



TARABA STATE TAXPAYER REGISTRATION SERVICE GUIDE

Taraba State Internal Revenue Service (TIRS)

DOCUMENT CONTROL INFORMATION

Field	Information
<i>Document Title</i>	Taxpayer Registration Service Guide
<i>Responsible Institution</i>	Taraba State Internal Revenue Service (TIRS)
<i>Service Category</i>	Tax Administration Service
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1. INTRODUCTION

This Service Guide provides information on the procedures, requirements, timelines, fees, service standards, complaint channels, and responsibilities relating to taxpayer registration services administered by the Taraba State Internal Revenue Service (TIRS).

The Guide is intended to:

- improve transparency;
- improve taxpayer awareness;
- support voluntary compliance;
- simplify registration procedures;
- improve service delivery; and
- strengthen accountability in tax administration.

2. LEGAL BASIS

Taxpayer registration services are administered pursuant to:

- Constitution of the Federal Republic of Nigeria (as amended);
- Personal Income Tax Act (PITA) Cap P8 LFN 2004 (as amended);
- Taraba State Revenue Administration Laws;
- Relevant Tax Regulations and Administrative Directives.

3. SERVICE DESCRIPTION

Taxpayer Registration enables individuals, businesses, enterprises, partnerships, and organizations operating within Taraba State to register with the State tax administration system and obtain a Taraba Taxpayer Identification Number (TTIN) for tax administration purposes.

4. WHO SHOULD REGISTER

Registration applies to:

- Sole Proprietorships;
- Partnerships;
- Small and Medium Enterprises (SMEs);
- Limited Liability Companies;
- Professional Service Providers;
- Contractors;
- Business Owners;
- Self-Employed Persons; and
- Other eligible taxpayers.

5. REQUIREMENTS

Applicants may be required to provide:

Individual Applicants

- Full Name;
- Gender;
- Phone Number;
- Email Address;
- BVN;
- NIN;
- Nationality;
- Residential Address;
- Local Government Area; and
- Means of Identification where applicable.

Business Applicants



- Business Name;
- CAC Registration Documents (where applicable);
- Business Address;
- Nature of Business;
- Contact Details;
- Director/Proprietor Information; and
- Relevant Supporting Documents.

6. APPLICATION PROCESS

Taxpayer Registration shall primarily be conducted electronically through the Taraba State Central Billing System.

Official Registration Portal

<https://www.govpayhub.com/taxpayer-registration>

Step 1 – Access Registration Portal

Applicant visits the TTIN Registration Portal.

Step 2 – Select Registration Type

Applicant selects the applicable taxpayer category and registration type.

Step 3 – Complete Registration Information

Applicant provides all required personal or business information.

Individual Registration Information

- Full Name;
- Gender;

- Email Address;
- Phone Number;
- BVN;
- NIN;
- Nationality;
- Local Government Area; and
- Residential Address.

Business Registration Information

- Business Name;
- Business Address;
- CAC Registration Information;
- Contact Information;
- Director or Proprietor Details; and
- Other information required by TIRS.

Step 4 – Submit Registration Application

Applicant submits the completed registration form electronically through the portal.

Step 5 – Verification

TIRS reviews and verifies submitted information and supporting records.

Step 6 – Taxpayer Record Creation

Upon successful verification, a taxpayer profile is created within the Taraba State Central Billing System.

Step 7 – Issuance of TTIN

A unique Taraba Taxpayer Identification Number (TTIN) is generated and assigned to the taxpayer.

Step 8 – Access to Tax Services

Following successful registration, taxpayers may access approved services available through the Central Billing System including:

- taxpayer verification;
- demand notices;
- presumptive tax services;
- fees and levies payment services;
- taxpayer account management; and
- other approved tax administration services.

7. TAXPAYER SELF-SERVICE PORTAL

The Taraba State Central Billing System provides taxpayers with access to digital tax administration services.

Available services include:

- TTIN Registration;
- Taxpayer Verification;
- Demand Notice Payments;
- Presumptive Tax Payments;
- Fees, Levies and Charges Payments;
- Taxpayer Account Management; and
- Other approved taxpayer services.

Portal Address:

<https://www.govpayhub.com>

8. FEES

Service	Fee
Taxpayer Registration (TTIN Registration)	No Charge

9. SERVICE TIMELINE

Activity	Timeline
Online Registration Submission	Same Day
Verification of Information	2 Working Days
Creation of Taxpayer Record	2 Working Days
Issuance of TTIN	Within 5 Working Days

10. SERVICE STANDARD

TIRS shall endeavor to complete taxpayer registration applications within:

Five (5) Working Days

provided all required information and supporting documents have been submitted correctly.

11. RESPONSIBLE DEPARTMENT

Taxpayer Services Department

Taraba State Internal Revenue Service (TIRS)

12. APPEALS AND COMPLAINTS

Applicants dissatisfied with the service may submit complaints through:

- Complaint Desk;
- Official Email;
- Telephone Hotline;
- Taraba State GRM Platform; and
- Written Correspondence.

13. ONLINE GRIEVANCE REDRESS PROCESS

Complaints relating to taxpayer registration services may be submitted through the Taraba State Grievance Redress Mechanism Platform.

GRM Platform

<https://taraba.resolveng.app>

Step 1 – Register Account

The complainant shall:

1. Visit the GRM Platform;
2. Select "Register";
3. Complete the registration form;
4. Verify account details; and
5. Log into the platform.

Step 2 – Submit Complaint

The complainant shall:

1. Select "Submit Complaint";
2. Choose Taraba State Internal Revenue Service (TIRS);
3. Select complaint category;

4. Enter complaint details;
5. Upload supporting documents where necessary; and
6. Submit the complaint.

A unique complaint reference number shall be automatically generated.

Step 3 – Complaint Tracking

Registered users may:

- monitor complaint status;
- view actions taken;
- receive responses from assigned officers;
- provide additional information where requested; and
- monitor resolution progress.

Step 4 – Automated Notifications

The system shall automatically notify complainants through email whenever:

- a complaint is received;
- a complaint is acknowledged;
- a complaint is assigned;
- additional information is requested;
- status changes occur;
- a resolution is issued; or
- a complaint is closed.

Complaint Status Indicators

- Submitted

- Acknowledged
- Under Review
- Assigned
- Investigation Ongoing
- Awaiting Information
- Resolved
- Closed

14. ESCALATION PROCESS

Level	Responsible Officer
Level 1	Taxpayer Service Officer
Level 2	Unit Head
Level 3	Director
Level 4	Executive Chairman

15. PERFORMANCE COMMITMENT

TIRS is committed to:

- transparent service delivery;
- timely processing;
- professional conduct;
- responsive communication;
- taxpayer support; and
- continuous service improvement.

16. EFFECTIVE DATE

This Service Guide shall take effect from:

7th July 2025

