



KENYA REVENUE  
AUTHORITY

ISO 9001:2015 CERTIFIED

19<sup>th</sup> September, 2017

Ref: KRA/M&CD/o8/60

Mr. Henry Ochieng,  
Chief Executive Officer,  
Kenya Alliance of Residents Association,  
P.O. Box 1411- 00100,  
Nairobi.



Dear Mr. Ochieng,

### REACTIVATION OF PINs

Pursuant to the procedures of the Tax Procedures Act 2015, Kenya Revenue Authority made it mandatory for all taxpayers to use the iTax platform with effect from August 1<sup>st</sup> 2015 for PIN registration, filing of returns, payment and access of other tax related services.

As of July 2017, KRA noted that there were taxpayers who had not updated their PINs into iTax while others who were already in iTax were either not filing or those in active businesses were filing nil or no returns at all. Taxpayers were therefore notified of an August 31<sup>st</sup> deadline to update their PINs on iTax and commence filing, after which non-compliant PINs would be deactivated. A number of taxpayers did not comply and hence their PINs have been deactivated.

In view of the fact that some of the affected taxpayers could be your members, we wish to bring to your attention the attached PIN reactivation guidelines for circulation to your members.

We thank you for your continued support.

Yours Sincerely,

*Grace Wandera*

**Grace Wandera**  
**Deputy Commissioner – Marketing & Communication**



**Tulipe Ushuru Tujitegeme!**

KENYA  
VISION 2030

### **PIN REACTIVATION GUIDELINES**

**STEP 1:** Use PIN Checker on KRA Website to check status of your PIN (Valid /Suspended). <http://kra.go.ke/index.php/pin-checker>

**STEP 2:** To get the reason for PIN deactivation

- Visit the nearest KRA Station or Service Centre **OR**
- Call the Contact Centre +254 (020) 4999 999; +254 (0711) 099 999 **OR**
- Download and complete the PIN reactivation request form and email the completed form to ***pinreactivation@kra.go.ke***

The reason for the PIN deactivation will be communicated through the email address provided

**STEP 3:** The taxpayer address all the non-compliance tax issues identified and communicated in the email appropriately or as advised at the station.

***NB: Please note that you have a right to discuss this decision and also to apply for waiver of penalties and interest. This should be supported by justification.***

**PIN REACTIVATION REQUISITION FORM BY TAXPAYERS**  
 (Please fill and send to [pinreactivation@kra.go.ke](mailto:pinreactivation@kra.go.ke))

<b>Taxpayer Details</b>				
<b>Company Name</b>				
<b>Company PIN</b>				
<b>Directors Details</b>	<b>Names</b>	<b>PIN</b>	<b>Tel</b>	<b>Email</b>
<b>1</b>				
<b>2</b>				
<b>3</b>				
<b>4</b>				
<b>Company Physical Location</b>				
<b>Company Telephone No (S)</b>				
<b>Company Email</b>				
<b>Contact Person Name</b>				
<b>Contact Person Phone</b>				
<b>Contact Person Email</b>				