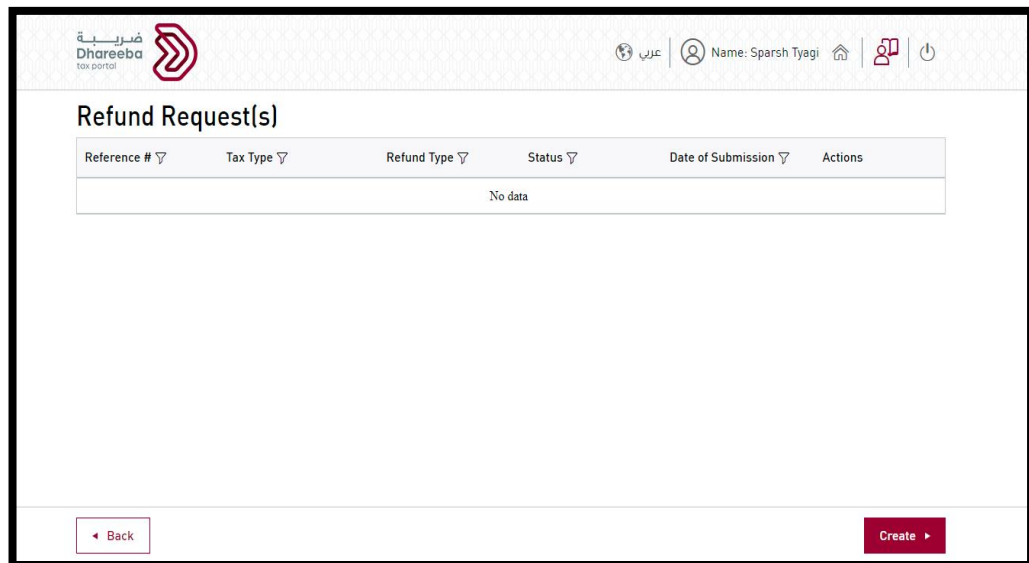




Step 4: After clicking on the “Open” button on “Other Services” screen, the Taxpayer is navigated to the Dashboard, as shown in the below screen, wherein, he should click on “Open” button on “Refunds” Tile.



Step 5: Taxpayer will click on the “Create” button





Step 6: from this screen the taxpayer should choose the tax Type and the refund type.

Dhareeba tax portal | عربي | Name: Sparsh Tyagi

Request for Refund

Select Tax Type*

Withholding Tax

Select Refund Type*

Over Paid Amounts

◀ Back | Continue ▶

Step 7: Instructions Screen

Dhareeba tax portal | عربي | Name: Sparsh Tyagi

Instructions for Taxpayers

These instructions need to be read and understood before starting the Refund Request.

- Ensure to provide accurate information.
- The information you provide in this Request will be kept strictly confidential.
- It is an offence to provide false and misleading information to General Tax Authority.
- Please ensure to submit all your due returns before submitting the refund request.
- Please note that GTA has the right to ask for additional information and audit your tax return and accounting records and supporting documents to verify the refund request.
- Please note that the General Tax Authority has the right to deduct (offset) any outstanding tax amounts or financial penalties due as on the date of refund payment from the approved refund amount.

◀ Back | Start Now ▶



Step 8: Taxpayer Information

The taxpayer should enter the information and get the TIN no.

The screenshot displays the 'Dhareeba tax portal' interface. At the top, it shows the user's name 'Sparsh Tyagi' and a language selector for 'عربي'. The main heading is 'Request Number : OVERPAID AMOUNT'. Below this, a progress bar indicates six steps: 1. Taxpayer Information (active), 2. Refund Details, 3. Additional Information, 4. Bank Details, 5. Summary, and 6. Declaration.

The 'Taxpayer Information' form includes the following fields:

- ID Type***: A dropdown menu with options: Foreign Commerical Registration Number, QID, Passport, Tax Identification in your Country, and Commercial Registration Number.
- ID Number***: A text input field.
- Email Address***: A text input field.
- Zone***, **Street***, **Building***, **Floor**, and **Unit #**: A row of five input fields.
- PO Box**, **Postal Code**, **City**, and **Country***: A row of four input fields, with 'Country*' being a dropdown menu.

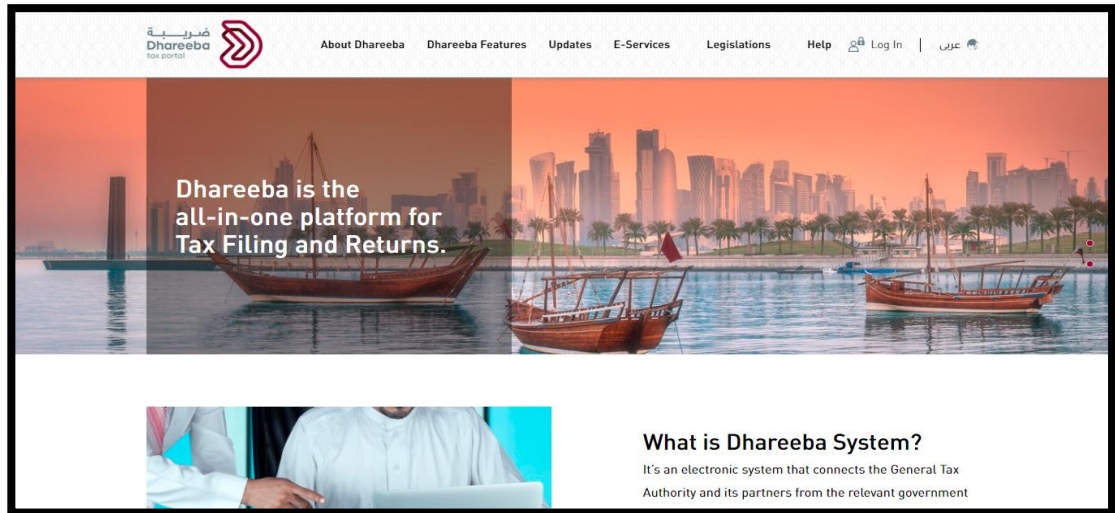
At the bottom of the form, there is a 'Back' button, a progress indicator showing '0%', a 'Save as draft' button, and a 'Continue' button.

After this step the taxpayer will continue in the form as the registered taxpayer.



2.2. Steps to be followed by the registered taxpayer.

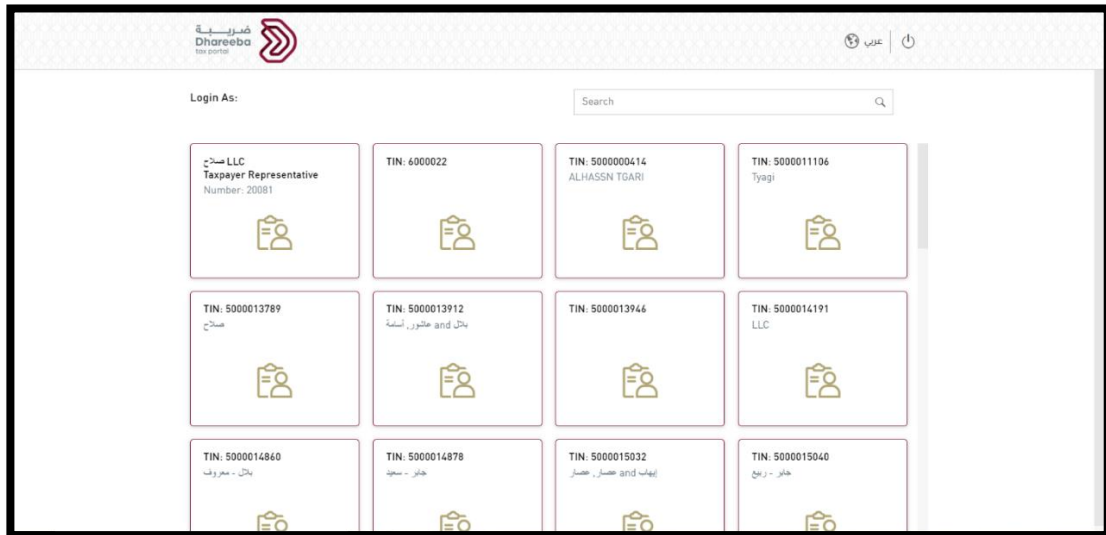
Step 1: The Taxpayer accesses the Dhareeba Portal and clicks on Log In button.



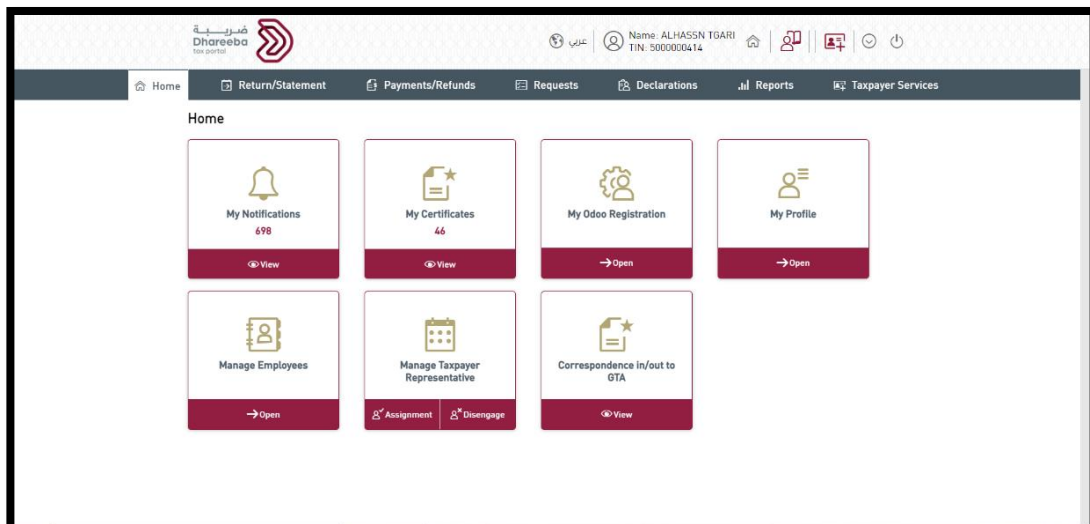
Step 2: The taxpayer is directed to the National Authentication System portal. On the National Authentication System Portal, Taxpayer should enter his valid login credentials and click on Continue button to proceed ahead.



Step 3: After clicking on the "Continue" button, the Taxpayer will be navigated to the below 'Login As' screen, wherein, he/she will select the required TIN:

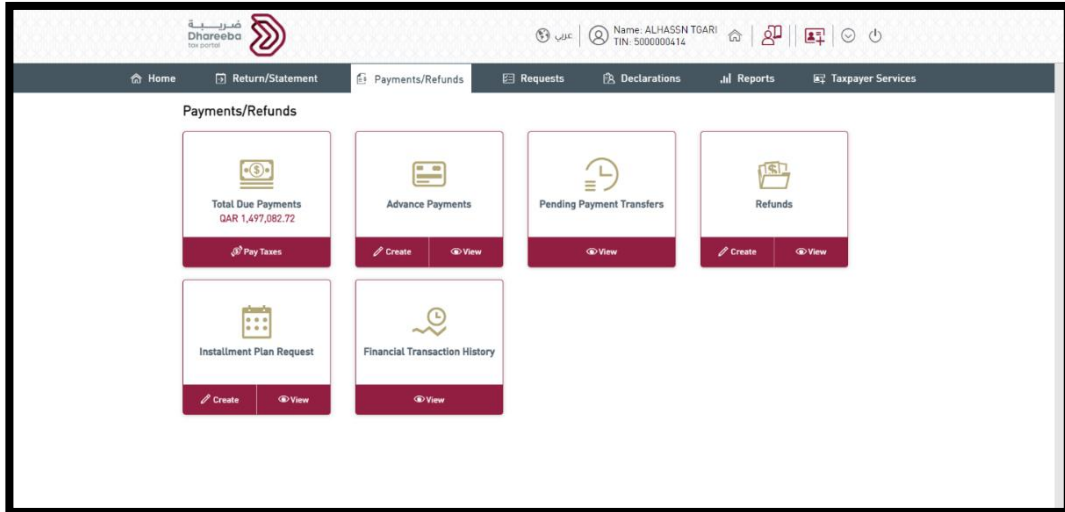


Step 4: After selecting the required TIN, the Taxpayer will be navigated to the "Home Page" screen, wherein, he should click on the "Payments/Refunds" tab.

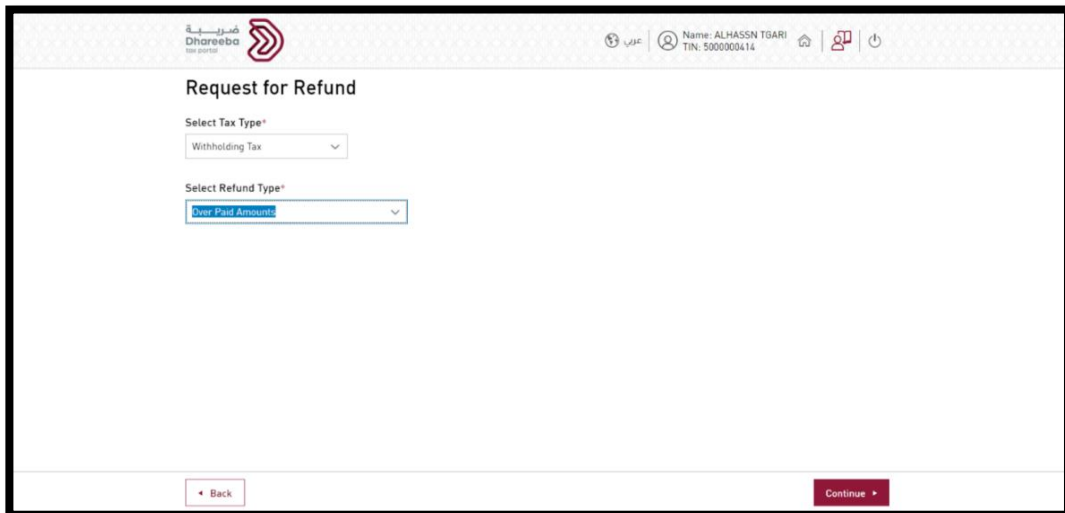




Step 5: After clicking on the “Payment / Refunds” tab, the taxpayer should click on the “Create” button on the “Refunds” tile.



Step 6: After clicking on the “Create” button on the “Refunds” tile, the Taxpayer will be navigated to the “Request for Refund” screen. Here, the Taxpayer should select and enter the Tax Type and Refund Type, as shown in the below screen, and click on Continue button to proceed ahead.





Step 7: After clicking on the “Continue” button, the Taxpayer will be navigated to the “Instructions for Taxpayers” screen wherein, the Taxpayer reads all the instructions and clicks on the “Start Now” button to proceed ahead.

Instructions for Taxpayers

These instructions need to be read and understood before starting the Refund Request

- Ensure to provide accurate information
- The information you provide in this Request will be kept strictly confidential
- It is an offence to provide false and misleading information to General Tax Authority
- Please ensure to submit all your due returns before submitting the refund request.
- Please note that GTA has the right to ask for additional information and audit your tax return and accounting records and supporting documents to verify the refund request
- Please note that the General Tax Authority has the right to deduct (offset) any outstanding tax amounts or financial penalties due as on the date of refund payment from the approved refund amount.

[← Back](#) [Start Now →](#)

Step 8: The Taxpayer will be navigated to the Refund Details section on the Overpaid Amount Application.

Request Number : OVERPAID AMOUNT

1 Refund Details 2 Additional Information 3 Bank Details 4 Summary 5 Declaration

Refund Details

Basis of Refund Request	Reference #	Tax Type / Penalty	Payment Date	Credit Generation Date	Paid Amount	Refund Claimed amount	Actions
No data							

[← Back](#) [Save as draft](#) [Continue →](#)



Step 9: After clicking on the "Add More" button, the Taxpayer enters the details for Basis of Refund Request (here, Tax Treaty), Withholding Tax Certificate number and Refund Claimed Amount. The other fields get pre-populated, as shown in the below screen. Taxpayer clicks on Save button after entering all the required details.

Step 10: Taxpayer uploads the required attachments as shown in the below screen and clicks on Close button to go back to the Refund Details screen.



Step 11: After clicking on the “Save” button, the Taxpayer will be navigated to the “Refund Details” summary screen, wherein, the details added, appear as a line item, as shown in the below screen. The Taxpayer can edit/view/delete/add details based on his/her requirements. Taxpayer should click on the Continue button to proceed ahead.

Basis of Refund Request	Withholding Tax Certificate	Tax Type / Penalty	Payment Date	Credit Generation Date	Paid Amount	Refund Claimed amount	Actions
Tax Treaty	100000002026	Withholding Tax	30/04/2021	30/04/2021	5,000.00	5,000.00	

[Add More](#)

Step 12: After clicking on the “Continue” button, the Taxpayer will be navigated to the “Additional Information” screen, wherein, the Taxpayer can submit additional notes and attach supporting documents if needed, and then click on the “Continue” button to proceed ahead.

Additional Information

Attach any supporting documents (if any)

Additional Notes



Step 13: After clicking on the “Continue” button, the Taxpayer will be navigated to the “Bank Details” screen, wherein, the Taxpayer can choose “Yes” or “No” for “Do you want to keep the refund amount with the General Tax Authority, to use it against future tax liabilities?”

If the Taxpayer chooses “No” for “Do you want to keep the refund amount with the General Tax Authority to use it against future tax liabilities?”, the Taxpayer will get two options, i.e., either the Taxpayer can tick the checkbox for "Use previous Bank Account Details" or he/she can enter new bank details.

When the check box for "Use your previous Bank Account Details" is selected, the Taxpayer must enter the IBAN, which will populate all other stored details, as shown in the below screen.

After entering all the required details, the Taxpayer should click on the Continue button to proceed ahead.



Step 15: Taxpayer is navigated to the Declaration section, wherein, the details are pre-populated, as shown in the below screen.

When the Taxpayer clicks on Terms and Conditions hyperlink, the screen, as shown below, populates. The Taxpayer should click on “I Agree” button and then the check-box for “I agree with the Terms and Conditions” gets ticked.



Step 16: The Taxpayer clicks on “I declare that the information provided in this form is true and correct.” Taxpayer should click on Submit button to submit the Overpaid Amount application.

Step 17: After the Taxpayer clicks on the “Submit” button, the acknowledgement for the Refund Request for Overpaid Amounts application submitted, appears, as shown in the below screen.



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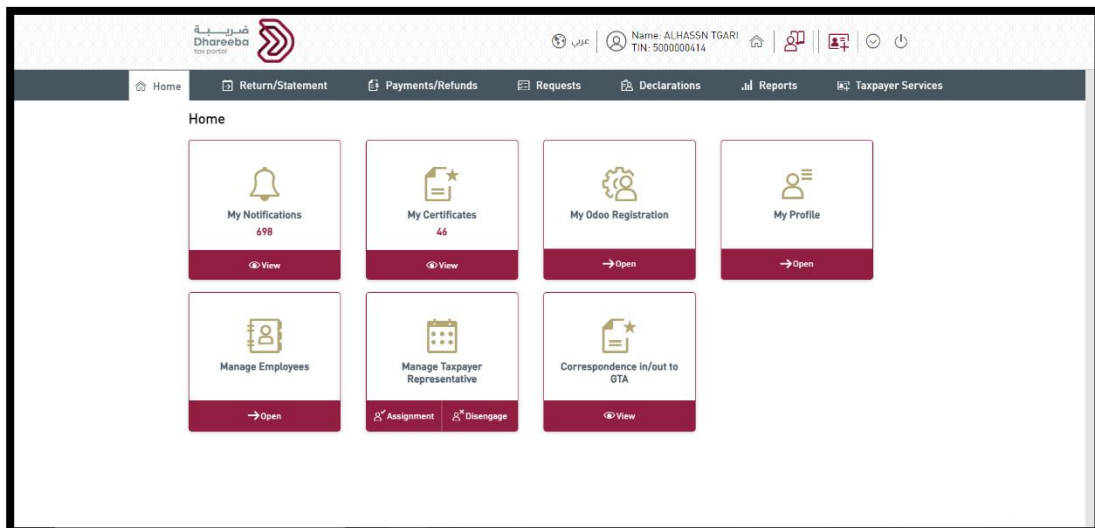
Annexure – Correspondence received by Taxpayer



3. Annexure – Correspondence received by Taxpayer


3.1 Steps how Taxpayer can open and view notifications on the portal.

A Taxpayer should log in to Taxpayer Portal and select 'My Notifications' tab from the Home screen to view the notifications.





Taxpayer needs to click on Download icon to view all the Notifications.



 العربية | Name: ALHASSN TGARI | TIN: 5000000416

My Notifications

▽ Date of the issue	▽ Reference Number	▽ Application Type	▽ Subject	▽ Tax Type	▽ Classification	
30/07/2021	72000000889	Advance Payment	Tax Advance Payment Intention	General	Informative	↓
30/07/2021	85000000855	Overpaid Amounts Refund	Acknowledgment - Overpaid Amounts Refund Request	General	Informative	↓
14/07/2021	7700000234	Automatic Registration for VAT	Automatic Registration for VAT	Value Added Tax	Informative	↓
13/07/2021	30000000416	Tax Warehouse - Amendment	Approval of Tax Warehouse Amendment application	Excise	Informative	↓
13/07/2021	30000000416	Tax Warehouse - Amendment	Acknowledgement of receiving Tax Warehouse amendment application	Excise	Informative	↓

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3.2 Taxpayer will receive following notifications on Email ID, Mobile and Dashboard

Email, SMS, and PDF of Acknowledgement for Over Paid Amounts

Email, SMS, and PDF of Additional Information Required for Over Paid Amounts

Email, SMS, and PDF of Additional Information Received for Over Paid Amounts

Email, SMS, and PDF of Approval for Over Paid Amounts

Email, SMS, and PDF of Rejection for Over Paid Amounts

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