



NEWS RELEASE

For Immediate Release

LRA launches a Call Centre

Maseru, 3rd September 2018: Lesotho Revenue Authority (LRA) has launched a new Call Centre as part of its new strategic objective of enhancing service delivery and expanding the service channels. The purpose of the call center is to establish a central place where all the clients' enquiries and queries would be directed and solved without coming to LRA offices.

The New Call Centre that was launched on 1st September 2018 will be operational in business line of taxes on Mondays to Fridays from 8am to 5pm. The Call Centre is expected to significantly reduce the number of people coming to the points of contact just for enquiries.

The benefits to the clients include:

- Quick response on enquiries and queries
- Easy means of getting feedback on enquiries and queries
- Advisory services without having to visit LRA offices
- Guidance on required documents at the points of contact
- First-hand information from trained Call Centre agents
- One channel of communication on all tax and customs related questions

The Call Centre which will be the central point of contact for all enquiries seeks to encourage compliance and make it easy for LRA clients to comply as there will be more service channels at their disposal.

For more information please contact us on t.mncina@lra.org.ls/t.loko@lra.org.ls or call 52215531/52215433