2026 NEWSLETTER 3

CPA

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GRA NEWS



GRA AND KOREAN INSTITUTE DEEPEN COLLABORATION ON DIGITAL TAX ADMINISTRATION AND CUSTOMS MODERNISATION

TAX TIP

Always ask for a valid VAT invoice when making a purchase. It helps you verify the VAT charged and supports tax compliance.

In This Issue:

- GRA and HMRC Sign MOU to Strengthen Customs Capacity
- Agotime Kente Festival Celebrates Heritage and Champions its Future
- GRA Commends B5 Plus Limited for over Gh¢1 Billion Tax Contribution
- Asantehene Urges GRA to Intensify Tax Education and Strengthen Anti-Leakage Measures

and many more.

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EDITORIAL: Building on Progress, Strengthening the Future



The first three (3) quarters of the year has given the Ghana Revenue Authority (GRA) good reason to reflect with satisfaction, and, more importantly, renewed determination. Progress achieved with regards to our revenue and operational objectives demonstrates what can be achieved when a committed workforce is supported by clear direction, strong systems and purposeful leadership.

Behind every revenue figure is a story of people, processes and persistence. From officers working at our ports, borders and points of entry to those engaged in compliance, enforcement, taxpayer services, audit, intelligence, technology and administration, among others, GRA staff contribute every day to the Authority's mandate. We commend every staff, whose dedication, professionalism and resilience have contributed to the Authority's performance.

Meeting or exceeding our revenue target is more than a statistical achievement. Revenue mobilisation directly supports Ghana's development priorities, making our work much bigger than the figures reported in financial statements. It places on every GRA employee the responsibility to work with integrity, fairness and responsiveness while continuously seeking better ways to serve taxpayers and protect the public purse.

As we enter the last quarter of the year, however, celebration must give way to consolidation of gains and renewed effort. The operating environment continues to evolve, making ongoing reforms and digitalisation increasingly important.

Implementing the electronic fiscal system for VAT-registered businesses is a significant step in strengthening VAT administration. By capturing transactions electronically at the point of sale, the system is expected to improve reporting accuracy and transparency, strengthen compliance, and reduce opportunities for revenue leakages.

The passage of the new excise duty legislation is another important development. By updating the excise taxation framework and addressing gaps in the existing regime, the legislation provides a stronger foundation for effective and consistent administration. Together, legislative reform and digital innovation demonstrate that revenue mobilisation is not only about collecting more, but also about building systems that make compliance easier, administration more efficient and the tax system more credible.

These achievements also reflect the strategic direction and support of the Board and Management. Advancing reforms of this nature requires vision, careful planning, persistence and collaboration with stakeholders. Their commitment to strengthening the Authority's long-term capacity deserves recognition.

Yet, technology and legislation alone cannot deliver sustainable results. They must be matched by the professionalism, integrity and commitment of the people who operate our systems and engage our taxpayers.

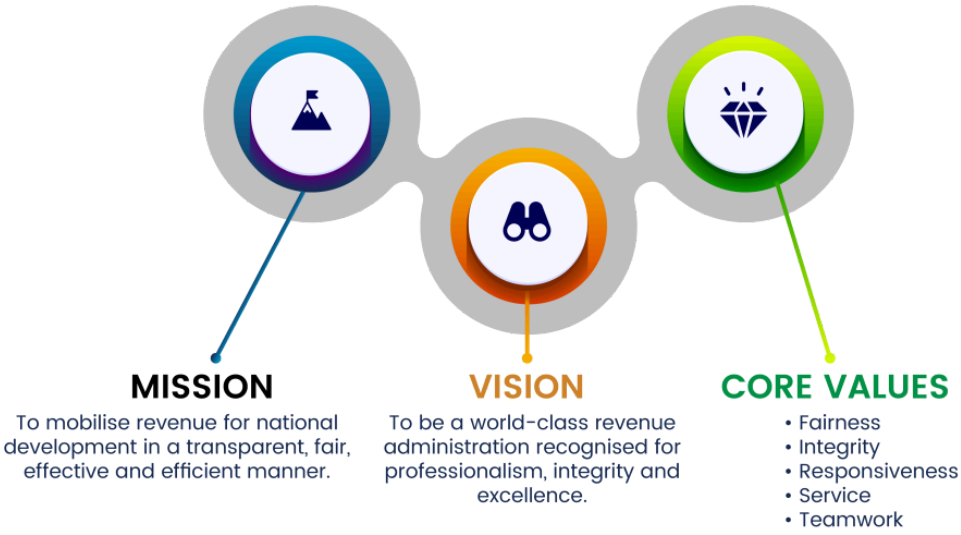
The months ahead will therefore require renewed focus. We must continue to strengthen compliance, improve taxpayer experience, embrace digital solutions, protect revenue and ensure that every interaction with the public reflects the values of the Authority.

The first three quarters of the year has shown what is possible when people, policy and purpose come together. Our task now is to build on that progress, address the gaps that remain, and finish the year with an even stronger institution.

Well done to the entire GRA family.

Progress is encouraging.

The work continues.



COMMISSIONER-GENERAL'S MESSAGE

My heartfelt congratulations to all staff for your outstanding performance across the Authority. As we reflect on the achievements of the past months, we are reminded that progress is never accidental.

It is the result of dedication, teamwork, resilience, and an unwavering commitment to excellence. Every milestone we have reached and every challenge we have overcome stands as a testament to the collective efforts of our staff across all divisions and regions.

I wish to sincerely thank every member of staff for the professionalism, expertise, and passion you bring to your work each day. Your contributions continue to strengthen our Authority and advance our mission of mobilising revenue for national development. The successes we celebrate today belong to every one of you.

The progress we have made is particularly encouraging as we continue to implement key reforms and modernisation initiatives aimed at improving tax administration, enhancing voluntary compliance, strengthening service delivery, and increasing revenue mobilisation. These transformative initiatives are positioning the Authority for greater efficiency and effectiveness, and I remain confident that we are on the right path toward achieving our strategic objectives.

At the same time, I encourage all staff across the Authority to intensify their efforts and strive to exceed our national revenue targets. The opportunities before us are significant, and our collective determination will be the key to unlocking them.

As we look ahead to the remaining months of the year, let us remain focused on our shared vision and ambitious goal of mobilising over GHS 300 billion by 2028. While this target is challenging, it is achievable if we continue to work together with purpose, innovation, and commitment. Every office, department, and individual has a critical role to play in making this vision a reality.

To Office Managers, Sector Commanders and Heads of Departments and Units, I wish to remind you that leadership is both a cause and effect. Every result we achieve, whether positive or negative, can often be traced to the quality of leadership behind it.

Effective leadership creates motivated teams, drives accountability, builds trust, and inspires excellence. The effect of strong leadership is seen in improved performance, innovation, and a shared commitment to organisational goals. As leaders, you must continue to inspire, mentor, and empower your staff.

Together, we will continue to navigate change, seize new opportunities, and build an even stronger Authority distinguished by excellence, innovation, and service, while achieving even greater success.

Thank you for your hard work, dedication, and steadfast commitment to our shared mission. Together, we will succeed!



Mr. Anthony Kwasi Sarpong

GRA AND THE REPUBLIC OF KOREA STRENGTHEN PARTNERSHIP WITH TAX ADMINISTRATION MODERNISATION MASTER PLAN



The Ghana Revenue Authority (GRA), in collaboration with the Ministry of Finance, the Government of the Republic of Korea, the Korea International Cooperation Agency (KOICA) and the Korea Institute of Public Finance (KIPF), has marked a significant milestone in Ghana's tax reform journey with the successful completion of the Establishment of Master Plan for Modernisation of Tax Administration in Ghana Project.

The Project Completion Ceremony, held in Accra, brought together government officials, development partners and key stakeholders to celebrate the culmination of two years of extensive research, technical collaboration and stakeholder consultations aimed at strengthening Ghana's tax administration and supporting sustainable domestic revenue mobilisation.

Delivering the opening remarks, H.E. Park Kyongsig, Ambassador of the Republic of Korea to Ghana, reaffirmed Korea's commitment to supporting Ghana's efforts to build an efficient and modern tax administration system. He noted that while the project provides a strategic framework, its success will depend on Ghana's ability to adapt and implement the recommendations to suit the country's unique

circumstances. He expressed confidence that the partnership between the two countries would continue to deepen, particularly in the area of tax administration.

Hon. Thomas Nyarko Ampem, Deputy Minister for Finance, described the completion of the master plan as another important step towards building a resilient and self-reliant economy capable of financing its own development. He observed that Ghana's economic transformation depends largely on its ability to mobilise domestic resources efficiently and sustainably rather than relying on borrowing.

He explained that the modernisation programme aligns with government's Medium-Term Revenue Strategy and broader economic reset agenda by strengthening tax policy and administration, improving transparency, embracing technology and enhancing institutional efficiency. He further noted that the reforms are designed to address long-standing challenges including the large informal sector, fragmented information systems, low voluntary compliance and the increasing complexity of the digital economy.

Speaking on behalf of the Ghana Revenue Authority, Mr. Anthony Kwasi Sarpong, the Commissioner-General, described the completion of the master plan as a testament to the value of collaboration among the Ministry of Finance, KOICA, KIPF and the GRA.

He noted that the recommendations contained in the master plan are fully aligned with the Authority's ongoing reform agenda, which seeks to strengthen domestic revenue mobilisation, improve compliance, enhance taxpayer service delivery and accelerate digital transformation across tax administration.

"The modernisation effort is not merely an administrative exercise. It is a strategic investment in national development," he stated, adding that a stronger and more efficient tax system will improve Ghana's tax-to-GDP ratio, broaden the tax base, reduce revenue leakages and create the fiscal space required to finance national development priorities, including infrastructure, education, healthcare and social services.

Mr. Sarpong also highlighted the positive impact of reforms already being implemented by the Authority, citing significant improvements in customs revenue following the introduction of artificial intelligence-driven interventions. According to him, the encouraging early results demonstrate that well-designed modernisation initiatives can substantially improve revenue performance and strengthen public confidence in the tax system.

"We are fully committed to implementing this master plan. The real work begins now because the success of every strategy lies not in the document itself but in its execution," he said, assuring stakeholders that the GRA would work diligently with its partners to translate the recommendations into measurable outcomes for the benefit of the nation.

A key highlight of the ceremony was the presentation of the completed Master Plan, which was developed through extensive consultations with the Ministry of Finance, GRA, the Bank of Ghana, the Controller and Accountant-General's Department, development partners and other stakeholders.

The project team outlined the major milestones achieved over the implementation period, including the development of a comprehensive roadmap covering income tax, Value Added Tax (VAT), taxpayer registration and ICT modernisation. The project also included technical missions, institutional capacity-building programmes in both Ghana and the Republic of Korea, leadership development initiatives and stakeholder workshops designed to strengthen the technical capabilities of tax officials.

Technical experts from KIPF subsequently presented detailed recommendations on tax policy, VAT reform, taxpayer registration and digital transformation. Drawing on Korea's experience, the presentations emphasised the need for stronger data governance, expanded digital payment systems, enhanced third-party data reporting, improved taxpayer compliance support, simplified processes for small businesses and the strategic use of technology to improve tax administration. The experts also outlined a phased implementation roadmap supported by legal reforms, institutional strengthening and the expanded use of digital platforms and artificial intelligence to improve efficiency and service delivery.

The project concludes with a comprehensive implementation framework that provides Ghana with a strategic blueprint for building a smarter, more transparent and technology-driven tax administration system capable of supporting sustainable domestic revenue mobilisation and long-term national development. Through continued collaboration with government, development partners and other stakeholders, GRA remains committed to implementing the recommendations of the master plan to strengthen voluntary compliance, improve operational efficiency and deliver a modern tax system that supports Ghana's development aspirations.

By: Naa Ayorkor Akuffo-Badoo (CPA)

📸 PHOTO GALLERY



INTEGRATED TAX ADMINISTRATION SYSTEM (ITAS)

What is the Integrated Tax Administration System (ITAS)

The Integrated Tax Administration System (ITAS) is a modern digital platform introduced by the Ghana Revenue Authority to manage all major tax administration functions within a single integrated system. It serves as a one-stop platform through which taxpayers can register, file returns, make payments, access tax records, and interact with GRA electronically. ITAS is designed to improve efficiency, simplify tax compliance, and enhance service delivery.

Why is GRA implementing ITAS?

GRA is implementing ITAS to modernise tax administration and align with international best practices. The system addresses challenges associated with fragmented systems, manual processes, and limited digital services. ITAS will improve operational efficiency, strengthen compliance management, provide better taxpayer services, and support the Authority's efforts to enhance domestic revenue mobilisation.

Does ITAS introduce any new taxes or increase existing taxes?

No. ITAS does not introduce new taxes, alter tax rates, or create additional tax obligations. The system is simply a digital tool for administering existing tax laws and processes more efficiently. Taxpayers will continue to meet their obligations under Ghana's existing tax legislation.

Who can use ITAS?

ITAS is designed for all categories of taxpayers, including individuals, self-employed persons, small and medium-sized enterprises, large businesses, tax practitioners, consultants, and taxpayer representatives. GRA staff will also use the platform to administer tax processes and provide taxpayer support.

What services can taxpayers access through ITAS?

The system provides access to a wide range of services, including taxpayer registration, tax return filing, tax payments, account management, requests for tax-related services, compliance monitoring, taxpayer correspondence, and access to tax records and transaction histories.

How will ITAS improve the taxpayer experience?

ITAS provides taxpayers with a more convenient and efficient way of meeting their tax obligations. The system reduces paperwork, minimises the need for physical visits to GRA offices, shortens processing times, and offers access to services 24 hours a day. Taxpayers can manage their tax affairs from virtually anywhere using internet-enabled devices.

What are the benefits of ITAS for businesses?

Businesses will benefit from simplified tax processes, faster access to services, improved record management, reduced compliance costs, and greater certainty regarding their tax obligations. The system will also help businesses maintain accurate records and improve interactions with GRA.

How will ITAS benefit GRA?

For GRA, ITAS will improve productivity, strengthen data management, enhance compliance monitoring, facilitate risk-based audits, improve reporting capabilities, and support evidence-based decision-making. It will also help reduce administrative costs and improve overall efficiency in tax administration.

Will taxpayers still need to visit GRA offices?

Many tax services can now be completed online through ITAS, reducing the need for physical visits. However, some specialised services, consultations, and compliance-related engagements may still require interaction with GRA officials when necessary.

Is taxpayer information secure on ITAS?

Yes. ITAS incorporates modern security features designed to protect taxpayer information and maintain data confidentiality. Access controls, authentication mechanisms, and system safeguards help ensure that taxpayer data is secure and accessible only to authorised users.

What should taxpayers do before using ITAS?

Taxpayers should ensure that their registration information is accurate and up to date. They should verify their contact details, including email addresses and phone numbers, and familiarise themselves with the system through GRA sensitisation programmes, user guides, and training materials.

What happens to taxpayer information currently held by GRA?

Existing taxpayer information will be migrated into the new system as part of the implementation process. Taxpayers may be required to verify or update certain details to ensure the accuracy and completeness of records.

How will ITAS improve tax compliance?

By integrating taxpayer information and automating key processes, ITAS enhances visibility of taxpayer activities and helps identify compliance risks more effectively. Automated reminders, digital records, and improved monitoring tools will support voluntary compliance and reduce errors.

Will taxpayers receive support when transitioning to ITAS?

Yes. GRA is undertaking extensive taxpayer education, stakeholder engagement, and staff training programmes to ensure a smooth transition. Dedicated support channels, guidance materials, and helpdesk services will be available to assist taxpayers.

Why is ITAS important to Ghana's tax administration system?

ITAS represents a major step towards a modern, efficient, and fully digital tax administration system. By simplifying compliance, improving service delivery, strengthening transparency, and enhancing revenue mobilisation, the system supports GRA's vision of becoming a world-class revenue administration and contributes to national development.

CBI GHANA SHOWCASES SUSTAINABLE CEMENT INNOVATION DURING COMMISSIONER-GENERAL'S WORKING VISIT



Mr. Anthony Kwasi Sarpong, Commissioner-General of the Ghana Revenue Authority (GRA), paid a working visit to Continental Blue Investment Limited (CBI) Ghana Ltd on Tuesday, August 4, 2026, to strengthen stakeholder engagement with the private sector and gain first-hand insight into the company's operations, investment initiatives and contribution to Ghana's industrial development.

The visit formed part of the Authority's commitment to fostering collaboration with businesses, promoting voluntary tax compliance and supporting investments that drive domestic revenue mobilisation, employment creation and sustainable economic growth.

Welcoming the Commissioner-General and his delegation, Mr. Frederic Albrecht, the General Manager of CBI Ghana Ltd, outlined the company's investment journey and technological innovations, highlighting its commitment to sustainable cement production and local value addition.

Mr. Albrecht explained that CBI Ghana commenced operations in 2016 and commissioned its first cement grinding facility in 2019 following an initial investment of approximately US$45 million. In response to rising global clinker prices during the COVID-19 period, the company invested in calcined clay technology, enabling it to substitute imported clinker with locally sourced clay. He noted that the innovation reduces production costs, lowers carbon emissions and supports environmentally sustainable cement manufacturing.

He further disclosed that between 2022 and 2025, the company invested an additional US$100 million to US$110 million, bringing its total investment in Ghana to approximately US$200 million. The expanded facility now has an annual cement grinding capacity of 1.6 million tonnes and a calcined clay production capacity of 400,000 tonnes, making it the world's largest calcined clay production facility.

According to Mr. Albrecht, the investment supports Ghana's industrialisation agenda by promoting local value addition, reducing dependence on imported clinker, conserving foreign exchange and creating employment. He added that the company currently employs approximately 160 direct staff while supporting about 250 direct and indirect jobs.

Mr. Albrecht also highlighted the company's collaboration with the Ghana Standards Authority in developing technical standards for calcined clay cement. However, he expressed concern over unfair competition within the cement industry, citing non-compliance with regulatory requirements and tax obligations by some operators. He called for stronger regulatory enforcement to ensure a level playing field for compliant businesses.

Responding to the presentation, Mr. Sarpong commended CBI Ghana Ltd for its significant investment in Ghana's manufacturing sector and its commitment to innovation, local content and sustainable industrial development.

He observed that the Authority's revenue mobilisation mandate is closely linked to the growth and sustainability of businesses, stressing that government revenue can only be sustained when enterprises remain productive, competitive and profitable. He therefore reaffirmed the GRA's commitment to working with businesses as partners by engaging them constructively, understanding their challenges and providing the necessary support to facilitate growth while ensuring tax compliance.

The Commissioner-General further noted that the company's operations align with Government's industrialisation agenda and the 24-hour economy policy through import substitution, increased local production and value addition. He described investments of this nature as essential to job creation, economic transformation and long-term domestic revenue growth.

Addressing concerns about unfair competition, Mr. Sarpong acknowledged the challenges posed by non-compliant businesses and reaffirmed the Authority's commitment to promoting fairness in tax administration. He explained that creating a level playing field protects compliant businesses, encourages investment and supports sustainable economic development.

Touching on enforcement, the Commissioner-General highlighted the Authority's ongoing National Compliance Exercise, explaining that the initiative is intended to identify businesses that deliberately fail to comply with tax laws while promoting fairness across all sectors of the economy. He clarified that the exercise is designed to improve compliance rather than disrupt legitimate businesses, encouraging taxpayers to voluntarily fulfil their obligations and seek support from the Authority whenever necessary.

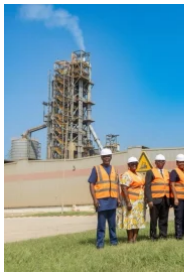
He cautioned, however, that the Ghana Revenue Authority will continue to apply the full force of the law against individuals and businesses that deliberately evade their tax obligations despite opportunities to regularise their affairs.

In his concluding remarks, Mr. Sarpong reaffirmed the Authority's commitment to strengthening collaboration with the private sector to promote investment, innovation and sustainable business growth. He expressed confidence that continued partnership between government and industry would enhance productivity, create employment, strengthen domestic revenue mobilisation and contribute meaningfully to Ghana's long-term economic development.

By: Michael Seyram Abebey (CPA)

PHOTO GALLERY












GRA AND KOREAN INSTITUTE DEEPEN COLLABORATION ON DIGITAL TAX ADMINISTRATION AND CUSTOMS MODERNISATION



The Ghana Revenue Authority (GRA) has reaffirmed its commitment to strengthening strategic cooperation with the Korea Institute of Public Finance (KIPF) following a high-level engagement focused on advancing digital transformation, customs modernisation, and domestic tax administration.

The meeting formed part of the ongoing collaboration between GRA and the Korean delegation under the existing partnership aimed at supporting Ghana's revenue administration reforms. Discussions centred on sustaining the gains made under previous technical assistance initiatives while identifying new opportunities for cooperation in areas of technology, institutional capacity building, and knowledge exchange.

Welcoming the delegation, Mr. Anthony Kwasi Sarpong, Commissioner-General, acknowledged the significant support provided by th e Korean Government and KIPF in enhancing Ghana's revenue administration systems. The Authority stressed the importance of maintaining close engagement beyond the current project cycle to ensure continuity in implementing critical reforms.

A key area of discussion was the future development of the Integrated Customs Management System (ICUMS) and the need to leverage lessons from Korea's customs modernisation experience. Participants noted that although the current KIPF project is scheduled to conclude later this year, the existing Memorandum of Understanding provides an opportunity for continued collaboration between both institutions.

The Korean delegation assured GRA that it would facilitate introductions and maintain communication with relevant Korean institutions responsible for Customs system development and implementation. This includes connecting GRA with technical experts and project managers who possess institutional knowledge of previous engagements in Ghana.

The discussions further explored opportunities to strengthen institutional collaboration in both Customs and domestic tax administration. GRA emphasised that future engagements should not be limited to customs alone but should also address emerging priorities within domestic tax operations.

Artificial Intelligence (AI) featured prominently during the meeting as both sides examined its growing role in modern revenue administration. The Korean delegation shared experiences on the application of AI and advanced data analytic to improve tax administration, compliance monitoring, and operational efficiency.

GRA expressed appreciation for the continued partnership and reaffirmed its commitment to working closely with KIPF, Korean Customs, and other relevant institutions to advance digital innovation, strengthen institutional capacity, and modernise Ghana's revenue administration.

By: Naa Ayorkor Akuffo-Badoo (CPA)

📸 PHOTO GALLERY



GRA AND HMRC SIGN MOU TO STRENGTHEN CUSTOMS CAPACITY



The Ghana Revenue Authority (GRA) and His Majesty's Revenue and Customs (HMRC) of the United Kingdom have signed a Memorandum of Understanding (MoU) to strengthen Customs capacity, enhance trade facilitation and support the modernisation of Ghana's Customs administration.

The MoU formalises and deepens the longstanding cooperation between the two institutions through technical assistance, knowledge sharing, peer-to-peer learning and capacity building. The initial areas of focus will include strengthening Post-Clearance Audit (PCA), improving risk management and revenue assurance, and supporting the implementation of the World Trade Organisation's (WTO) Trade Facilitation Agreement, particularly Measure 7.5 on Post-Clearance Audit.

In his opening remarks, Mr Alphonse Quainoo, Head of the Post-Clearance Audit Department, described the meeting as an important opportunity to formalise the partnership and advance practical cooperation between GRA and HMRC.

The Acting Commissioner of Customs, Mr Aaron Kanor, welcomed the UK delegation and stakeholders, describing the MoU as a significant milestone in the Customs partnership between Ghana and the United Kingdom. He said the collaboration would strengthen technical capacity, improve compliance and revenue assurance, and facilitate legitimate trade.

Delivering her remarks, Terri Sarch, Development Director and Deputy High Commissioner, said the MoU marked a new chapter in Customs cooperation between Ghana and the UK. She noted that the partnership would support Ghana's efforts to strengthen Customs capacity, implement trade facilitation reforms and share international experience and good practices.

She emphasised that effective trade facilitation was critical to reducing the time and cost of moving goods across borders while improving transparency and predictability for businesses. Modern and efficient border management, she added, benefits governments, Customs administrations, traders, investors and consumers alike.

Under the agreement, HMRC will provide support through peer-to-peer assistance, technical advice, training, remote learning sessions and short-term learning visits. These interventions are expected to strengthen the capacity of GRA officers and enhance the Authority's ability to undertake effective post-clearance audits.

The UK delegation included Elorm Segbefia, Lead Adviser, Ghana Revenue Programme (GRP); Tess Phippen, Regional Trade Adviser; Suman Mounsey, GRP SRO/Team Leader; Abigail Darko, GRP Programme Officer; and Chelsea Owusu, Digital Communications Officer.

Speaking after the signing, the Commissioner-General of GRA, Mr Anthony Kwasi Sarpong, described the agreement as an important milestone in the longstanding relationship between Ghana and the UK. He noted that the new cooperation builds on more than a decade of collaboration between GRA and HMRC, including support in data mining and information exchange.

Mr Sarpong explained that Post-Clearance Audit allows Customs to examine traders' records and transactions after goods have been released. This enables Customs to adopt a more risk-based approach by focusing resources on higher-risk traders and transactions while reducing unnecessary interventions for compliant businesses.

He said the partnership would provide valuable opportunities for technical assistance, peer-to-peer learning and capacity development, strengthening the capabilities of GRA officers and improving PCA performance. The cooperation, he added, aligns with GRA's broader drive towards a modern, digital, data-driven and intelligence-led Customs administration.

The Commissioner-General expressed confidence that the partnership would strengthen compliance and revenue assurance, facilitate legitimate trade and contribute to Ghana's wider economic objectives, including investment, job creation and sustainable growth. He commended the UK Government, HMRC and the British High Commission for their continued support and reaffirmed GRA's commitment to the successful implementation of the MoU.

The signing was attended by senior officials from GRA and HMRC, including Madam Florence Asante, Deputy Commissioner, Communication and Public Affairs; Mr Kwesi Eghan, Deputy Commissioner, DTRD Operations II; and other members of GRA Management. Representatives of HMRC and the British High Commission also participated in the ceremony, alongside officials and technical team members supporting the Ghana Revenue Programme.

The MoU is expected to provide a structured framework for sustained technical collaboration, strengthen institutional capacity and support GRA's efforts to deliver a more efficient, risk-based and modern Customs administration.

By: Antoinette Abla Tettevi (CRO-CPA)

AGOTIME KENTE FESTIVAL CELEBRATES HERITAGE AND CHAMPIONS ITS FUTURE



The people of Agotime Kpetoe in the Volta Region celebrated the 2026 Agotime Kente Festival on Saturday, August 15, 2026, under the theme, "Agotime Kente: Honouring Our Heritage, Safeguarding Our Future." The festival brought together traditional leaders, government officials, community members and guests in a vibrant celebration of Agotime's rich cultural heritage, while drawing attention to the importance of preserving and transmitting traditional knowledge to future generations.

From the streets of Agotime Kpetoe to the festival grounds, the celebration was characterised by a colourful display of Kente in its various patterns, designs and colours. Chiefs, queen mothers, dignitaries and guests adorned themselves in beautifully crafted traditional regalia, transforming the occasion into a vibrant expression of Agotime's cultural identity.

A major feature of the festival was the recognition of the skills and creativity of local Kente weavers. The Kente Weaving Competition provided a platform for artisans to demonstrate their mastery, precision and creativity in a craft that has been passed down through generations. The winning designs were displayed and celebrated, providing recognition to the artisans while inspiring younger generations to appreciate and pursue the craft.

Addressing the gathering, the Konor and President of the Agotime Traditional Council, Nene Nuer Keteku IV, emphasised that Kente represents far more than a valuable textile or commercial product. He described it as the living soul of the Agotime community and a repository of ancestral wisdom expressed through the rhythmic movement of the loom.

Nene Nuer Keteku IV stressed the need for traditional knowledge and skills to be transmitted through homes, schools and workshops. He noted that safeguarding the future of Agotime Kente requires more than preserving finished pieces; it requires preserving the knowledge, techniques and skills of the people capable of producing them.

The Guest of Honour, Hon. Alex Segbefia, Chief of Staff from the Office of the Vice President, described Kente as a powerful symbol of Ghanaian identity and heritage. He noted that Kente embodies Ghanaian values and identities, accompanies citizens through significant moments in their lives and has become one of the most recognisable expressions of Ghanaian culture globally.

He further expressed support for the proposed Kente Village and Centre of Excellence, describing the initiative as an opportunity to build a sustainable ecosystem around Kente production, research, training and commercial development. The proposed project could therefore provide a platform for transforming cultural heritage into sustainable economic opportunities while preserving the skills and knowledge associated with the craft.

The 2026 Agotime Kente Festival therefore offered more than a celebration of colour, music, dance and tradition. It highlighted the potential of cultural heritage to serve as both a source of identity and a foundation for economic and social development.

The festival served as a reminder that to honour Agotime Kente is to honour the people who created it, the generations that preserved it and the young people who must carry its legacy forward. Safeguarding this heritage is therefore not only a cultural responsibility but also an investment in Ghana's identity, creativity and future.

The event was attended by the Deputy Commissioner, Communication and Public Affairs Department, Mrs. Florence Asante, Commandant of the GRA Academy and Training School, Mr. Eric Boakye, Assistant Commissioner Madam Felicia Apaloo Nuworkpor, Chief Revenue Officer Mr. Izak Ayitey Creppy, Chief Revenue Officer Mr. Anthony Kobina Arthur, Chief Revenue Officer Mr. William Dzogbewu (Togbe Dzogbewu V of

Shia Traditional Area) and Chief Revenue Officer, Madam Patience Vierra (Mama Agbaledzokpui II of Dzodze Traditional Council) among other staff.

By: Michael Seyram Abebey (CPA)

📸 PHOTO GALLERY



ASANTEHENE URGES GRA TO INTENSIFY TAX EDUCATION AND STRENGTHEN ANTI-LEAKAGE MEASURES



His Royal Majesty, the Asantehene, Otumfuo Osei Tutu II, has urged the Ghana Revenue Authority (GRA) to intensify tax education and strengthen measures to address revenue leakages in order to enhance domestic revenue mobilisation.

The Asantehene made the call when the GRA's top management, led by the Board Chair and Commissioner-General, Anthony Sarpong, together with members of the Board of Directors, Commissioners, and senior management staff, paid a courtesy visit to him at the Manhyia Palace in Kumasi on Friday, August 7, 2026.

According to him, many people remain unaware of their tax obligations, while others who are aware deliberately fail to comply. He therefore stressed the need for sustained public education and sensitisation on the importance of paying taxes as a civic responsibility.

Otumfuo Osei Tutu II also urged the Authority to adopt innovative strategies to identify and bring unregistered taxpayers into the tax net, particularly those operating within the informal sector and other untapped segments of the economy.

The Asantehene commended the leadership of the GRA, particularly the Board, Commissioner-General and the Commissioners of the Domestic Tax Revenue, Customs, and Support Services Divisions for the improvements recorded in national revenue mobilisation.

While acknowledging these gains, he noted that significant revenue leakages continue to exist within the system. He observed that avoidable administrative loopholes, underreporting, and collection inefficiencies deny the state critical resources needed for national development. He therefore encouraged GRA management to complement its revenue mobilisation efforts with robust anti-leakage measures.

He further emphasised that efficient revenue mobilisation remains fundamental to national development and is critical to government's ability to deliver on its socio-economic commitments to the people.

Briefing the Asantehene during the visit, Commissioner-General, Mr. Anthony Sarpong, highlighted measures being implemented by the Authority to maximise revenue collection, improve tax compliance, and enhance operational efficiency.

The visit also provided an opportunity for the formal introduction of the Board of Directors to the Asantehene, seek his blessings, and announce the retirement of Madam Agnes Adu Gyamfi Adjei, the Ashanti Regional Director of the GRA.

The GRA delegation included Board Chairman, George Kweku Ricketts-Hagan, Commissioner General of GRA, Anthony Sarpong, Mr Patrick Nomo, Board Member, Madam Faustina Nelson (Board Member), Mr George Ayiretey (Board Member), Hon Laadi Agyamba (Board Member), and Francis-Xavier Sosu (Board Member). Dr. Martin Kolbil Yamborigya, Commissioner, DTRD, Hon.Dr. Alex Adomako-Mensah, Commissioner, SSD; Mr. Aaron Kanor, Commissioner, Customs; Deputy Commissioner OPS II- Mr Kwesi Eghan, and Deputy Commissioner- CPA, Mrs. Florence Asante.

By: Lynus A. Annang- CPA

GRA JOINS PUBLIC INSTITUTIONS TO SHOWCASE COMMITMENT TO NATIONAL DEVELOPMENT AT 2026 CIVIL SERVICE WEEK

The Ghana Revenue Authority (GRA) joined Ministries, Departments and Agencies (MDAs) to mark the 2026 Civil Service Week Celebration, which brought public institutions together to showcase their mandates, programmes, policies and contributions to Ghana's socio-economic development.

The four-day Policy, Culture and Exhibition Fair at Accra Sports Stadium provided a platform for public institutions to engage with one another and the public on their respective mandates, initiatives and services. The celebration was organised under the theme, **"The Resetting Agenda for Sustainable Development in Ghana: The Civil Service's Responsibility."**

GRA's participation reflected the Authority's commitment to public education, stakeholder engagement and improved service delivery. Through its exhibition stand, the Authority provided an opportunity for visitors and fellow public institutions to learn more about its mandate, initiatives and contribution to national development, its role in domestic revenue mobilisation and tax administration. Revenue mobilisation remains essential to financing public infrastructure, social services and other national development priorities.

By engaging with other public institutions and the wider public during the celebration, GRA reinforced the importance of cooperation, accountability, professionalism and efficient service delivery in achieving national development objectives.

The Fair attracted a wide range of public institutions, with participating MDAs using the platform to explain their mandates, highlight key programmes and engage visitors on the services they provide. The Ministry of Local Government, Chieftaincy and Religious Affairs, as well as the Ministry of the Interior and its related agencies, were among the institutions that showcased their programmes and activities. The diverse participation underscored the complementary roles of public institutions in implementing government policies, delivering essential services and advancing national priorities.

An important aspect of the Civil Service Week programme was the focus on the health and well-being of public servants. A health screening exercise provided civil servants with an opportunity to undertake basic health checks and encouraged greater attention to preventive healthcare. The initiative added an important staff-welfare dimension to the celebration, complementing the policy, professional and institutional engagements.

The programme also featured activities designed to promote teamwork, creativity, knowledge-sharing and camaraderie among public servants. These included an inter-ministerial quiz competition, cooking competition and other recreational activities.

The cooking competition offered participating institutions an opportunity to demonstrate creativity and teamwork, while the quiz competition tested participants' knowledge of issues relating to public administration and national development. Beyond the competition, the activities created opportunities for staff from different institutions to interact and strengthen professional relationships outside their usual work environments.

The 2026 Civil Service Week Celebration reinforced the importance of collaboration among Ministries, Departments, Agencies and other public service institutions. It provided an opportunity for public servants to reflect on their responsibilities, exchange ideas, celebrate institutional achievements and renew their commitment to effective service delivery. The Civil Service Week therefore served not only as a celebration of public servants but also as a platform for reflection and renewed commitment to the collective responsibility of the public sector.

GRA's participation reaffirmed the Authority's commitment to collaboration, public education, professional excellence and efficient service delivery, while highlighting its contribution to Ghana's broader development agenda.

By: Beatrice Esinam Gbetu (NSP-CPA)

GRA COMMENDS B5 PLUS LIMITED FOR OVER GH¢1 BILLION TAX CONTRIBUTION



The Ghana Revenue Authority (GRA) has commended B5 Plus Limited for its strong commitment to tax compliance and contribution to Ghana's domestic revenue mobilisation, following the company's payment of more than GH¢1 billion in taxes for the first nine months of 2026.

The company's contribution was highlighted during an engagement between the GRA's top management and the leadership of B5 Plus Limited, where the Authority recognised the company's commitment to meeting its tax obligations and supporting national development.

Dr Martin Kolbil Yamborigya, Commissioner of the Domestic Tax Revenue Division, commended the management and staff of B5 Plus Limited for demonstrating responsible corporate citizenship through their compliance with tax obligations.

He noted that the company's tax contribution went beyond figures on a tax statement, representing a direct contribution towards the provision of essential public services, including roads, schools, healthcare, security and social interventions.

According to him, tax compliance should not be viewed merely as a legal obligation but as a shared civic responsibility and partnership between taxpayers and the state.

"Every business and individual earning taxable income has a role to play," Dr Yamborigya said, urging businesses to register where required, maintain proper records, file accurate returns on time and pay the right amount of tax when due.

He also encouraged consumers to demand valid VAT invoices or receipts when purchasing goods and services. He explained that requesting a valid tax invoice helps ensure taxes collected are properly accounted for, while supporting transparency and efforts to reduce revenue leakage and tax evasion.

Dr Yamborigya further stressed the importance of domestic revenue mobilisation to Ghana's sustainable development, noting that the country could not depend indefinitely on borrowing or external assistance to finance its development needs.

He called on businesses, individuals and other income earners to emulate B5 Plus Limited's example and contribute their fair share towards national
development.

Responding, Mr. Mike, the Chairman and Chief Executive Officer of B5 Plus Limited, expressed appreciation to the GRA for the recognition and reaffirmed the company's commitment to responsible corporate citizenship and full compliance with its tax obligations.
He said the company viewed taxation not simply as a legal requirement but as an important responsibility of businesses towards the country in which they operate.

Mr. Mike noted that the company's tax contribution was made possible through the hard work and dedication of its employees, adding that B5 Plus Limited remained committed to job creation, supporting local businesses and contributing to Ghana's economic growth.

He called for greater collaboration between government and industry to promote locally manufactured goods, arguing that stronger support for domestic production would reduce foreign exchange outflows, increase industrial capacity and create more employment opportunities.
B5 Plus Limited disclosed that it had contributed approximately GH¢679 million in taxes between January and June 2026 and was expected to contribute an additional GH¢400 million between July and September, bringing its total tax contribution for the period to more than GH¢1 billion.

The company's tax contribution was formally presented through two cheques during the engagement.
GRA subsequently congratulated B5 Plus Limited for its commitment and urged other businesses, multinational companies, local enterprises and individuals to follow its example by meeting their tax obligations.

Dr Yamborigya, on behalf of Mr. Anthony Kwasi Sarpong, the Commissioner-General, and the management of the GRA, expressed appreciation to the
management and staff of B5 Plus Limited, stressing that the company's contribution demonstrated the important role businesses play in strengthening domestic revenue mobilisation.

He said GRA remains committed to working with taxpayers to make tax compliance easier, fairer and more convenient, while ensuring that all taxpayers contribute in accordance with the law.

The engagement reinforced the GRA's message that sustainable national development is a shared responsibility requiring government, businesses and citizens to play their respective roles in mobilising and using domestic resources effectively.

For GRA, the contribution by B5 Plus Limited serves as an example of how responsible tax compliance by businesses can translate into meaningful support for Ghana's development.

By: Naa Ayorkor Akuffo-Badoo (CPA)





GRA ENGAGES CREATIVE ARTS INDUSTRY IN TWO-DAY TAX SENSITISATION PROGRAMME



The Ghana Revenue Authority (GRA) engaged stakeholders in the creative arts industry as part of a two-day tax sensitisation programme aimed at deepening understanding of taxation and promoting voluntary compliance among creatives.

Different batches of stakeholders within the creative arts industry participated in the two-day programme with an opportunity to gain a better understanding of their tax obligations, taxpayer rights, tax reliefs and exemptions, as well as issues relating to Value Added Tax (VAT) and other relevant taxes.
The two-day engagement ultimately served as a platform for meaningful dialogue between the GRA and the creative arts community. The engagement formed part of the GRA's broader efforts to educate taxpayers across various sectors on the tax system and encourage voluntary compliance through improved understanding and engagement.

Mr. Solomon Kofi Abban, Assistant Commissioner and the Area Director for Accra East Area Office, speaking on behalf of Dr. Martin Kobil Yamborigya, Commissioner – DTRD, stated that the tax education programme was aimed at simplifying the complexities of the tax system for players in the creative arts industry. He explained that taxation is a social contract through which citizens and businesses contribute to national development, enabling government to provide essential public services such as education, healthcare, infrastructure, security and other social interventions. He encouraged participants to embrace voluntary tax compliance, highlighting that understanding their tax obligations is key to the growth and sustainability of both their businesses and the nation's economy.

Madam Beatrice Nyawuto, Chief Revenue Officer, Debt Management and Compliance Enforcement (DTRD), delivered a presentation on Understanding Taxation in the Creative Arts Industry, where she explained the various tax obligations applicable to players within the sector. She educated participants on the taxes they are required to pay and emphasised the importance of complying with their responsibilities as taxpayers, particularly the timely filing of tax returns and the payment of taxes by the required due dates.

The programme featured a highly interactive and informative question-and-answer session with participants actively seeking clarification affecting their businesses and professional activities. Creatives and event organisers raised concerns and sought further information on VAT and other taxes. GRA officials responded to the questions with detailed explanations, helping participants to better understand their tax responsibilities and how the relevant tax laws apply to their activities.

The sessions also provided an opportunity for stakeholders to discuss some of the unique challenges associated with operating within the creative arts industry. Participants expressed concerns about the need for the industry to receive special consideration in the administration of taxes, given the distinctive nature of creative businesses and activities.

In response, participants who believe that the creative arts industry requires special consideration were encouraged to formally communicate their concerns and proposals to the relevant authorities. They were advised to put their requests in writing and submit them through the appropriate channels to ensure that their concerns are properly documented and considered by policymakers and the relevant authorities.

The stakeholders were also encouraged to maintain honest and transparent dealings with the GRA and to fulfil their tax obligations as required by law.
The interactive discussions and in-depth explanations provided participants with greater clarity on taxation while allowing the Authority to better understand the concerns and challenges confronting stakeholders in the sector.

The programme reaffirmed the importance of continuous engagement between the GRA and taxpayers in building a tax system that is well understood, transparent and responsive to the concerns of different sectors of the economy.

GRA encouraged stakeholders to continue engaging with the Authority and using the appropriate channels to seek clarification on their tax responsibilities, while contributing to national development through compliance with their tax obligations.

By: Eunice Mawulawe Duah (CPA-NSP)



ZRA DELEGATION BENCHMARKS GRA ON STAFF CONDITIONS OF SERVICE AND PRODUCTIVITY PERFORMANCE STANDARDS



The Ghana Revenue Authority (GRA) has hosted a six-member delegation from the Zambia Revenue Authority (ZRA) for a benchmarking engagement focused on staff conditions of service and productivity performance standards.

The engagement formed part of efforts by the two revenue authorities to share institutional knowledge, strengthen professional relationships and identify practices that could contribute to improved staff welfare and organisational performance.

Welcoming the delegation, Hon. Alex Adomako-Mensah, Commissioner, Support Services Division, expressed appreciation to the ZRA team for choosing GRA as a benchmarking partner. He noted that such engagements were important in promoting stronger relationships between African revenue authorities and encouraged continued collaboration and knowledge-sharing across the continent.

Mr. Timothy Milambo, Commissioner, Corporate Services and leader of the ZRA delegation, also expressed gratitude to GRA for granting the request for the benchmarking engagement. He acknowledged GRA's openness to international collaboration and noted that the delegation was the second group from ZRA to undertake a benchmarking visit to the Authority during the year.

The four-day programme featured presentations and discussions led by GRA's Human Resource (HR) staff on key areas including leave administration, employee benefits, the health system, performance management, pension arrangements and staff loans. The sessions provided an opportunity for both institutions to exchange experiences, discuss existing practices and explore areas for further learning.

During the delegation's final engagement with GRA, members highlighted several areas they found particularly useful, including the Authority's performance management system and approaches to staff motivation and recognition. They also expressed interest in aspects of GRA's employee benefits framework and other institutional practices that could provide useful lessons for ZRA.

The discussions further emphasised the importance of using institutional information and performance data to support decision-making, improve productivity and strengthen organisational systems. The Zambian delegation indicated that lessons from the visit would be considered in reviewing and enhancing relevant systems within ZRA.

In his remarks, Hon. Alex Adomako-Mensah stressed that collaboration between African institutions should extend beyond benchmarking in Human Resource management to include other functional areas. He called for sustained engagement between GRA and ZRA, noting that both institutions had valuable expertise and experiences that could be shared for mutual benefit.

He observed that African institutions often look outside the continent for expertise, despite the considerable knowledge and experience available within Africa. He therefore encouraged GRA and ZRA to continue learning from each other through both physical and virtual engagements, not only in HR but also in areas such as revenue collection, communication and other operational functions.

"We need to tap into the expertise within Africa and learn from each other," he emphasised, adding that stronger institutional collaboration would enable both organisations to grow together.

The visit concluded with the presentation of souvenirs to members of the ZRA delegation as a gesture of appreciation and friendship.

The six-member delegation comprised Mr. Timothy Milambo, Commissioner, Corporate Services and Delegation Leader; Mr. Kelvin Shamizhinga, Director, Human Resources; Mr. Davies Nkumbwa, Assistant Director, Employee Relations; Mr. Christopher Mwila Mapalo, representing the ZRA Union; Ms. Rilla Hansaali Situmbeko, Emoluments Commission; and Ms. Nelly Nambule, Emoluments Commission.

The engagement reinforced the commitment of GRA and ZRA to deepening African institutional cooperation and creating opportunities for revenue administrations on the continent to share knowledge, strengthen capacity, and advance together.

By: Naa Ayorkor Akuffo-Badoo (CPA)





CPA RETREAT 2026: GRA COMMUNICATIONS TEAM REAFFIRMS COMMITMENT TO TRANSFORMING NARRATIVES & DRIVING COMPLIANCE



The Communications and Public Affairs (CPA) has successfully held its 2026 departmental retreat with a renewed commitment to strengthening strategic communication, building public trust, and enhancing the department's role in advancing the Authority's

transformational agenda.

Held under the theme "Transforming GRA for Impact and Growth: Amplifying Trust. Shaping Narratives. Driving Compliance," the three-day retreat provided a platform for reflection, knowledge sharing, team building, and strategic discussions aimed at repositioning CPA as a more impactful and forward-looking communication function within the Authority.

The retreat brought together officers from across the department and featured engagements with key stakeholders, presentations from various units, professional development sessions, interactive activities and discussions focused on improving collaboration, innovation and communication effectiveness.

Delivering remarks during the retreat, Hon. Dr. Alex Adomako Mensah, Commissioner SSD, challenged CPA officers to recognise the wealth of talent within the department and take ownership of driving change. He encouraged staff to showcase their abilities, support leadership and prepare themselves for future leadership responsibilities.

He noted that CPA possessed the skills and capacity required to transform its operations and urged officers to ensure that the retreat became a turning point for the department.

"Something must change after this conference," he emphasised, encouraging participants to translate discussions and ideas from the retreat into practical actions that would strengthen the department.

In her welcome remarks, Md. Florence Asante, Deputy Commissioner of CPA, challenged staff to critically assess the effectiveness of their communication efforts, urging them to move beyond merely sharing information to create meaningful engagement and measurable impact.

She encouraged officers to reflect on whether the department was truly communicating effectively or simply broadcasting messages, stressing the importance of collaboration and the need to avoid working in silos. She noted that while CPA had made significant progress, there remained opportunities to further strengthen its contribution to the Authority's mandate.

The retreat received goodwill messages from representatives of key departments and divisions, who highlighted the critical role of communication in building confidence in the Authority and enhancing voluntary compliance.

Mr. Patrick Lartey, the Deputy Commissioner of Human Resources, emphasised the importance of strategic communication in strengthening taxpayer trust, while representatives from Training and Development encouraged CPA officers to identify their individual contributions towards achieving the Authority's strategic objectives.

The Transformation Office, Administration, Finance, the Ho Sector Commander and the GRA Workers' Union also expressed their support for the department and encouraged greater collaboration, transparency and consistency in communicating the GRA's vision and initiatives.

Beyond professional development, the retreat also focused on staff wellbeing and personal growth. Officers benefited from a stress management session, which provided practical guidance on managing pressure, building resilience and maintaining balance in a demanding work environment.

A financial advisor was also engaged to educate staff on personal financial management, covering key areas such as budgeting, savings, investment planning and responsible financial decision-making. The session equipped participants with practical knowledge to improve their personal financial well-being.

Adding an element of creativity and collaboration, participants took part in a breakout session dubbed "The Challenge," where officers were divided into three groups to compete in a series of problem-solving activities. The exercise encouraged innovation, teamwork, critical thinking, and strengthened interpersonal relationships among staff.

Madam Felicia Apaloo-Nuworkpor, Assistant Commissioner – International Affairs and Protocol, expressed her appreciation for the dedication and teamwork exhibited by CPA staff, describing the department as a team of talented, committed and passionate communicators. Adding her voice to the closing remarks, Madam Anita Naadu Anaba-Ania, Assistant Commissioner – Public Education and Media Relations, congratulated the team on the successful organisation of the retreat and expressed optimism about the implementation of ideas and strategies generated during the sessions.

Delivering the vote of thanks, Dr Birago Antwi-Agyei, Assistant Commissioner of the Customer Experience Unit, expressed appreciation to Management, the planning committee and all participants for making the retreat a success. She commended the dedication, active participation and teamwork demonstrated throughout the three-day programme, noting that the wealth of ideas and discussions reflected the calibre of talent within CPA.

She encouraged staff to carry the lessons from the retreat into their daily work, emphasising that effective communication remains central to building taxpayer trust, promoting voluntary compliance and supporting the Authority's revenue mobilisation efforts. She urged officers to continue working collaboratively and to translate the strategies and commitments made during the retreat into measurable actions that would strengthen the department's contribution to the GRA's transformational agenda.

The three-day retreat ended with a renewed sense of purpose among CPA officers, with a shared commitment to transforming communication practices, strengthening the GRA's reputation and amplifying messages that support voluntary compliance and national development.

By: Naa Ayorkor Akuffo-Badoo (CPA)

📸 PHOTO GALLERY








FINANCE DEPARTMENT CONFERENCE CHARTS PATH TO FINANCIAL EXCELLENCE AND ORGANISATIONAL GROWTH



The Authority's Finance Department has reaffirmed its commitment to strengthening financial management, improving operational efficiency and enhancing service delivery through its 2026 Annual Accountants' Conference held under the theme, Driving Financial Excellence for Impact and Growth: Empowering People, Enhancing Performance and Strengthening Compliance.

The Conference brought together Management, finance professionals and resource persons to reflect on the Department's performance, share best practices and explore practical strategies for strong financial governance in support of the Authority's transformational agenda.

Officially opening the Conference, Hon. Dr. Alex Adomako-Mensah, Commissioner, Support Services Division, described financial excellence as the outcome of deliberate action, robust systems and dedicated professionals. He encouraged staff to improve payment turnaround times, strengthen compliance with financial procedures and embrace innovation to enhance efficiency and accountability. He further stressed the importance of customer-focused service, noting that efficient financial processes play a vital role in supporting the Authority's overall performance. He urged participants to leverage automation, effective financial controls and continuous improvement to help position the Authority for sustained growth.

In her welcome address, Madam Celestine Annan, Head of Finance, challenged participants to ensure that the knowledge gained during the retreat translates into measurable improvements in their daily work. She encouraged staff to continue building a department recognised for technical competence, integrity, innovation and responsiveness while supporting the Authority's mission of mobilising revenue for national development.

The opening session also featured solidarity messages from representatives of departments within the Support Services Division, who emphasised the importance of collaboration, ethical leadership, accountability and continuous learning in achieving the Authority's strategic objectives.

Madam Florence Asante, Deputy Commissioner - Communication and Public Affairs Department, reminded participants that service remains one of the Authority's core values. She noted that while the Finance Department serves as the backbone of the Authority's operations, its success is equally measured by the quality, responsiveness and professionalism of the services it provides to both internal and external stakeholders.

Representing the Head of Administration, Dr. Kenneth Tweneboah Kodua encouraged staff to embrace lifelong learning and harness technology, including artificial intelligence, to improve efficiency while maintaining the high standards expected of the Department.

A major highlight of the Conference was the keynote presentation by Mr. Jonathan P. Cann, Managing Partner and Chief Executive Officer of JPCANN Associates Limited. Speaking on the theme, he challenged finance professionals to move beyond their traditional record-keeping responsibilities and become strategic partners in organisational growth.

He emphasised that finance professionals must increasingly rely on financial intelligence, digital transformation, sound risk management and ethical leadership to support informed decision-making, strengthen public confidence and improve organisational performance. He also underscored the importance of continuous professional development and data-driven decision-making in building resilient finance teams.

Technical presentations focused on ongoing reforms and initiatives designed to strengthen financial governance across the Authority. The Budget Unit outlined measures to improve budget planning, expenditure monitoring and imprest management through increased digitisation and automation, while the Expenditure Unit highlighted the implementation of digital payment platforms and cashless systems to improve transparency, accountability and operational efficiency.

The Revenue Unit showcased initiatives aimed at modernising revenue accounting through automated collection, validation, reconciliation and reporting processes. Participants were also introduced to the Revenue Accounting Management System (RAMS), a cloud-based platform expected to improve reporting accuracy, strengthen management oversight and replace manual accounting processes with real-time digital solutions.

Additional presentations covered inventory management, audit compliance, employee welfare, revenue reconciliation, use of the Publican AI tool and ICUMS, and the implementation of the Value Added Tax Act, 2025 (Act 1151), with discussions centred on improving compliance, strengthening financial controls and supporting domestic revenue mobilisation.

Recognising that organisational excellence depends on healthy and motivated employees, the retreat also featured sessions on stress management and workplace wellness. Participants were encouraged to adopt healthier lifestyles, manage stress effectively and maintain a healthy work-life balance to improve productivity, resilience and overall wellbeing.

To encourage practical application of the knowledge acquired, participants were divided into nine syndicate groups to develop recommendations for improving departmental operations and service delivery based on empowering people, enhancing performance, strengthening compliance and financial excellence for impact and growth. The collaborative sessions provided an opportunity for staff to exchange ideas and propose innovative solutions to enhance the Department's effectiveness.

The conference concluded with the recognition of outstanding staff whose dedication and exemplary service have contributed significantly to the Department and the Authority.

In her closing remarks, Madam Celestine Annan encouraged participants to put the lessons learned into practice and continue working together to build a Finance Department distinguished by excellence, integrity, innovation, financial stewardship and professionalism. These, she said, will position the Department to play an even greater role in supporting the Authority's strategic objectives and delivering quality service to stakeholders.

📸 PHOTO GALLERY



GRA OPENS 2026 CUSTOMS PROFICIENCY COURSE



The Ghana Revenue Authority (GRA), through the Customs Division, has opened the 2026 Customs Proficiency Course with a call on participants to deepen their knowledge of customs laws and procedures and apply them effectively in the discharge of their professional responsibilities.

The opening ceremony, held on Wednesday, 26 August 2026, at WAEC Heights in Accra, brought together participants and stakeholders for the commencement of the professional training programme.

Addressing the participants, Mr. Aaron Kanor, the Customs Commissioner emphasised the importance of the course in equipping participants with the technical knowledge and practical skills required to navigate the customs environment effectively. Participants were encouraged to develop a sound understanding of customs laws and related procedures and, importantly, be able to apply that knowledge confidently in real-world situations.

He noted that the customs environment is governed by established rules and procedures and therefore requires practitioners to understand the legal and operational framework within which they work. The ability to interpret and apply customs legislation correctly, it was stressed, is essential to ensuring professionalism, consistency and efficiency in customs operations.

Participants were also encouraged to take the course seriously and make full use of the opportunity to broaden their knowledge and strengthen their professional competence. The training, the speaker noted, was designed not only to impart knowledge but also to enhance participants' ability to respond effectively to practical situations encountered in the field.

The Customs Proficiency Course forms part of efforts to strengthen professionalism and build capacity within Ghana's customs clearing industry. Through the programme, participants are expected to gain a stronger appreciation of customs procedures, regulations and practices relevant to their work.

In his concluding remarks, Mr Aaron Kanor urged participants to remain committed throughout the training and strive for excellence. The speaker wished them a successful course and encouraged them to make the most of the knowledge and opportunities the programme offers.

The 2026 Customs Proficiency Course is expected to provide participants with the knowledge and practical competencies necessary to operate more effectively within the customs environment and contribute to improved professionalism and compliance in customs-related activities.

By: Naa Ayorkor Akuffo-Badoo (CPA)





COMMISSIONER DTRD EMBARKS ON WORKING VISITS TO ACHIMOTA, LAPAZ AND KANESHIE TAXPAYER SERVICE CENTRES

As part of efforts to strengthen operational efficiency, improve taxpayer service delivery and accelerate domestic revenue mobilisation, Dr Martin Kolbil Yamborigya, the Commissioner of the Domestic Tax Revenue Division (DTRD), has undertaken working visits to the Achimota, Lapaz and Kaneshie Taxpayer Service Centres (TSCs).

The visits formed part of Management's continuous engagement with frontline offices to assess operational performance, review revenue mobilisation strategies, identify implementation challenges and encourage staff to sustain efforts towards achieving the Authority's 2026 revenue targets.

At each Taxpayer Service Centre, Dr Yamborigya interacted with management and staff, receiving presentations on revenue performance, compliance initiatives, debt recovery efforts, taxpayer education activities and operational challenges. The engagements also provided an opportunity for officers to share innovative approaches being adopted to improve compliance while discussing the support required to enhance service delivery.

Commending staff for their commitment and dedication, Dr Yamborigya acknowledged the significant efforts being made across the three offices despite the increasingly challenging revenue environment. He, however, encouraged officers not to be complacent but to remain focused on identifying new opportunities to expand the tax net and improve compliance.

He stressed that achieving revenue targets would require deliberate efforts to identify unregistered businesses, intensify taxpayer education and ensure that eligible businesses are appropriately registered under the relevant tax regimes.

Dr Yamborigya urged officers to look beyond the confines of their offices and actively engage businesses within their catchment areas, noting that the country's growing business population presents significant opportunities to improve tax compliance. He further challenged officers to strengthen compliance monitoring by ensuring that registered businesses comply with invoicing requirements and other tax obligations.

He observed that while many taxpayers are registered, a number are yet to fully comply with invoicing and filing requirements, underscoring the need for regular field visits, compliance checks and sustained taxpayer engagement to encourage voluntary compliance.

Touching on revenue mobilisation, Dr Yamborigya encouraged the offices to adopt a broader perspective in measuring success by contributing not only towards their individual office targets but also towards the overall performance of their operational area and the Domestic Tax Revenue Division.

He emphasised that strong-performing offices should support others facing challenges, noting that collective success remains the Authority's ultimate objective.

"Our focus should not be limited to achieving individual office targets. We must work together to ensure that every office contributes towards the overall success of the Division and the Authority," he noted.

The Commissioner commended the Lapaz Taxpayer Service Centre for its strong revenue performance and the determination demonstrated by management and staff to surpass their annual target. He encouraged the team to sustain the momentum while supporting the wider operational area in achieving its overall revenue objectives.

He also praised the Kaneshie Taxpayer Service Centre for maintaining impressive performance and remaining on course to exceed its assigned target. He described the office as one of the Division's high-performing Taxpayer Service Centres and encouraged staff to continue demonstrating excellence in taxpayer service and compliance management.

While recognising the efforts being made at the Achimota Taxpayer Service Centre, Dr Yamborigya acknowledged the challenges affecting its revenue performance, including the loss of some major taxpayers. He nonetheless urged staff not to be discouraged but to intensify compliance activities, broaden taxpayer outreach and identify new revenue opportunities to bridge the gap before the close of the year.

Throughout the engagements, particular attention was given to improving compliance through debt recovery, the follow-up of payment returns without remittances, enhanced VAT administration, verification of electronic invoicing compliance and increased taxpayer education.

Dr Yamborigya encouraged staff to leverage available compliance tools and data analytics to identify non-compliant taxpayers, recover outstanding tax liabilities and ensure that businesses meeting the VAT registration threshold are appropriately registered and monitored.

He also emphasised the importance of strengthening taxpayer education, observing that informed taxpayers are more likely to comply voluntarily with their tax obligations.

Beyond operational performance, staff used the opportunity to draw Management's attention to several logistical and infrastructural challenges affecting service delivery, including inadequate office space, limited transport for compliance operations, the need for additional ICT equipment, standby generators and improved office facilities.

Responding to the concerns, Dr Yamborigya assured staff that Management remains committed to creating an enabling environment for effective service delivery and pledged to engage the relevant departments to address the identified challenges as resources become available.

The working visits concluded with renewed optimism and a shared commitment among management and staff to intensify compliance initiatives, enhance taxpayer service delivery and work collaboratively towards achieving the Domestic Tax Revenue Division's revenue targets for the year.

The engagements reaffirmed Management's commitment to maintaining close interaction with operational offices, recognising staff contributions and ensuring that Taxpayer Service Centres are adequately supported to deliver on the Authority's mandate of mobilising revenue for national development.

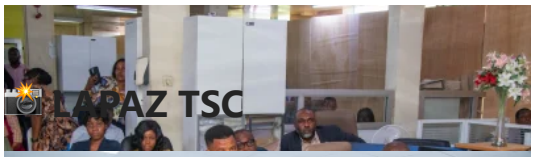
By: Naa Ayorkor Akuffo-Badoo (CPA)

📸 ACHIMOTA TSC





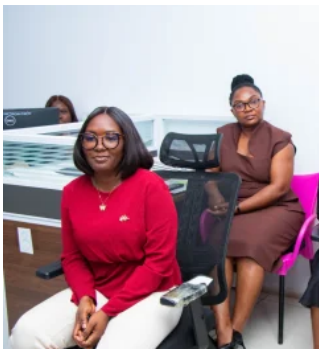
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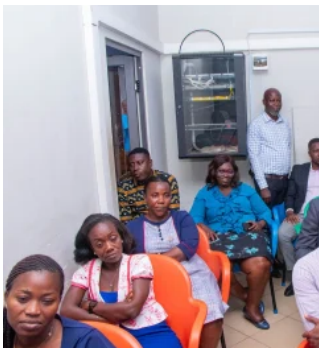






📸 KANESHIE TSC








COMMISSIONER DTRD CHALLENGES STAFF TO RAISE TAX ADMINISTRATION STANDARDS TO GLOBAL BENCHMARKS DURING ASHANTI VISIT

Dr Martin Kobil Yamborigya, Commissioner - Domestic Tax Revenue Division (DTRD) has challenged staff to intensify revenue mobilisation efforts and strengthen compliance measures to help elevate Ghana's tax administration standards closer to global benchmarks.

He made the call during a three-day familiarisation tour of Taxpayer Service Centres (TSCs) across the Ashanti Region, where he also commended staff for their dedication and contribution to achieving the Division's second-quarter revenue targets.

Addressing staff during the visit, Dr Yamborigya stressed that the goal is not only to meet local revenue targets but also to improve Ghana's tax-to-GDP ratio through stronger tax administration and increased taxpayer compliance. Citing international benchmarks, he noted that while Europe records an average tax-to-GDP ratio of 34 percent and Africa averages 17 percent, Ghana's current ratio of 13.5 percent remains below these levels.

He described the situation as concerning and called for a concerted, all-hands-on-deck effort to bridge the tax gap. He urged TSC heads and staff to intensify VAT registration efforts while strengthening audit, compliance, and enforcement activities.

Dr Yamborigya was accompanied by Mr. Kwesi Eghan, Deputy Commissioner, Operations II, and other Division management staff on the tour, which aimed to provide firsthand insight into operations across the region, assess logistical challenges, and engage directly with staff.

During the three-day visit, the delegation visited the Obuasi, Bekwai, Adum, Kwadaso, Suame, Ashanti New Town, Konongo, Ejisu, Mampong, and Asokwa Taxpayer Service Centres within the Ashanti Area Office.

The team toured office facilities and held open forums with office managers, frontline staff, and administrative personnel. They also observed client service processes, digital filing support systems, and taxpayer education desks.

During the interactive sessions, staff shared their field experiences and highlighted several operational challenges affecting their work. Among the key concerns raised were staffing constraints, inadequate transport and field logistics for monitoring and enforcement activities, VAT gaps resulting from returns filed without payment, input verification challenges, and the complexities associated with engaging the informal sector.

Responding to the concerns, Dr Yamborigya assured staff that management is actively pursuing structural reforms and resource reallocation measures to address operational challenges and improve service delivery across the TSCs.

By: Lynus A. Annang (CPA)

📸 ADUM TSC



📸 BEKWAI TSC



OBUASI TSC







GRA JOINS NATIONWIDE CLEAN-UP EXERCISE TO PROMOTE ENVIRONMENTAL RESPONSIBILITY

The Ghana Revenue Authority (GRA) joined the nationwide environmental clean-up exercise following the declaration by H.E. John Dramani Mahama, President of the Republic, designating 10th and 11th July as National Clean-Up Days in response to the devastating floods that occurred after the June rains.

The exercise brought together Top Management and staff of the Authority, with the Preventive Team of Customs Division leading the clean-up. The initiative demonstrated GRA's commitment to environmental stewardship and national development.

Addressing participants before the exercise commenced, Mr. Anthony Sarpong, Commissioner-General, expressed his appreciation to staff for their commitment and willingness to participate. He noted that the President's declaration underscored the importance of collective action in safeguarding the environment and urged all staff to actively contribute to the exercise, emphasising that maintaining clean surroundings is a shared civic responsibility.

Mr. Aaron Kanor, Commissioner - Customs Division, encouraged participants before the clean-up began. Drawing a parallel between GRA's revenue mobilisation mandate and environmental responsibility, he urged staff to diligently collect refuse and help keep the environment clean, just as they work tirelessly to mobilise revenue for national development.

Top Management and staff marched from the forecourt of the GRA Head Office to the surroundings of Accra Sports Stadium, moving to Access Bank areas, where they embarked on an extensive clean-up exercise. Activities undertaken included picking and disposing of refuse, weeding overgrown areas, collecting weeds, sweeping public spaces, and desilting dirty gutters to improve sanitation and reduce the risk of flooding.

After four hours of work, participants returned to the forecourt of the Head Office, where Dr. Martin Korbil Yamborigya, Commissioner - Domestic Tax Revenue Division (DTRD), commended staff for their enthusiasm and commitment.

He reminded participants that as we have successfully cleaned the Stadium area and its immediate surroundings, other groups were simultaneously undertaking similar exercises across the country.

Dr. Yamborigya appealed to staff to extend the spirit of the initiative beyond the workplace by joining their neighbours to clean their communities. He further stressed that environmental challenges such as flooding are largely driven by human behaviour and called for sustained behavioural change to ensure cleaner and healthier communities.

He also linked environmental responsibility to GRA's revenue mobilisation mandate, explaining that taxes collected are intended to finance roads, schools, hospitals and other critical national development projects. He observed that when significant public resources must instead be diverted to address the consequences of flooding and environmental degradation, it undermines the developmental impact of the revenue mobilised. He therefore encouraged staff to regard environmental cleanliness as an extension of their responsibility as revenue collectors.

Touching on the Authority's performance, Dr. Yamborigya disclosed that GRA had achieved approximately 44 to 45 per cent of its annual revenue target at the end of the sixth month of the year. While describing the performance as encouraging, he urged staff to redouble their efforts during the second half of the year, expressing confidence in their ability to achieve the Authority's revenue goals.

The exercise reaffirmed GRA's commitment not only to revenue mobilisation but also to promoting responsible citizenship and supporting national initiatives aimed at creating a cleaner, healthier and more resilient Ghana.

GRA HOSTS UGANDAN DELEGATION ON BENCHMARKING STUDY TOUR



The Ghana Revenue Authority (GRA), through its Large Taxpayer Office (LTO), hosted a high-level delegation from Uganda on a benchmarking study tour to share knowledge and best practices in petroleum measurement, valuation and tax revenue administration.

The Ugandan delegation comprised officials from the Ministry of Finance, Planning and Economic Development, the Ministry of Energy and Mineral Development, the Petroleum Authority of Uganda and the Uganda National Oil Company. The visit formed part of Uganda's preparations for commercial oil production, expected to begin in 2027.

Mr. Joseph Boateng, Head of the Large Taxpayer Office (LTO), welcoming the delegation, described Ghana as a hospitable nation and encouraged participants to use the engagement as an opportunity for mutual learning. He emphasised that collaboration and the exchange of experiences are essential for building strong institutions and developing sustainable solutions.

Mr. Godfred Kata Macurey, Assistant Commissioner from the Uganda Revenue Authority (URA) and leader of the delegation, thanked GRA for the warm reception and commended Ghana's progress in petroleum resource management. He said Uganda was interested in learning from Ghana's experience in petroleum revenue administration, particularly in petroleum measurement and valuation, data management, pricing, quality assurance, transparency and regulatory implementation.

Technical presentations were delivered by Messrs. Samuel Kojo Adjain, Assistant Commissioner of the Petroleum Unit, Prince K. Ofori, CRO - LTO, and Basile Kwame Tetteh, CRO- Petroleum Unit. They took the delegation through GRA's role under the Petroleum Revenue Management Act, 2011 (Act 815), as amended.

The presentations also highlighted the administration of petroleum royalties, corporate income tax, carried and participating interests, additional oil entitlement, and other petroleum-related revenues. Participants were taken through the operational framework of the Petroleum Holding Fund and GRA's collaboration with key institutions, including the Ministry of Finance, the Ministry of Energy, the Petroleum Commission, the Ghana National Petroleum Corporation (GNPC) and GRA's Customs Division to ensure effective oversight of the upstream petroleum sector.

The delegation was further briefed on Ghana's petroleum tax administration processes, including revenue verification, compliance monitoring, audits, transfer pricing, dispute resolution and the management of revenues from the Jubilee, TEN and Sankofa Gye Nyame oil fields, the use of risk-based audit approaches and international best practices to protect the country's petroleum tax base.

The benchmarking visit reaffirmed GRA's commitment to promoting transparency. Regional cooperation and knowledge sharing in petroleum revenue administration. It also strengthened collaboration between Ghana and Uganda as both countries work to improve the management of their petroleum resources for sustainable national development.

By: Beatrice Esinam Gbetu (CPA, NSP)

📸 PHOTO GALLERY








GRA STRENGTHENS ENFORCEMENT AGAINST TRANSIT CARGO FRAUD



The Ghana Revenue Authority has concluded investigations into the interception of 18 transit trucks suspected of attempting to divert goods into the local market. The findings have resulted in disciplinary action against implicated officers and reinforced the Authority's commitment to protecting government revenue, strengthening border security, and combating illicit trade.

Addressing a press briefing at the GRA Boardroom, Mr. Anthony Kwasi Sarpong, the Commissioner-General, presented the findings of the investigation and outlined the enforcement actions being taken. He noted that the briefing fulfilled the Authority's commitment, made in February 2026, to publicly disclose the outcome of the investigations.

Mr. Sarpong recalled that the trucks, declared as transit cargo travelling from Togo through the Akanu Border Post to Niger, were intercepted in February 2026 by a joint team of GRA Customs Preventive Officers and National Security personnel near the Kpone barrier following intelligence that the goods were intended for diversion into the local market.

He explained that the interception prompted the Minister for Finance, Hon. Dr. Cassiel Ato Forson, together with officials of the GRA, to visit the Akanu Border Post to assess the situation and direct a comprehensive investigation into the transaction.

The investigation revealed falsified trade documentation and the misrepresentation of the cargo's destination. Export documents obtained from the Togolese Customs Administration showed that the goods originated from Malaysia and Indonesia, were discharged at the Port of Lomé, and were consigned to two companies in Abidjan, Côte d'Ivoire, contrary to the declaration submitted to Ghana Customs indicating Niger as the destination.

The Commissioner-General further disclosed significant discrepancies between the declared and actual cargo. A physical re-examination established that the consignment contained 39,256 jerry cans of vegetable cooking oil instead of the 35,246 declared to Customs, representing an under-declaration of 4,010 jerry cans.

Additionally, products declared as tomato paste were found to be tomato seasoning powder, resulting in inaccurate valuation and duty assessment.
On internal accountability, Mr. Sarpong announced that four Customs officers involved in processing the transaction have been interdicted and are currently undergoing the Authority's disciplinary procedures. He emphasised that any officer found to have breached established Customs procedures would be sanctioned in accordance with the law.

He also announced that, under the direction of the Ministry of Finance, the confiscated goods will be allocated to the National School Feeding Programme to support the Government's social intervention efforts and ensure the items serve a meaningful national purpose.

Mr. Sarpong reaffirmed the Authority's resolve to strengthen compliance monitoring and customs enforcement across Ghana's borders to safeguard revenue and prevent illicit trade. He urged importers, exporters, clearing agents, and other stakeholders to comply fully with Ghana's customs laws, stressing that while the GRA remains committed to facilitating legitimate trade, it will continue to take firm action against individuals and businesses engaged in customs fraud and other illegal trading activities.

By: Michael Seyram Abebey (CPA)

📸 PHOTO GALLERY











GRA INTENSIFIES ENFORCEMENT EXERCISES IN ADA, SPINTEX, AND ATOMIC



The Ghana Revenue Authority (GRA) has intensified its nationwide tax compliance campaign with a series of enforcement exercises at Ada, Spintex, and Atomic as part of its Compliance initiative aimed at promoting voluntary tax compliance, enhancing domestic revenue mobilisation, and ensuring that taxpayers fulfil their statutory tax obligations.

The Authority commenced the enforcement exercise with a visit to the premises of Electrochem Ghana Limited in Ada, with an outstanding tax liability of Ghs8.6 million dating from 2021. The administration block was sealed after the company failed to honour several demand notices, including the latest from February, and other strategic engagements by the Authority. However, the production facility was left operational to enable the company to continue business while taking steps to settle the debt.

During the exercise, Electrochem Ghana Limited presented a cheque of GH₵200,000.00 as part payment of the outstanding tax liability. The Authority subsequently granted the company seven days to settle the remaining balance to avoid a total shutdown of business in accordance with the relevant tax laws.

Speaking during the exercise, Mr. Joseph Annan, the leader of the enforcement team, stated in an interview with the media that the Authority had exhausted several administrative measures to recover the outstanding taxes before resorting to enforcement action. He reaffirmed GRA's commitment to ensuring that all taxpayers comply with their statutory obligations.

The enforcement team later extended the operation to the Spintex and Atomic Junction China Malls. During the exercise, officers observed that the Spintex premises displayed China Mall signage and branding but were operating under the business name Super Plaza. As part of the exercise, the enforcement team sealed off the Spintex China Mall warehouse and was given a week to correct their books with the Authority to avoid any legal action.

At their Atomic Junction outlet, it was discovered that the Super Plaza is operating under its name, but the building is still displaying the China Mall logo and branding. This was exposed when officials decided to check the VAT invoice and realised the difference in the TIN.

By: Mawulawe Eunice Duah (NSP - CPA)

GRA LADIES SUPPORT MENTAL HEALTH CARE



The Ghana Revenue Authority (GRA) Ladies' Club has donated a fully equipped Telemedicine Centre, toiletries and assorted food items to a psychiatric hospital as part of its commitment to promoting mental health and supporting quality healthcare delivery.

The initiative led by the Support Services Division (SSD) transformed what was initially planned as a donation of supplementary items into the complete furnishing of a telemedicine facility after discussions with Mr. Kojo Marfo Obeng, the hospital's Director of the Telemedicine Centre. The Club handed over the Telemedicine Centre and items including furniture, a laptop with accessories, a 60" television, a television guard, paintings, hand-washing sanitiser, soap, food supplies for patients and other essential items.

Hon. Dr. Alex Adomako-Mensah, Commissioner of the Support Services Division (SSD), speaking on behalf of the GRA Ladies' Club, said the donation formed part of the Division's corporate social responsibility efforts. He noted that good mental health is essential for national development, explaining that healthy and productive citizens are better able to contribute to economic growth and national revenue.

"We are not merely handing over a Telemedicine Centre and presenting items. We are demonstrating our commitment to compassion, social responsibility, and our shared duty to support institutions that provide essential healthcare services to some of the most vulnerable members of our society", he said.

He also commended members of the GRA Ladies' Club for their commitment to supporting vulnerable members of society.

Receiving the donation, Mr. Kojo Marfo Obeng expressed appreciation to the GRA Ladies' Club, describing the support as a major boost to mental healthcare delivery. He explained that the Telemedicine Centre will enable people to consult mental health professionals remotely, helping to reduce stigma while improving access to specialist care. He added that the facility will also strengthen collaboration with district hospitals by allowing specialists to provide remote support for complex cases.

Beatrice Esinam Gbetu (NSP - CPA)

📸 PHOTO GALLERY





HOW DIGITAL TRANSFORMATION IS RESHAPING TAX ADMINISTRATION



'Digital transformation is not simply changing how taxes are collected; it is transforming how tax authorities serve citizens, support businesses, and contribute to national development'

The way governments collect taxes is changing rapidly across the world. Advances in technology are transforming tax administration, making it more efficient, transparent, and convenient for both tax authorities and taxpayers. In Ghana, the Ghana Revenue Authority's (GRA) implementation of the Integrated Tax Administration System (ITAS) represents a major step in this digital transformation journey.

Digital transformation refers to the use of technology to improve processes, services, and decision-making. Tax administration involves replacing manual and paper-based procedures with modern digital systems that allow taxpayers and tax officials to work more efficiently.

Traditionally, many tax processes required physical visits to tax offices, completion of paper forms, and manual processing of information. These processes could be time-consuming and sometimes led to delays, errors, and increased administrative costs. Today, digital technologies are helping tax authorities streamline these processes and provide faster, more reliable services.

One of the most significant benefits of digital transformation is improved taxpayer convenience. Through digital platforms, taxpayers can register, file tax returns, make payments, and access tax information online from virtually anywhere. This reduces the need for travel, saves time, and makes compliance easier for individuals and businesses.

Digital systems also improve the quality and accuracy of taxpayer information. By integrating data into a single platform, tax authorities can maintain more complete records, reduce duplication, and strengthen data integrity. Better-quality data supports more informed decision-making and helps authorities identify compliance risks more effectively.

For tax administrations, digital transformation enhances operational efficiency. Automated processes reduce repetitive manual tasks, allowing staff to focus on higher-value activities such as taxpayer support, compliance management, and strategic planning. This can lead to

improved productivity and better service delivery.

Technology is also strengthening transparency and accountability in tax administration. Digital records create clear audit trails and provide greater visibility into transactions and processes. This helps build public confidence and trust in the tax system.

Another important benefit is improved revenue mobilisation. Modern digital systems enable tax authorities to monitor compliance more effectively, identify potential risks earlier, and support voluntary compliance through timely reminders and improved taxpayer services. As a result, governments are better positioned to collect the revenue needed to fund national development.

The introduction of the Integrated Tax Administration System (ITAS) by the Ghana Revenue Authority reflects these global trends. By integrating taxpayer registration, return filing, payment processing, compliance management, and taxpayer services into a single platform, ITAS is helping to create a more efficient and taxpayer-focused tax administration system.

However, digital transformation is not only about technology. It also requires continuous learning, adaptation, and collaboration among staff, taxpayers, and stakeholders. Success depends on the willingness of all users to embrace new ways of working and take advantage of the opportunities that technology provides.

As Ghana continues its journey towards a fully digital tax administration system, initiatives such as ITAS demonstrate how technology can simplify compliance, improve service delivery, enhance transparency, and strengthen domestic revenue mobilisation. Ultimately, digital transformation is helping to build a modern tax administration that supports economic growth and national development.

Conclusion

Digital transformation is reshaping tax administration by making tax systems more accessible, efficient, and responsive to the needs of taxpayers. Through innovations such as ITAS, the Ghana Revenue Authority is positioning itself to deliver better services, improve compliance, and contribute more effectively to Ghana's development agenda. As technology continues to evolve, digital solutions will play an increasingly important role in shaping the future of tax administration.

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By: Antoinette A. Tettevi (CPA)

GRA WINS TWO AWARDS AT THE 6TH CUSTOMER EXPERIENCE EXCELLENCE AWARDS



The Ghana Revenue Authority (GRA) has reinforced its commitment to customer excellence after winning two awards at the 6th Customer Experience Excellence Awards held on Friday, 9 October 2026.

The awards recognised the contributions of two GRA officials in promoting customer experience and service delivery. Dr Birago Antwi-Agyei, Assistant Commissioner for Customer Experience was named Customer Experience Practitioner of the Year – Public Sector, while Eugene Ansu-Kyeremeh received the Contact Centre Leader of the Year award.

The recognition reflects the Authority's continued efforts to improve taxpayer engagement, strengthen customer support and ensure that taxpayers receive timely, responsive and professional service. It also highlights the role of dedicated personnel in advancing the GRA's commitment to placing customers at the centre of its operations.

As the Authority continues to strengthen its service delivery systems, the awards serve as a reminder of the importance of going beyond expectations to address taxpayer needs and build public confidence in the tax administration system.

The achievement further reinforces the GRA's commitment to making customer service an everyday priority, ensuring that every interaction with taxpayers reflects professionalism, efficiency and a dedication to excellence.

HEALTH CORNER

Understanding Mental Health: Why It Matters to Individuals and the Workplace



"...everyone can experience periods of good mental well-being as well as times of emotional or psychological difficulty due to personal, social, health, or workplace challenges."

Mental health is an essential part of overall health and well-being. It affects how we think, feel, make decisions, relate to others, and cope with life's challenges. Good mental health enables people to realise their potential, work productively, build healthy relationships, and contribute positively to their organisations and communities.

Mental health is more than the absence of mental illness. It exists on a continuum, and everyone can experience periods of good mental well-being as well as times of emotional or psychological difficulty due to personal, social, health, or workplace challenges.

Common Causes of Mental Health Challenges

Mental health problems rarely have a single cause. They often result from a combination of factors, including:

- **Workplace factors:** excessive workloads, long working hours, unrealistic deadlines, poor work-life balance, job insecurity, workplace conflict, poor communication, and inadequate support or recognition.
- **Personal factors:** financial difficulties, family or relationship problems, bereavement, loneliness, and caring responsibilities.
- **Health factors:** chronic illness, sleep deprivation, substance misuse, hormonal changes, and other medical conditions.
- **Environmental factors:** economic hardship, trauma, violence, natural disasters, or community insecurity.

Common mental health conditions include anxiety, depression, stress-related disorders, burnout, post-traumatic stress disorder (PTSD), obsessive-compulsive disorder (OCD), bipolar disorder, and substance use disorders. With early intervention and appropriate care, many of these conditions are treatable.

Recognising the Warning Signs

Mental health challenges may be present differently from one person to another. Common signs include persistent sadness, excessive worry, irritability, difficulty concentrating, fatigue, poor sleep, changes in appetite, withdrawal from colleagues or family, declining work performance, frequent absenteeism, emotional outbursts, and loss of interest in previously enjoyable activities.

Why Mental Health Matters at Work

The workplace has a significant influence on employees' well-being. A healthy work environment improves motivation, teamwork, creativity, job satisfaction, and service delivery. Conversely, unhealthy workplaces can contribute to stress, burnout, absenteeism, workplace errors, poor customer service, lower morale, higher staff turnover, and reduced productivity.

Mental Health in the Ghana Revenue Authority

As Ghana's principal revenue administration, the Ghana Revenue Authority operates in a demanding environment. Employees often manage revenue targets, complex tax and customs operations, tight deadlines, public expectations, customer complaints, and continuous policy and technological changes. Without adequate support, these pressures can lead to stress, burnout, and reduced job satisfaction. Supporting employees' mental well-being is therefore essential to sustaining productivity, resilience, and quality service delivery.

Protecting Mental Well-being

Creating a mentally healthy workplace is a shared responsibility.

Management can:

- Promote a culture of respect, inclusion, and open communication.
- Ensure fair workloads and provide adequate support.
- Recognise and reward employee contributions.
- Prevent bullying, harassment, and discrimination.
- Organise wellness programmes and mental health awareness campaigns.
- Encourage employees to take leave and access counselling or Employee Assistance Programmes where available.

Employees can:

- Seek help early when feeling overwhelmed.
- Take regular breaks and maintain healthy eating, exercise, and sleep habits.
- Build supportive relationships and manage time effectively.
- Avoid excessive alcohol or substance use.
- Practise stress-management techniques such as prayer, meditation, mindfulness, or deep breathing.
- Speak openly with trusted supervisors or colleagues when support is needed.

Breaking the Stigma

Stigma remains one of the biggest barriers to seeking help. Employees should feel safe discussing mental health concerns without fear of discrimination or embarrassment. Mental health deserves the same attention and care as physical health.

Benefits of a Mentally Healthy Workplace

Organisations that prioritise mental well-being benefit from:

- Higher productivity and employee engagement.
- Better teamwork and customer service.
- Reduced absenteeism and staff turnover.
- Improved morale and organisational reputation.
- Healthier, happier, and more resilient employees.

Conclusion

Mental health is everyone's responsibility. By promoting awareness, reducing stigma, and providing practical support, organisations can create healthier workplaces where employees thrive. For the Ghana Revenue Authority, investing in mental well-being is not only about caring for employees - it is also about strengthening productivity, enhancing service delivery, and building a resilient workforce capable of supporting national development.

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Compiled by: Antoinette A. Tettevi (CPA)

FOOD HUB

Did You Know?: Ayimolu (Ghana–Togo Rice and Beans Delight)



One dish that has become especially trendy in both Ghana and Togo is Ayimolu (also spelled Ayimolou), a simple yet delicious combination of rice and beans, often served with fried ripe plantain, avocado, spaghetti (optional), fish, or a rich tomato stew. It originated from the Volta Region, but in recent years it has gained popularity nationwide as more people embrace wholesome, traditional meals. Its simplicity, nutritional value, and versatility have made it a favourite in homes, restaurants, and food festivals. Ayimolu is nutritious, affordable, and filling. The combination of rice and beans provides a good balance of carbohydrates, plant protein, and fibre, making it an excellent meal for the whole family.

Ingredients

- 2 cups rice (4 – 6 people)
- 1 cup black-eyed beans (or brown beans), washed and soaked for 4 - 6 hours
- 1 medium onion, chopped
- 2 tablespoons coconut/vegetable oil (optional)
- Salt to taste
- Water for cooking

Preparation:

Pour the soaked beans into a pan and set over a fire to boil until tender. Then lower the fire to a simmer and thicken for 10 minutes while adding the chopped onion and a little salt to taste.

The next step is to wash the rice and keep it in the coriander while the water drains. Put the water on the fire and add a little salt to taste. Stir in the washed rice and add enough water if needed to cook. Cover the pan and cook over medium heat until the rice is soft and the beans are tender. Add the two cooked meals together and allow to simmer for about 10 minutes before fluffing with a spatula or wooden fork.

Serve the ready Ayimolu (beans and rice) hot with tomato stew or fresh pepper sauce (shito or green chilli sauce), fried ripe plantain, fried fish or grilled chicken, avocado, boiled eggs, or your preferred accompaniment.

Food Tip

For extra flavour, cook the rice and beans in a light vegetable or chicken stock instead of plain water, and serve with homemade pepper sauce for an authentic Ghana-Togo experience.

JOKES CORNER



- I told my suitcase there'd be no vacation this year. Now it's carrying emotional baggage.
- I only know 25 letters of the alphabet. I don't know Y.
- Why don't skeletons fight each other? They don't have the guts.
- I tried to catch fog yesterday. I mist.
- My wallet is like an onion. Opening it makes me cry.
- I gave my Wi-Fi a password. Now even I can't get in.
- Why don't eggs tell jokes? They'd crack each other up.
- I bought waterproof shoes. Now my feet don't know when it's raining.
- I started a business selling mirrors. I could really see myself doing it.
- Why was the broom late? It swept in.
- I asked the librarian if they had any books on paranoia. She whispered, "They're right behind you."
- I told my pencil a joke. It had no point.
- What do you call a fish with no eye? Fsh.
- My fridge and I have an agreement: I stop opening it every five minutes, and it stops calling my name.

- Why don’t secrets last in a bakery? Because everyone kneads to know.
- I asked the clock what time it was. It said, “Time flies.”
- Why was the math book always worried? It had too many problems.
- I told my chair to relax. It said, “I’m already sitting down.”

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