

Fast and easy communication with the Tax Administration

The Call Center Service will give responses for the daily requests of the taxpayers. Communication through the Call Center will enable:

- *Unique services for all taxpayers;*
- *Easy and simple access in tax information;*
- *Voluntary and timely compliance of tax liabilities;*
- *Decreasing the need for meeting with officials as well as visits in Tax Administration's offices;*
- *Interactive communication, etc.*

Treatment of taxpayers and confidentiality of information

TAK guarantee the taxpayers that all of their issues and information will be reviewed independently and impartially as well as under full confidentiality, as it is foreseen on the Law on Tax Administration and Procedure



Administrata Tatimore e Kosovës
Poreska Administracija Kosova
Tax Administration of Kosovo

ATTENTION!

Information/calls for irregularities, such as: not issuing fiscal receipt, exercising unregistered activity, fiscal evasion, unprofessional behaves of tax official, bribery, corruption etc. you may submit on telephone number

 **0800-80-800**

or in electronic mail

Standardet.Profesionale@atk-ks.org



Contact

Tel: 038 222 165

Email: Qendra.Thirrjeve@atk-ks.org

Web: www.atk-ks.org



THE CALL CENTER



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The Call Center established within TAK has a mission to inform persons/taxpayers for their rights and tax liabilities according to the Tax Legislation.

Communication through the Call Center

The telephone line



is for the Call Center in TAK, through which the taxpayers can get responses for their questions of general nature about taxes. Also through this line, TAK will contact the taxpayers that did not fulfill their tax liabilities.

“With the Call Center information and assistance for the taxpayers is only a phone call away”

Access to services

You may contact the Call Center every day from 8:00am until 4:00pm, except on Saturday, Sunday and official holidays. You can also address your questions through electronic mail Qendra.Thirrjeve@atk-ks.org

Why you may contact the Call Center?

In the Call Center you may ask questions on:

- Business Registration;
- Business de-registration;
- Tax declaration;
- Value Added Tax;
- Personal Income Tax;
- Corporate Income Tax;
- Tax payments;
- Fiscal Cash Register;
- Appeals;
- Enforced Collection;
- Reporting purchases over 500€;
- Other tax issues.

Why the Call Center may contact you?

The Tax Administration of Kosovo, respectively the Call Center will contact through the phone line the taxpayers that have:

- Outstanding tax debts,
- Liabilities to submit tax declarations and
- Other issues for taxes.

Qualitative standards

*In order to offer and control the quality of services, the phone calls through the Call Center are, **registered.***

