

The country's tax collection body, Rwanda Revenue Authority (RRA) On March 7, 2025, announced plans to increase taxpayer satisfaction. The goal is to reach 90% satisfaction by 2029. This was shared during the third annual RRA Research Day, an event focused on improving tax services and compliance.

RRA Commissioner General, Ronald Niwenshuti, said that 75% of taxpayers were happy with RRA services in 2022. He believes RRA can do even better. "We aim to be a service provider that's known for efficiency and quality, not just enforcing the law," Niwenshuti said.

To reach this goal, RRA is improving digital platforms, making services more accessible, and running awareness campaigns. These steps will help taxpayers understand their tax responsibilities and make the process easier. "Good service encourages taxpayers to comply willingly," Niwenshuti added.

Recent research shows that these efforts are paying off. A survey showed a 15% increase in voluntary tax compliance. This increase is due to better service delivery, says Jean Paulin Uwitonze, RRA Deputy Commissioner for Taxpayer Services. "When services improve, taxpayers are more willing to pay their taxes," Uwitonze explained.

One key area of improvement is the behavior of RRA staff. While this takes time, there have been changes. For example, tax exemption certificates used to take a long time to process. Now, they are issued digitally in just three minutes.



*RRA Commissioner General, Ronald Niwenshuti*

The RRA is also working to make tax declarations quicker and easier. Taxpayers can now file their taxes online through the RRA website.

Dr. Thierry M. Kalisa, Chief Economist at the National Bank of Rwanda, talked about the importance of research. He said research helps create policies that support economic growth. It ensures decisions are based on facts, not opinions.

The RRA's research also looked at the role of field agents. These agents encourage businesses to use electronic billing machines (EBM). Their efforts have helped improve tax compliance. However, some areas, like Nyarugenge District, still have many businesses that don't comply.

At the event, Dr. Félicien Usengumukiza Deputy Chief Executive Officer of Rwanda Governance Board (RGB) highlighted the role of research in improving public service. He said research helps make sure policies are effective and transparent.

The RRA's efforts are having a positive impact on the country's economy. In the 2023/2024 fiscal year, the RRA collected over RWF 2.6 trillion in taxes. This was 99.3% of its target. For 2024/2025, the RRA aims to collect RWF 3.06 trillion, which will be more than half of the national budget.

RRA's focus on improving services and increasing taxpayer satisfaction is expected to continue driving economic growth in Rwanda.