

RSL revolutionise service delivery through Tax Modernization

Maseru: 26/6/2023. The Revenue Services Lesotho (RSL) recently launched the Unstructured Supplementary Service Data (USSD) for the E-payment system following the deployment of E-payment and E-taxation platforms in March 2023. The launch of the two solutions marks a significant milestone in the ongoing implementation of the Lesotho Tax Modernization Project. These cutting-edge digital solutions aim to streamline tax processes, enhance efficiency and improve service delivery for businesses and individuals across the country.

The introduction of the E-Taxation and E-Payment platforms is a testament to RSL's commitment to harnessing innovative technologies and transforming traditional tax administration systems. This landmark project signifies a significant step forward in bringing convenience, transparency and ease of compliance to tax paying community in Lesotho.

The key benefits of the systems to the RLS client include Seamless Tax Filing. The clients can file their tax returns such as Pay as You Earn (PAYE) and Value Added Tax (VAT) electronically, eliminating the need for cumbersome paperwork and reducing processing time. The E-payment solution offers clients efficient payment solutions by allowing clients to settle their tax liabilities securely and conveniently using various digital payment options, such as online banking and mobile money. This modernised approach simplifies the payment process and assist in the misallocation of payments and significantly reduces the need for physical visits to RSL offices.

The RSL clients enjoys real-time tracking on their filing status and payments which promotes transparency and trust for clients when they have access to up-to-date information about their tax obligations, eliminating uncertainties and potential delays.



The RSL is committed to ensuring a smooth transition to the new platforms and there is customer support available at the Contact Centre to assist clients with any queries, technical issues, or guidance required during the adoption of the E-Taxation and E-Payment platforms.

The implementation of these digital solutions is part of the RSL's broader vision for a modern, efficient and client-centric tax administration. By leveraging technology, the RSL aims to create a system that fosters compliance, stimulates economic growth, and contributes to the overall development of Lesotho.

The launch of the E-Taxation and E-Payment platforms showcases the RSL's commitment to embracing digital transformation and aligning with international best practices. The RSL is proud to provide Lesotho's tax paying community with these state-of-the-art solutions, marking a new era in tax administration and service delivery.