



Taxpayers Manual: e-Services Portal - Track Status

Integrated Tax Administration System Project (ITAS)

V1.0

Ghana Revenue Authority (GRA)

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Document Details

Name	Version Number	Description
e-Services Portal - Track Status	1.0	This document provided step by step guidance to taxpayers to track the application status submitted by the taxpayer on e-Services Portal.

Revision History

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1.0	25-Mar-26	First Version	<XX>

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About This Document

Purpose

This Taxpayers Manual is designed to guide the users in effectively using ITAS for the **e-Services Portal - Track Status** functionality. It provides clear instructions and essential information to help users navigate and use the function. This User Manual aims to enhance taxpayers' confidence and ensure a smooth experience with the solution.

Intended Audience

This document is intended to be used by the users of the ITAS solution of the Ghana Revenue Authority.

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Abbreviations

Table 1: Abbreviations

Abbreviation	Description
GRA	Ghana Revenue Authority
TIN	Taxpayer Identification Number

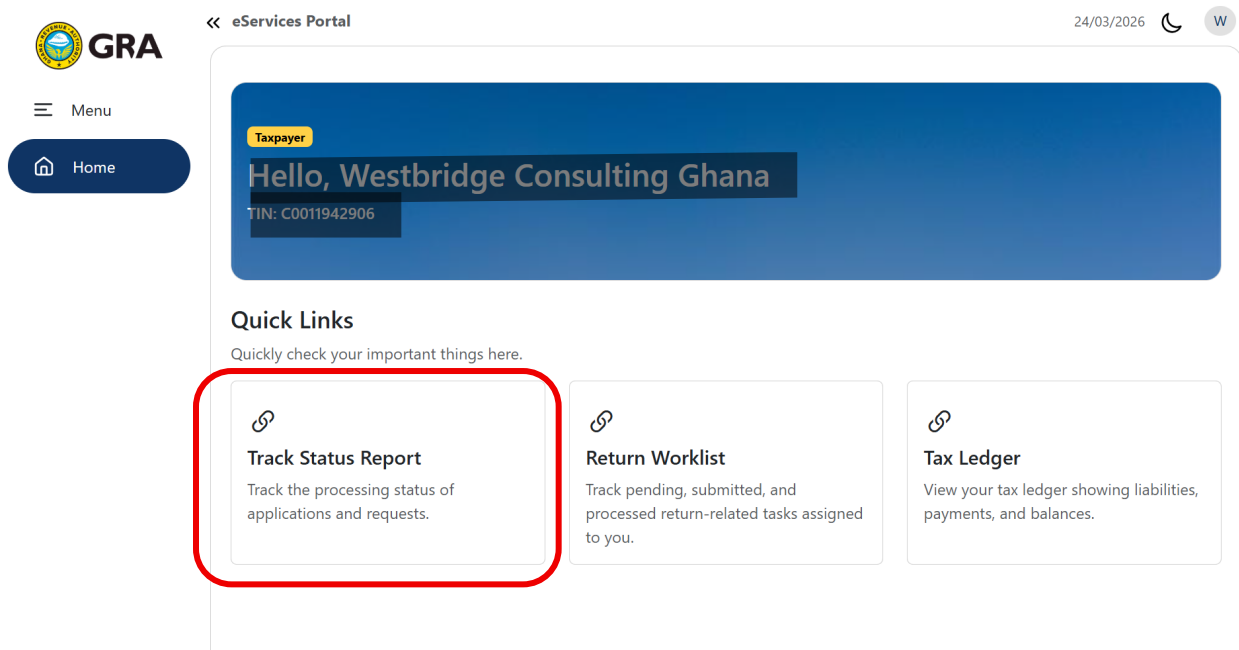
1 Track Status – e-Services Portal

This feature enables the taxpayers to track the status of the application after logging in on the e-Services Portal. Taxpayers submit the application online on the e-Services Portal. After filing the application online, taxpayers can easily track the status of the application with the GRA Taxpayer Service Center (TSC) and can monitor the step-by-step approval process.

1.1 Step 1: Track Status Through Taxpayer Dashboard

After submitting the application, taxpayers can check the status using the **Track Status Report** menu available on the taxpayer's dashboard.

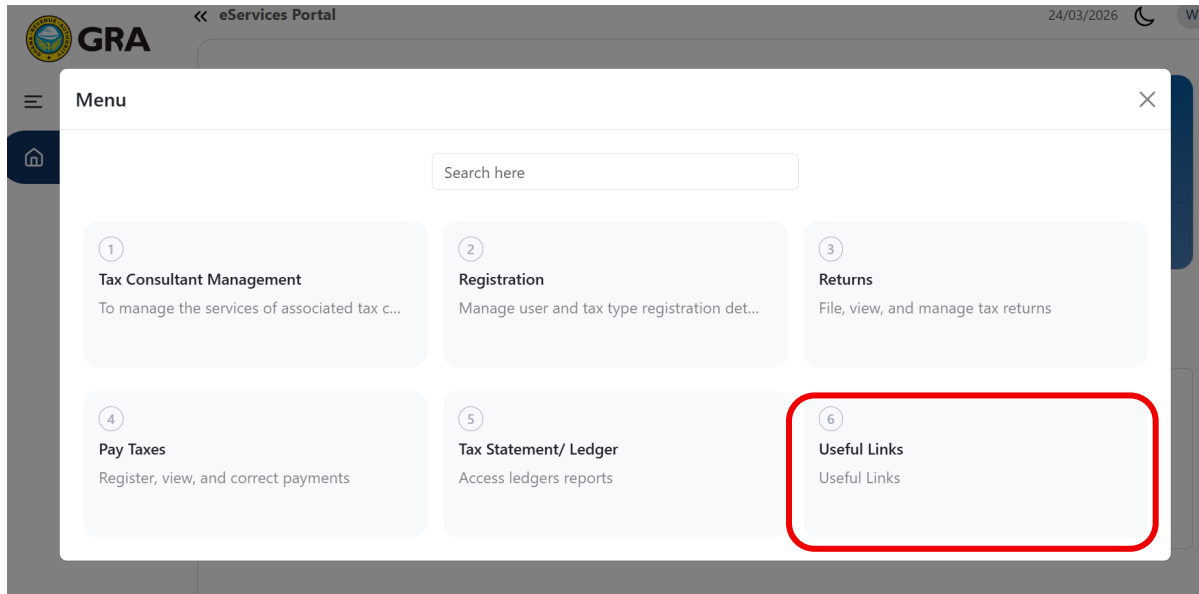
Figure 1: Track Status through Taxpayer Dashboard



1.2 Step 2: Track Status Through Useful Links available on Menu

Taxpayers can also track the application through **Useful Links** under the Menu. Click on the **Useful Links**, and **Track Status** menu will be shown.

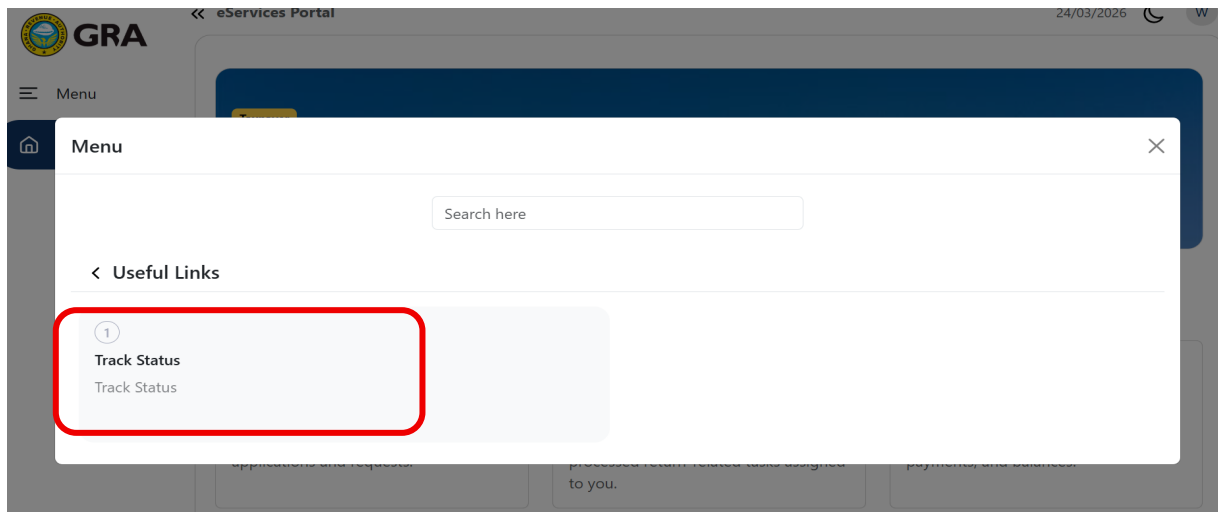
Figure 2: Track Status Through Useful Links available on Menu



1.3 Step 3: Track Status Through Useful Links

On click of Track Status, taxpayers will be navigated to the screen of Track Status, where taxpayers can track the status of the application using search criteria where they will have the option to select the Module and Process under which they have submitted the application.

Figure 3: Track Status Through Useful Links



After entering all the details, click on **View**. The status of the application will be shown along with the Reference Number, Application Date, TIN, Taxpayer Name, and Location of the taxpayer.

Figure 4: Track Status Search Criteria

The screenshot shows the 'Track Status' search interface in the GRA eServices Portal. The search criteria are as follows:

- 1**: Module dropdown menu (set to Registration)
- 2**: Process dropdown menu (set to Taxpayer Profile Update For Individual)
- 3**: Reference Number input field
- 4**: Effective Date From date picker
- 5**: Effective To Date date picker
- 6**: View button
- 7**: Taxpayer Applications table

Sr.No.	Action	Reference Number	Application Date	TIN	Taxpayer Name	Location	Status
1	×	110000000721	13/04/2026	P9189312195	Olivia Opoku	KANESHIE TSC	Applied And Under Review

Showing 1 - 1 of 1 items.

Current page: 1

1. Select the Module
2. Select the Process
3. Enter the Reference Number (e.g. Acknowledgement Number, Tax Bill Number, Payment Receipt Number, etc.)
4. For narrowing the search result, select the start date of the period within which the application was submitted.
5. For narrowing the search result, select the end date of the period within which the application was submitted
6. Click the View button to track the status of the applications meeting the criteria
7. System will show the list of all your applications meeting the criteria along with the key application details including the status of the application.