MIRA M822

MIRAconnect
User Guide
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The information in this guide is based on the functions available on MIRAconnect at the time of publication. If you do not understand anything in this guide or have queries related to your particular circumstances, call 1415 or send an email to 1415@mira.gov.mv.
1. MIRAconnect

The revamped “MIRAconnect” online portal is a strategic initiative by MIRA aimed at enhancing the functionality and user-friendliness of our online services. As of the date of publication of this guide, all our online services are available on this new portal.

Login in to MIRAconnect

When you go to our website www.mira.gov.mv, you will see a link to the MIRAconnect portal (highlighted in the screenshot below). When you click the “Login” button, you will be directed to the MIRAconnect login page.

Alternatively, you can go to the portal directly by typing the following URL in your browser: https://www.mira.gov.mv/MIRAconnect/.
You will need to key in your username and password to log in. Your username and password will be provided to you upon registration for MIRAconnect.

You must also tick the “I’m not a robot” box on the login page before clicking the “Sign In” button. When you tick this box, you may be asked to go through a verification procedure to ensure that your login attempt is authentic. If you are asked to go through the verification procedure, you will need to complete that step in order to log in.
Initial login

When you log in to the portal for the first time using the default password we provided, you will be asked to change your password. You will not be able to proceed without changing your password. Your new password must contain a digit, a letter, a symbol, and must have at least 7 characters.

Once the password has been changed, you will be redirected to the MIRAconnect home page.

Home page

When you click the “Sign In” button on the login page, you will be directed to the MIRAconnect home page. The home page displays 5 major functions:

- **Pending Tasks**: You can view your pending filing and payment obligations here. The number of pending obligations will be displayed in the orange notification badge. The pending tasks page will show your filing and payment obligations for the tax types configured in MIRAconnect, namely Income Tax, Goods and Services Tax (GST), Green Tax, Airport Taxes and Fees, Company Annual Fee, Cooperative Society Annual Fee, Vehicle Fee, Tourism Land Rent and Agricultural Land Rent.
• **Payment History:** You can view all payments you have made so far in relation the tax types mentioned above. You can also download payment confirmation (receipts) for those payments you have made via this portal and the MIRAconnectPlus portal.

• **Filing History:** You can view or download tax returns and supporting documents you have filed via this portal and the MIRAconnectPlus portal. You can also download vouchers for those returns. You will also be able to amend previously filed returns here (please refer to page 18 for more details).

• **Adjustment/Refund:** This is where you can apply for new adjustment/refund request. You can submit supporting documents in relation to your request here. You can also view or download the previous requests you have made via this portal.

• **Downloads:** You can download all the templates you need here, namely the Green Tax Information Sheet, Airport Taxes and Fees Information Sheet, list of nationalities to be used for Green Tax purposes, Withholding Tax Information Sheet and the GST Input Tax Statement and the Output Tax Statement which some taxpayers are required to submit together with their GST Return. You can also download non-resident Withholding Tax Certificates and MRTGS (Maldives Real Time Gross Settlement) forms for the returns you have filed. You can make the payment to MIRA through your bank using the MRTGS form. If you are unsure about filling in the MRTGS Remittance Request, refer to the instructions available at [http://bit.ly/2nVqiY6](http://bit.ly/2nVqiY6).

• **User Profile:** This is where you manage your MIRAconnect account. You can view your profile, change your password, change your profile picture, view the taxes you have registered for and your relationship with taxpayers and other parties registered with MIRA.

• **EWT Calculator:** You can use this calculator to calculate amounts to withhold for each employee for the purpose of employee withholding tax.

• **Registration:** This is where you can submit MIRA 118 (Registration of Employees). You can also view details of your employees here. As an employee, you can view details of your employers and submit MIRA 916 and MIRA 917 here.
  - **Registration of Employees:** Click here and submit completed MIRA 118 form. Instruction on completing MIRA 118 form can be downloaded from this page as well as from this link [https://bit.ly/3mm4W1r](https://bit.ly/3mm4W1r).
  - **View employees:** You can view details of employees you have registered via MIRA 118 form. Applicable rates and brackets and MIRA 916 submission status can be viewed from here. If you would like to update any information relating to your employee, you may update it from this page. You also can update employee termination date from this page. To do so, click “Edit” and proceed.
  - **View payers:** Details of all your employers can be viewed from here including applicable tax brackets for each of your employee.
- **Submit 916**: When you click here, MIRA 916 form will pop-up in a window. Select the payer you wish to elect to deduct your Employee Withholding Tax at the rates and brackets specified in section 54(a) of the Income Tax Act. You can only select "Yes" for a single payer at a time. If you have multiple payers, please select "Yes" for the payer you elect and "No" for the others. You may change your elections from this menu.

- **Submit 917**: When you click here, MIRA 917 form will pop-up in a window. You will only be able to submit this form if you have more than one employer. Purpose of MIRA 917 is to request change of rate of Employee Withholding Tax.

The bottom right-hand corner of your home page would also show your last login date and time. If the date and time shown here is not the actual date and time of your last login, immediately call 1415 and report the matter.
2. Navigation

When you click any of the options on the home page, you will be directed to the respective task page. If you would like to go directly to another page after you pass the home page, you can do that through the navigation panel on the left-hand side of your screen. The collapsed and expanded navigation panels are shown below.

You can also use the navigation buttons at the bottom of the navigation panel to send an email to 1415@mira.gov.mv directly via the portal, or to go to the home page, or to log out from MIRAconnect.
3. How to file a tax return


To file any tax return, you first need to locate your filing obligation. To do this, go to the “Pending Tasks” page and look for the tax type and period for which you want to file. You can find the obligation in the pending obligations table in the bottom half of your screen. If you have a lot of pending obligations, it will be easier to locate it by using the search filters above the table.

In the case of withholding tax, your filing obligation will not be visible in the pending obligations table (unless you save your Withholding Tax Return on MIRAconnect as a draft). How to file a Withholding Tax Return is explained on page 10.

The “Status” column in the obligations table may have one of three statuses for filing:

- **Pending**: If the obligation is pending but the due date has not passed. For example, your Green Tax Return filing obligation for February 2017 will be visible after 28 February 2017 and shown as “Pending” until 28 March 2017 (which is the due date for that return).

- **Overdue**: If the obligation has passed its due date. In the above example, the status will change to “Overdue” on 29 March 2017 if you have not filed your return by then.
• **Parked:** This status indicates that both the GST Input Tax Statement and Output Tax Statement have been submitted, but the GST Return is still pending.

Once you have located the filing obligation, you can proceed to file the return by clicking on “Filing” in the “Task” column of the obligations table.

### How to file your Income Tax Interim Return

If your tax liability for previous year is more than MVR 20,000, you can see interim return filing obligation under pending tasks. In this case either you can estimate or base your interim payable on BPT liability for tax year 2019.

If this is your first tax year or your BPT liability for 2019 is less than MVR 20,000, you will not see interim return filing obligation under pending tasks. In this case you have to estimate interim payable by filling section B. If this is the case you can always create filing obligation from the menu at the bottom of the pending tasks page.

Once you click filing, you will see MIRA 603 form. If you base your interim on BPT payable for 2019, select this option from Item III and click “check and calculate”. Section A of the return will be filled based on your previous year’s BPT payable. Here you can complete other relevant information and submit the return. Instructions on how to complete MIRA 603 can be retrieved from this link [https://bit.ly/3c15Qf2](https://bit.ly/3c15Qf2). If you are going to estimate your interim for tax year 2020, complete section B and click “check and calculate”.

You can now save the return as a draft or submit it using the buttons at the top of your screen. If you click “Submit”, you will get your return filing voucher. You will also be asked whether you want to make your interim payment now. If you want to make the payment, click “Yes” to proceed.

### How to file your Income Tax Return

When you select your Income Tax Return filing obligation, you will be directed to your Income Tax Return.

After completing your return, to add the supporting documents, click “check and calculate” button at the top of your screen. You must attach all the required supporting documents in order to proceed further. Supporting documents that are required to be submitted will be...
based on the information you provide in your return. For example, if you are a company, you must submit “Director’s Report”.

You can now save the return as a draft or submit it using the buttons at the top of your screen. If you click “Submit”, you will get your Income Tax return filing voucher. You will also be asked whether you want to make your Income Tax payment now. If you want to make the payment, click “Yes” to proceed.

**How to file your GST Return**

When you select your GST Return filing obligation, you will be directed to the following page.

If you want to deduct, in any taxable period, input tax in relation to capital expenditure, you must include the details of the capital expenditure incurred in the taxable on the Information Sheet for Input Tax in relation to Capital Expenditure for that month. If you do not have a capital expenditure to include in a particular taxable period, you are not required to upload the Information Sheet in relation to Capital Expenditure. If you wish to claim any input tax during the taxable period, you must upload the Input Tax Statement. GST registered persons who are required to file an Output Tax Statement must also file the Output Tax Statement before moving on to their GST Return.

First, select the type of statement you want to file from the radio buttons – “Input” for the Input Tax Statement and Information Sheet for Input Tax in relation to Capital Expenditure or “Output” for the Output Tax Statement. You must use the templates provided when uploading the statements – you can download the templates either by clicking the links on this page or from the “Downloads” page.

Then, upload the completed statement and click “Check”. If there are any errors in the statement, the “Errors” tab on the right-hand side of your screen will give you details about
the errors. You must correct the errors and re-upload the statement in order to proceed further.

When you click “Check” after correcting any errors in the statement, you will be asked to confirm whether you want to save the statement. Click “Save” to proceed. You will now see the statement on the “Your Statements” panel on the right-hand side of your screen.

Find out more


If you have no output tax or input tax to declare for the period, select the respective statement, tick the “Nil Statement” box and click “Save”.

You will see a “Proceed to Return Filing” button in the “Statements” panel when you save the Input Tax Statement, Information Sheet for Input Tax in relation to Capital Expenditure, and the Output Tax Statement. Click on it to proceed – if you do not click “Proceed to Return Filing”, the obligation will be shown as “Parked” in the obligations table.
When you click the “Proceed to Return Filing” button, you will be directed to the GST Return. All the fields on your GST Return – other than “Other adjustments” and the contact number of the person to contact in case we need to clarify something related to the return – will be automatically filled based on the Input Tax Statement and the Output Tax Statement. Those who are not required to file an Output Tax Statement, however, will be able to key in the values other than input tax.

You can now save the return as a draft or submit it using the buttons at the top of your screen. If you click “Submit”, you will get your return filing voucher. You will also be asked whether you want to make your GST payment now. If you want to make the payment, click “Yes” to proceed.

How to file your Withholding Tax Returns

You must first select the return type (Non-resident Withholding Tax under Income Tax Act or Withholding Tax Return under Business Profit Tax Act) and the relevant month from the dropdown menu at the bottom of your “Pending Tasks” page – if you are unable to select the relevant month, please call 1415 or email to 1415@mira.gov.mv. If you select a month for which you have already filed a Withholding Tax Return, you will see an error message.

Select the month and click “Continue”. You will be redirected to the Withholding Tax Return. As is the case for a manually completed return, you will need to complete the table on page 2 of the return first.
You can use “Add New Row” button (+) to add more payments to the table. Alternatively, you can use the “Upload from Excel File” button (ブル) to complete the table in Microsoft Excel and upload it to the portal. If you choose the latter option, you will be redirected to another page through which you can download the relevant template and upload the completed file. You will also see any errors in your file through this page.

After you complete all relevant information, you can save the return as a draft or submit it using the buttons at the top of your screen. If you click “Submit”, you will get your return filing voucher. You will also be asked whether you want to make your withholding tax payment now. If you want to make the payment, click “Yes” to proceed.

You can also generate your Withholding Tax certificate via MIRAconnect. To generate Withholding Tax certificate, go to “Filing History” and select the “view/amend” from the task column. Click the “WHT certificate” button to generate the Withholding Tax certificate. You cannot generate Withholding Tax certificate, if you have not paid Withholding Tax payable to MIRA. If you do not have any pending payments, it will display your Withholding Tax payment transactions in the return. Then select the payment(s) you want to generate certificates and click the “Generate Certificate” button. When your Withholding Tax certificate is generated, it will display a PDF icon. Click the PDF icon to download your Withholding Tax certificate. Moreover, all generated Withholding Tax certificates can be downloaded from the “Download” menu in the home page.

The process for generating a Withholding Tax certificate for an amended return is same as for generating Withholding Tax certificate for an original return.

How to file your Employee Withholding Tax Return

To file an Employee Withholding Tax Return, you must first select the relevant month from the dropdown menu at the bottom of your “Pending Tasks” page – if you are unable to select the relevant month, please call 1415 or email to 1415@mira.gov.mv. If you select a month for which you have already filed an Employee Withholding Tax Return, you will see an error message.

Select the month and click “Continue”. You will be redirected to the page below. You must file your information sheet (Employee Withholding Tax Information Sheet) for the relevant period before you can move on to the Employee Withholding Tax Return. You must use the template provided when uploading the information sheet – you can download the template
either by clicking the “MIRA 601 Information Sheet” link on this page or from the “Downloads” page.

Upload the completed information sheet and click “Check and Continue”. If there are any errors in the information sheet, the “Errors” tab on the right-hand side of your screen will give you details about the errors. You must correct the errors and re-upload the information sheet in order to proceed further.

Find out more

Instructions on completing Employee Withholding Tax Return (MIRA 601, Version 20.1) and Employee Withholding Tax Information Sheet is available at: https://bit.ly/35NvfFY

Once you have successfully submitted the information sheet, you will be directed to the Employee Withholding Tax Return. All the fields on your Employee Withholding Tax Return other than the contact number of the person to contact in case we need to clarify something related to the return – will be automatically filled based on the information sheet.

You can now save the return as a draft or submit it using the buttons at the top of your screen. If you click “Submit”, you will get your return filing voucher. You will also be asked whether you want to make your Employee Withholding Tax payment now. If you want to make the payment, click “Yes” to proceed.
How to file your Green Tax Return

When you select your Green Tax Return filing obligation, you will be directed to the following page.

You must file your information sheet for the relevant period before you can move on to the Green Tax Return. You must use the template provided when uploading the information sheet – you can download the template either by clicking the “Information Sheet” link on this page or from the “Downloads” page.

Upload the completed information sheet and click “Check and Continue”. If there are any errors in the information sheet, the “Errors” tab on the right-hand side of your screen will give you details about the errors. You must correct the errors and re-upload the information sheet in order to proceed further.

Find out more


If there were no guests at the establishment during the month or if you did not operate during the month, tick the “Nil Statement” box and click “Save and Continue”.

Once you have successfully submitted the information sheet, you will be directed to the Green Tax Return. All the fields on your Green Tax Return – other than “Green Tax collected in excess” and the contact number of the person to contact in case we need to clarify something related to the return – will be automatically filled based on the information sheet.
You can now save the return as a draft or submit it using the buttons at the top of your screen. If you click “Submit”, you will get your return filing voucher. You will also be asked whether you want to make your green tax payment now. If you want to make the payment, click “Yes” to proceed.

**How to file your Remittance Tax Return**

When you select your Remittance Tax Return filing obligation, you will be directed to the following page.

You must file your information sheet for the relevant period before you can move on to the Remittance Tax Return. You must use the template provided when uploading the information sheet – you can download the template either by clicking the “Information Sheet” link on this page or from the “Downloads” page.

Upload the completed information sheet and click “Check and Continue”. If there are any errors in the information sheet, the “Errors” tab on the right-hand side of your screen will give you details about the errors. You must correct the errors and re-upload the information sheet in order to proceed further.

**Find out more**

If you did not facilitate any transaction subject to remittance tax during the month, tick the “Nil Statement” box and click “Save and Continue”.

Once you have successfully submitted the information sheet, you will be directed to the Remittance Tax Return. All the fields on your Remittance Tax Return – other than “Remittance Tax collected in excess” and the contact number of the person to contact in case we need to clarify something related to the return – will be automatically filled based on the information sheet.

You can now save the return as a draft or submit it using the buttons at the top of your screen. If you click “Submit”, you will get your return filing voucher. You will also be asked whether you want to make your remittance tax payment now. If you want to make the payment, click “Yes” to proceed.

How to file your Airport Taxes and Fees Return

When you select your Airport Taxes and Fees Return filing obligation, you will be directed to the following page.

You must file your information sheet for the relevant period before you can move on to the Airport Taxes and Fees Return. You must use the template provided when uploading the information sheet – you can download the template either by clicking the “Information Sheet” link on this page or from the “Downloads” page.

Upload the completed information sheet and click “Check and Continue”. If there are any errors in the information sheet, the “Errors” tab on the right-hand side of your screen will
give you details about the errors. You must correct the errors and re-upload the information sheet in order to proceed further.

If you did not operate any flights from the Maldives during the month, tick the “Nil Statement” box and click “Save and Continue”.

Once you have successfully submitted the information sheet, you will be directed to the Airport Taxes and Fees Return. All the fields on your Airport Taxes and Fees Return – other than “Amounts Collected in Excess from Passengers” and the contact number of the person to contact in case we need to clarify something related to the return – will be automatically filled based on the information sheet.

You can now save the return as a draft or submit it using the buttons at the top of your screen. If you click “Submit”, you will get your return filing voucher. You will also be asked whether you want to make your airport taxes and fees payment now. If you want to make the payment, click “Yes” to proceed.
4. How to make a payment


To make a payment, you first need to locate your payment obligation. To do this, go to the “Pending Tasks” page and look for the tax type and period for which you want to pay. You can find the obligation in the pending obligations table in the bottom half of your screen. If you have a lot of pending obligations, it will be easier to locate it by using the search filters above the table.

The “Status” column in the obligations table may have one of three statuses for payments:

- **Pending**: If the obligation is pending but the due date has not passed. For example, your green tax payment obligation for February 2017 will be visible after you file your Green Tax Return, and shown as “Pending” until 28 March 2017 (which is the due date for payment).

- **Overdue**: If the obligation has passed its due date. In the above example, the status will change to “Overdue” on 29 March 2017 if you have not settled your green tax liability by then.

- **In Processing**: This indicates that we have received your payment and that it has been deducted from your account, but it has not been processed in our system. The obligation will be cleared once your payment has been processed in our system.

Once you have located the payment obligation, you can proceed to make the payment by clicking on “Payment” in the “Task” column of the obligations table. You can also opt to make partial payments. Once you click “Payment”, a pop-up window will appear and you can manually enter the amount being paid. You will also be asked whether you wish to pay online or through MRTGS. Payers of Airport Taxes and Fees will see a third option – “Direct Transfer” – which can be used to remit payment directly to our bank account from abroad.

If you select MRTGS, you will be redirected to your prefilled MRTGS form, which you can sign and present to your bank to make the payment. If you select “Online”, you will be requested to confirm the payment. Before clicking “Confirm”, you must agree to the “Terms of Use” by ticking the relevant box.
You will now be redirected to the Bank of Maldives payment gateway. US Dollar-denominated amounts can only be paid using a Vaaru Card linked to a US Dollar bank account. Rufiyaa-denominated amounts can be paid using any debit or credit card issued by the Bank of Maldives.

Please fill in your Vaaru Card or your Bank of Maldives debit or credit details and click “Proceed”.

If your payment is successful, you will get your payment receipt. Please do not refresh your browser when the payment is being processed.

*You will not be able proceed with Vehicle Fee payments if you have pending traffic violation or parking violation fines. Currently you can pay traffic violation or parking violation fines only by visiting MIRA’s Taxpayer Service Centre or a regional office.*

*If you have unpaid Company Annual Fee or Cooperative Society Annual Fee for multiple periods, you would need to pay the annual fee and penalties for the earliest period before you can move on to make the payment for subsequent periods.*
5. How to amend a tax return

To amend a return you have already filed, go to the “Filing History” page. Here, you will see all tax returns and supporting documents you have filed so far.

Locate the tax type and period whose tax return you want to amend, and click “View/Amend” in the “Task” column of the obligations table. The process for filing an amended return through MIRAconnect is the same as for filing an original return. You will also be able to view the return and supporting documents you have previously filed for that period.

An amended return must be supported by an explanation as to why the amendment is necessary. This field cannot be left blank. You must also submit supporting documents, if any, together with the amended return.

If the tax liability declared on an amended return is equal to or higher than the tax liability declared on the most recent return filed for that period, we will accept the amended return. However, if the revised tax liability is lower, we will review it before accepting it. In such cases, you will be notified in writing that the amended return has been put on hold pending a review. Further, you will not be eligible to claim the credit arising from the amendment until we accept it after the review. The outcome of the review will be communicated to you in writing.
6. Your MIRAconnect password

If you have forgotten your password or username, click the “Forgot password?” link at the bottom of the login page. You will be directed to the page shown below and asked to provide the email address under which your MIRAconnect account is registered – a new password will be sent to this email address.

Do not share your password with anyone under any circumstance.

If you wish to change your password at any time, you can change it through the “Taxpayer Details” tab on your “User Profile” page. Your password must contain a digit, a letter, a symbol, and must have at least 7 characters.
7. Browser compatibility

MIRAconnect works best on Google Chrome. It will also work on other popular web browsers except Internet Explorer. You also need to have JavaScript enabled in your browser. We advise you to keep your browser updated to the latest available version.