

UPhiko Lwemalingeniso Eeqwayo LwaseNingizimu Afrika

UMqulu Wemigomo Yezinsizakalo



IsiZulu

 **SARS**

South African Revenue Service



At Your Service



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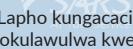
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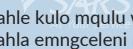
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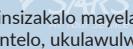
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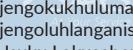
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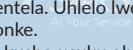
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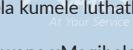
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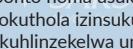
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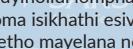
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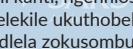
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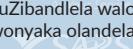
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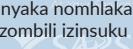
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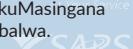
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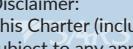
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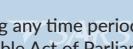
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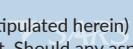
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Disclaimer:

This Charter (including any time periods stipulated herein) is subject to any applicable Act of Parliament. Should any aspect of this Charter be in conflict with the applicable legislation, the applicable legislation will take precedence.

Isandulelo

USARS UMYALELO WAWO UWUSUSELA EMTHETHWENI WAKWASARS (Nombolo 34 wezi-1997)

Ukuhlinzekela ukuphathwa okuhle nokuyimpumelelo kohlelo lwaseNingizimu Afrika lokuqoqa imali eqoqwayo.

- Ukuqoqa yonke imali okumele iqoqwe
- Ukuqinisekisa ukuthobela okukhulu ezindabeni zentela, nemithetho-nqubo yokulawulwa kwempahla emngceleni kanye nezintelo
- Ukuhlinzeka usizo lokulawulwa kwempahla emngceleni ukuze sikhulise imali eqoqwayo, ukuvikelwa kwemingcele kanye nokuxhumanisa uhwebo olusemthethweni

USARS ubuswa umthetho-nqubo kanti futhi uphethe umthetho-nqubo, okubandakanya, kodwa okungapheleli kulokhu:

- UMthethosisekelo waseNingizimu Afrika, uMthetho 108, 1996
- UMthetho Wokuphathwa Kwezimali Zikahulumeni 1 wezi-1999
- UMthetho Wentela Yemalingeniso, 1962
- UMthetho Wokulawula Impahla Emngceleni neNtela, 1964
- UMthetho weNtela Yentengo, 1991,
- UMthetho Wokuphathwa Kwentela, 2011
- UMthetho Wokukhuthaza Ukutholakala Kolwazi 2, 2000
- UMthetho Wokukhuthaza Ubulungiswa Kwezokuphatha 3, 2000
- UMthetho Wokuvikela Ulwazi Lomuntu 4, 2013

USARS ukhona ukuze wenze **UMSEBENZI NGOKOBIZO** wokwenza uhulumeni akwazi ukwakha umbuso okhonayo okhuthaza ukukhula komnotho okuzinzile nentuthuko kunhlalakahle okusebenzela inhlalakahle yabo bonke abantu baseNingizimu Afrika.

Umbono wethu ukuba uSARS onobuhlakani, wesimanje onesithunzi esingangabazeki, owethenjwayo futhi oyisibonelo esihle.

Silangazelela lokhu **okuhloswe ngamasu** okwakha uhlelo lwentela oluncike **ekuthobeleni ngokuzithandela**, kuthi nalapho kufanele, siphoquelele ukusetshenziswa komthetho ngendlela enengqondo nangokuzimisela.

Ukweseka umhlahlandlela walapho siya khona **sineziMpokophelo**
eziyisishiyagalolunye

- Ukuhlinzeka ngengcaciso nesiqinisekiso ngezibophezelozentela
- Ukwenza kube lula ukuthi abakhokhintela nabahwebi bathobebe futhi bagcine izibophozabo
- Ukwenza kube nzima futhi kumbe eqolo kulabo bakhokhintela nabahwebi abangathobeli
- Ukuba nezisebenzi ezisebenza ngokukhulu ukuzimisela, ezehlukile, ezinogqozi, nezibandakanyekayo
- Ukwandisa ukusebenza kwemininingo ukuze kuthuthuke isithunzi, sazi ukuthi kwenzakalani futhi sibe nemiphumela engcono
- Ukwenza izinhlelo zethu kube ezesimanje ukuze sihlinzeke ngosizo lwedijithali nolwenziwe ngcono
- Ukukhuthaza ukusetshenzwa kangcono kwezinsiza ukuze sithole imiphumela eseizingeni eliphezulu futhi sisebenze kahle kakhulu
- Sisebenzisane futhi sisebenze nababambiqhaza ukuze sithuthukise uhlelokusebenza lwentela
- Ukwenza umphakathi usethembe futhi ube nokusethemba ohlelwени lokuphathwa kwentela

Lokhu okumele **kwenziwe ngokuthobela** kwaSARS kuthi sikholwa ukuthi abakhokhintela abaningi bathembekile futhi bafuna ukugcina izibophezelozabo ngokuthi kungabikhona okuningi okumele bakwenze futhi kungadli kakhulu ephaketheni labo.

Ukwenziwa komsebenzi abakwaSARS kuthuthukiswa ukwenza le migomo elandelayo yakwaSARS:

- Ukunganyakaziseki kubumfihlo bomkhokhintela
- Isithunzi, ubungoti nobulungiswa okungangabazeki
- Ukusebenzela umphakathi ngendlela eyisibonelo
- Ukuqonda okungenakuphikwa kwemininingonobufakazi

Sikhuthaza amakhasimende ethu ukuba asebenzise ithuba lokusebenzisa imigudu yohleloxhumano kwezobuchwepheshe yakwaSARS (efana ne-eFiling, MobiApp, njll.), i-SARS Contact Centre, amagatsha akwaSARS (ngokubeka usuku lokuvakash), kanye nomahamba nendlwana ama-Mobile Tax Units (MTUs).

Ukuze sihlinzeke ngengcaciso, siqwashise futhi senze kube lula kubakhokhintela ukuba bathobebe, izincwajana namabhukwana okulula ukukulandela kuyatholakala emagatsheni ethu nakusizindalwazi sakwaSARS ku www.sars.gov.za.

Amalungelo nezibopho zomkhokhintela

UNELUNGELO lalokhu:	UNESIBOPHO salokhu:
<ul style="list-style-type: none">Ingcaciso nesiqinisekiso (ukwaziswa) ngezibopho zakho kwaSARSUsizo oluhabma phambili, noma ngabe uxhumana ngayiphi indlela noSARS	<ul style="list-style-type: none">Ukuzbandalanya, ukubhalisa nokuthobela ngesikhathi ngezibopho zakho ngokomthethoSokubambisana nathi ngokuphelele futhi usinike ulwazi oluyilo, oluyiqiniso ngokuxhumana nathi kahle nangesikhathi ngokusebenzia imigudu efanele
<ul style="list-style-type: none">Ukulalelwa, ufake isikhala futhi ufake icala okuzosonjululuwa ngesikhathi	<ul style="list-style-type: none">Ukuhlinzeka ngawo wonke amadokumenti esekelayo kanjalo nolwazi ngesikhathi esibekiwe, njengoba eceliwe
<ul style="list-style-type: none">Ukuphathwa ngaphandle kokwesaba, ukwenzelelwa, noma ukubandluluwa ngabakwaSARS ngendlela enobumfihlo, ngokohlaka lwemithetho-nqubo efanele	<ul style="list-style-type: none">Ukwenza ngokwethembeka nokuhlonipha uhlelo IwentelaUkulekelela ekunqandeni ukungathobeli ngokubika inkohlalakalo yentela nokungathobeli imithetho-nqubo yentela
<ul style="list-style-type: none">Ukumelelwa ingcweti emsebenzini wayo	<ul style="list-style-type: none">Ukwamukela izibophezelo zakho nomthwalo wakho kuzo zonke izindaba zakho zentela
<ul style="list-style-type: none">Ukuhlonishwa yizo zonke izisebenzi zakwaSARS	<ul style="list-style-type: none">Ukuhlonipha umsebenzi owenziwa yizo zonke izisebenzi zakwaSARS



1. Ukuxhumana nabakhokhintela

Ekulweleni ukufinyelela kumbono wethu wokuba uSARS onobuhlakani (smart) futhi wesimanje, sinemigudu eminingi ekuhlinzeka ngesisombululo sokuqala emibuzweni. Lokhu kubandakanya:

- Imigudu yohleloxhumano ngobuchwepheshe, olutholakala noma ingasiphi isikhathi, emini noma ebusuku. Sikhuthaza abakhokhintela, abahwebi kanye nezisebenzi zentela ukuba bayisebenzise le migudu yedijithali yohleloxhumano Iwezobuchwepheshe;
- Ukuvakashela ihhovisi - kudingeka ubeke usuku lokuvakashela ngaphambi kokuya khona;
- Izingingo ezingenayo esikhungweni sethu sokuxhumana;
- Izindawo ezithile zokuzisiza wena ngokwakho

Ekuhambeni kwesikhathi sifisa ukunyusa ukuxhumana nokubandakanya abakhokhintela nathi ngokusebenzia imigudu yethu yedijithali ukuze siqinisekise izisombululo ezisheshayo, kuzokwehlisa ukuxhumana ngokuhlangana nathi siqu.

*Ukutholakala kwemigudu yethu kubhaliwe kusizindalwazi sakwaSARS nasemagatsheni.

Sizovama ukwenza izinhlolovo kumakhasimende, izingxeny ezhile kanye nombono womphakathi ukuze sithuthukise usizo esilunika amakhasimende.

Esikuphokophele ukuhlinzeka usizo oluhamba phambili, ngesikhathi olungenazihibe namsebenzi omkhulu, kanti futih sizinikele emazingeni okusebenza noma osizo abekwe kuMqulu, kanjalo nalawo abekwe oHlelweni Lokusebenza Lonyaka i-Annual Performance Plan.

Ukuzinikela ngokusebenza

{Izikhathi zezinga lokwenza umsebenzi zibalwa kusukela ngosuku okutholakale ngalo wonke amadokhumenti asekelayo ngomgudu oyivo, kanti azisifaki isikhathi esichithwe kulindwe kuthunyelwe amadokhumenti asekelayo. Ubunkimbirkimbi, njengoba kukhulunywe ngakho ezinqumweni zokuzinikela ezisele, kungase kudinge isikhathi esengeziwe, esilingana nesikhathi nengxeny yezinga lomsebenzi owenziwe (isib. izinga elivamile lokusebenza izinsuku eziyi-10 zokusebenza, okungukuthi isikhathi nengxeny yaso kuyoba izinsuku eziyi-15 zokusebenza).}

Ngokusebenzisa imigudu yedijithali, sizokwenza lokhu:

- Sizoqinisekisa ukuthi ukutholakala / ukusebenza kwezinkundla zedijithali i-eFiling ne-MobiApp kungu-99.9 % wamandla ahleliwe ngenxa yesikhathi sokulungisa esihleliwe.
- Sihlinzeke uLwazi (ChatBot), kweminye imisebenzi, ukucela inombolo yentela, isitatimende se-akhawunti, isimo socwaningo mabhuku kanye nezimali ezibuyayo.
- Sizohlinzeka ngokusebenza kwe-SMS, kweminye imisebenzi, uma ubeka usuku lokuza ehhovisi, imibuzo ngenombolokomba, imibuzo ngokuthunyelwa kwamafomu emininingwane yentela, ibhalansi ye-akhawunti, isimo sokuqinisekiswa sentela kanye nezimali ezibuyayo.
- Sizohlinzeka ngohlelo lokubuza ngohleloxhumano lwezobuchwephesheshe i-Online Query System ukuze uthumele amadokhumenti asekelayo okumele ahlonzwe ngenombolo yodaba efanele.

Ngokusebenzisa imigudu yokukhuluma namakhasimende ethu, sizokwenza lokhu:

- Sizohlinzeka ngohlelo lwe-eBooking uma ubeka usuku lokuya egatsheni noma uzoxhumana nathi ngohleloxhumano lwezobuchwephesheshe, okungaba ngokusebenzisa isizindalwazi sakwaSARS kanye/noma i-SMS.
- Sizoqinisekisa izinsuku eziyi-8 kweziyi-10 zokuvakasha ezenziwe ngeSMS ezinsukwini ezi-3 zokusebenza.
- Sizohlinzeka ngesisombululo sokuqala esingu-90% ku-Contact Centre yethu.
- Sizobona abantu ababeke usuku abayi-9 kwabayi-10 emagatsheni, omahamba nendlwana bentela ama-MTUs kanye nezindawo ezingaphandle ezihlinzekela kuzo usizo emizuzwini engama-30 esikhathini sokulinda. Ukuya kulezi zindawo ngaphandle kokubeka usuku lokuya khona akubaliwe ngaphansi kwalokhu kuzibophezela.
- Sizosombulula ukuxhumana okuyi-9 kokuyi-10 ngokusebenzisa umgudu we-imeyli obekelwe lokho ezinsukwini ezingama-21 zokusebenza emva kokuthola ulwazi oluphelele. Uma sihluleka ukukwenza lokhu, uSARS uzokwazisa izizathu ezenza kube nokubambezeleka.



2. UKUBHALISA

Inqobo uma zonke izidingo zokubhalisa kuhlangatshezenwe nazo, sizokwenza siphothule:

- izicelo zokubhalisa ezenziwe nge-elekhronikhi (PIT, CIT, VAT, kanye ne-PAYE) ngaso leso sikhathi uma sithola ulwazi oluphelele futhi uma kungekho nqubo yokuqinisekisa edingekayo. Uma sihluleka ukukwenza lokhu, uSARS uzokwazisa izizathu ezenza kube nokubambezeleka.
- izicelo eziyi-9 kweziyi-10 ezenziwa ngenqubo engasebenzisi umshini, noma ezidinga ukuthi zibhekisiswe, ziqinisekiswe futhi/noma ziphenye ezinsukwini ezingama-21 zokusebenza, zanoma yiluphi uhlolo Iwentela. Uma sihluleka ukukwenza lokhu, uSARS uzokwazisa izizathu ezenza kube nokubambezeleka.
- izicelo zokubhalisa eHhovisi Elilawula Impahla Emngceleni eziyi-9 kweziyi-10 ezinsukwini ezi-5 zokusebenza, uma sithole ulwazi oluphelele, nalapho kungadingeki ukuthi kwensiwe uphenyo noma kuboshwe izimpahla. Uma sihluleka ukukwenza lokhu, uSARS uzokwazisa izizathu ezenza kube nokubambezeleka.
- izicelo zokubhalisa eHhovisi Elilawula Impahla Emngceleni namalaisensi entela yempahla ezinsukwini eziyi-9 kweziyi-10 ezinsukwini ezingama-21 zokusebenza (kungafakwa isikhathi sokudlulisa umhwebi) sokuthunyelwa kolwazi oluphelele, nalapho kungadingeki ukuthi kwensiwe uphenyo kanye/noma kuboshwe izimpahla. Uma sihluleka ukukwenza lokhu, uSARS uzokwazisa izizathu ezenza kube nokubambezeleka.



3. AMAFOMU EMINININGWANE YENTELA

Sizokwenza lokhu:

- Lapho kudingeka khona, sizoxhumana nawe nge-SMS noma nge-imeyi sikukhumbuza ngezinsuku ezingumqamulajuqu zokuthumela.
- Sizohlinzeka umkhokhaintela ngomphumela wokuhlola ngaphansi kwemizuzwana emi-5.



4. UKUDALULA EHHOVISI ELILAWULA IMPAHLA EMNGCELENI

Sizokwenza lokhu:

- Sizophothula ukudalula kwehhovisi Elilawula Impahla Emngceleni okuyi-9 kokuyi-10 emahoreni amane sikutholile.
- Lapho kudingeka khona uphenyo, emahoreni angama-48, lapho wonke amadokhumenti asekelayo aceliwe esetholakele futhi kungekho Iwazi olwengeziwe oludingekayo.



5. UKUQINISEKISA

Uma kufanele kwensiwe ukuqinisekisa, sizophothula amaphepha entela noma ukudalula okuyi-8 kokuyi-10 okudinga ukuqinisekisa ezinsukwini ezingama-21 zokusebenza kusukela ngosuku esithole ngalo amadokhumenti asekelayo agcwaliswe ngokuphelele nangendlela eyiyo, ngaphandle uma uthumela okweminyaka eminingi lapho-ke sizimisele ukukwenza ezinsukwini ezingama-90 zokusebenza, sibe silokhu sixhumana nawe ngenqubekela phambili.



6. UCWANINGOMABHUKU

Uma kungukuthi kumele kwensiwe ucwaningomabhuku, sizokwenza lokhu:

- Sizophothula ukucwaninga amabhuku okuyi-9 kokuyi-10 ezinsukwini ezingama-90 zokusebenza ukusukela ngosuku okutholakale ngalo wonke amadokhumenti asekelayo egcwaliswe ngendlela ephelele futhi eyiyo ngaphandle uma kukhona ezinye izinhlelo owaziswe ngazo.
- Sizohlinzeka ngembuyisambiko ngenqubekela phambili njengokwesaziso sikahulumeni esifanele.



7. IZIMALI EZIBUYAYO

Sizokhokhela abakhokhintela abayi-9 kwabayi-10 izimali zabo ezibuyayo emahoreni angama-72, uma imali okumele ikubuye ingu-R100 noma ngaphezulu; uma

- imininingwane yakho yasebhange iyiyo.
- ungenaso isikweletu noma amaphepha entela asilele; futhi
- uma kungekho kuhlolwa, kuqinisekisa noma kucwaningwa kwamabhuku okudingekayo noma osekuqaliwe.



8. INKOKHELO

Lapho wenza inkokhelo esemthethweni, usebenzisa inombolokomba eyiyo ekhishwe uSARS, sizokwenza lokhu:

- Sizokwenza izinkokhelo eziyi-9 kweziyi-10 ezinsukwini ezi-3 zokusebenza lapho sesithole khona isicelo. Uma sihluleka ukukwenza lokhu, uSARS uzokwazisa izizathu ezenza kube nokubambezeleka.
- Uma kwenzeka umkhokhntela enza inkokhelo ngephutha, lapho inombolokomba yenkokhelo ingekho, ingeyiyo noma isike yasebenza, inkokhelo sizoyenza ezinsukwini ezingama-21 zokusebenza emva kokuthola isicelo sokuphinde siyise inkokhelo la kufanele iye khona. Uma sihluleka ukukwenza lokhu, uSARS uzokwazisa izizathu ezenza kube nokubambezeleka.



9. ISIKWELETU

Ukuhlehliswa kwenkokhelo

Lapho ufaka isicelo sokuhlehliswa kwenkokhelo (kungafakwa ukuphoqeletwa komthetho kanye nesikweletu esiphikwayo ngoba lokhu kuvame ukuthatha isikhathi eside), futhi uhangabezana nazo zonke izidingo ngokomthetho, sizobheka bese sinquma ezicelweni eziyi-8 kweziyi-10 ezisemthethweni ezinsukwini ezingama-21 zokusebenza emva kokwemukelwa kwamadokhumenti asekelayo agcwaliswe ngendlela futhi ayiwo, uma kungekho okunye okumele kwensiwe.

Ukumiswa kwesikweletu

Uma ufaka isicelo sokumisa inkokhelo (i-SOP), futhi uhangabezana nazo zonke izidingo, sizokwazisa ngesinqumo sethu ezicelweni eziyi-6 kweziyi-10 ezisemthethweni ze-SOP ezinsukwini ezingama-30 zokusebenza emva kokwemukelwa kwamadokhumenti asekelayo agcwaliswe ngendlela futhi ayiwo.

Angeke sithathe naziphi izinyathelo zokugqogqa isikweletu kusukela ngosuku esamukele ngalo isicelo esisemthethweni sokumiswa kwenkokhelo, kuze kube sezinsukwini eziyi-10 emva kokuba bekwazisile ukuthi basichithile isicelo sakho, noma emva kokuthola isaziso esithi isicelo ebesemukeliswe kuqala sesihoxisiwe. Kusebenza lokhu okungenhla, ngaphandle uma kukholelwa ukuthi kunobungozi bokuhlakazeka noma ukudliwa kwempahla.

Ukukhokha ingxenyen yesikweletu i-debt compromise

Uma ufaka isicelo sokukhokha ingxenyen yesikweletu futhi uhangabezana nazo zonke izidingo, sizobheka udaba ngalunye ngokufaneleka kwalo kanye nobungozi obuhambisana nalo, ngokusebenzisa inqubo yokubusa, ezinsukwini ezingama-90, bese sihlinzeka ngesimo sakamuva sesicelo. Uma kwenzeka kudingeka isikhathi esengeziwe, sizomazisa umkhokhintel.



10. IZINGXABANO NGOKOMTHETHO WOKUSINGATHWA KWENTELA

Isicelo sokulungisa

Lapho uqaphela ukuthi kwenzeke iphutha ngenkathi ugcwalisa amaphepha akho entela, inqubo yokucela ukulungisa i-Request for Correction (RFC) ikunika ithuba lokulungisa amaphepha entela/ukudalula okade usukuthumelile.

I-RFC angeke ivunyelwe kulezi zimo ezilandelayo:

Lapho kwaphothulwa khona ucwaningomabhuku noma inqubo yokuqinisekisa, noma ukudalula okubukeziwe kwezinwa umsebenzisi weSARS. Uzodinga ukulinda umphumela lapho ukuze ulandele inqubo yokuphikisa.

Lapho uSARS engavumelani nesicelo sakho, unelungelo lokusebenzisa izinqubo zenyenqubo indlela yokusombulula izinkinga (Ukuphikisa, Ukudlulisa icala kanye ne-Alternative Dispute Resolution), ezikhathini ezibekiwe ezisebenzayo kubo bobabili uSARS nomkhokhaintela.

Isicelo Sezizathu, Ukuphikisa, Ukudlulisa icala

Ngaphandle uma kuvunyelwene, futhi kungekho zimo ezikhethekile ezingabangela ukwelulwa kwasikhathi esikhathini sokuphendula, sizokwenza lokhu:

- Sizohlinzeka ngezizathu emacaleni ayi-9 kwayi-10 ezinsukwini ezingama-45 zokusebenza ukusukela ngosuku okwemukelwa ngalo isicelo.
- Sizokwenza isinqumo ezicelweni eziyi-7 kweziyi-10 zokuphikisa ezinsukwini ezingama-60 zokusebenza kusukela ngosuku okufakwe ngalo isiphikiso.
- Sinqume ukuthi ngabe amacula ayi-7 kwayi-10 ezicelo ze-ADR ukuthi ayifanele yini inqubo eyaziwa ngEnye Indlela Yokuxazulula Ingxabano (ADR), bese sikhathini esikhathini esithile eseluliwe ngokuvumelana noSARS.
- Siphothule izinqubo ze-ADR kwayi-5 kwayi-10 ezinsukwini ezingama-90 kusukela ekuqualisweni kwe-ADR, noma esikhathini esithile eseluliwe ngokuvumelana noSARS.

- Uma uSARS engasemukeli isicelo sokudlulisa icala, noma uma kungekho sivumelwano okufinyelelwwe kuso emva kokubanjwa kwezinqubo zEnye Indlela Yokuxazulula Ingxabano, umkhokhintela uyakwazi ukunika isaziso kuBhodi Lentela ukuze kubhekwe udaba lwentela.



11. IZINGXABANO NGO-KOMTHETHO WOKULAWULA IMPAHLA EMNGCELENI NENTELA

Unalo ilungelo lokungavumelani noSARS nokufaka isicelo sokudluliswa kwecala ngemiphumela yokudalula kanye/noma izinqumo ezichazwe ngokomthetho esikhathini esibekiwe. Uma kunjalo, sizokwenza lokhu:

- Sizokwazisa abayi-9 kwabayi-10 kwabakhala zayo ezinsukwini eziyi-10 zokusebenza emva kokuthola umphumela
- wesicelo sabo sokudlulisa icala ekomidini lokudlulisa icala ngaphakathi kwasARS.
- Sizosombulula izicelo zokudlulisa icala eziyi-9 kweziyi-10 ezinsukwini ezingama-60 zokusebenza (ngaphandle kwamacala anzima noma amacala adinga umbono wezomthetho noma wongoti)
- Sinqume ukuthi ngabe amacala ayi-9 kwayi-10 ezicelo ze-ADR ukuthi ayifanele yini inqubo eyaziwa ngEnye Indlela Yokuxazulula Ingxabano (i-ADR) bese sikwazisa ezinsukwini ezingama-30 zokusebenza ukusukela ngosuku okwemukelwa ngalo isicelo.
- Siphothule izinqubo ze-ADR kwayi-9 kwayi-10 ezinsukwini ezingama-90 emva kokuhanjiswa kwesaziso kulowo ofake isikhala zoso ukuthi udaba lwakhe luyilungele inqubo ye-ADR (ngaphandle uma isikhathi seluliwe).



12. ISIMO SOKUQINISEKISWA KWENTELA

Sizophendula eziyi-9 kweziyi-10 zezimo zokuqinisekisa intel aeziphonselwe inselelo ezinsukwini ezi-5 zokusebenza.



13. UHLELO LOKUDALULA NGOKUZITHANDELA

Lapho uSARS udinga ukubheka abafaka izicelo zokungena ohlelweni lokudalula ngokuzithandela, sizokwenza lokhu:

- Sizosho ukuthi sizitholile izicelo eziyi-9 kweziyi-10 ezinsukwini ezingama-30 zokusebenza emva kokuthola isicelo.
- Sizophothula izicelo eziyi-9 kweziyi-10 ezinsukwini ezingama-90 zokusebenza, lapho wonke amadokhumenti asekelayo aceliwe esetholakele, ngaphandle uma kuxhunyenwe ngezinye izinhlelo. Uma singakwazi ukuluphothula, uSARS uzokwazisa umkhokhaintela izizathu ezenza kube nokubambezeleka.



14. UKUHLULEKA UKULETHA IZINSIZAKALO

USARS wenza konke okusemandleni ukuhlinzeka usizo olusezingeni eliphezulu nokugwema noma ukuqeda ukuhluleka ukuletha izinsizakalo lapho kwenzeka khona. Ekusingatheni amathransekshini amaningi, izicelo nokubandakanywa komkhokhaintela, kungenzeka konke kungenzeki ngendlela ezonelisa bonke abathintekayo. Ngakho-ke, uSARS ukholelwa futhi uyavuma ukuthi isikhala nje esisodwa sanele kanti futhi kumele sisonjululwe.

Ungasilekelela ngokusitshela ukuthi ucabangani ngosizo lwethu. Lapho kuhona okungahambi kahle, sifuna ukukulungisa lokho, sifunde lapho senze khona iphutha, siqinisekise ukuthi asiliphindi iphutha elifanayo.

Ukuhluleka ukuletha izinsizakalo okukhulu kwanoma yiluphi uhlobo kumele kubikwe kumsebenzeli/kusisebenzi, umphathi womsebenzi kanye/noma umphathi wegatsha / wesikhungo ukuze kutholakale isisombululo esingachemile.

*Amahhovisi akwaSARS ahlinzeka imininingwane yokuxhumana yomphathi onesibopho.

Uma kungukuthi awunelisekile ngomphumela, ungadlulisel uudaba lwakho ngalezi zindlela ezingezansi:

Ungafaka isikhala zo siye kwaSARS ngokusebenzisa:

- I-SARS eFiling ku-www.sarsefiling.co.za
- E-SARS Contact Centre kule nombolo 0800 00 7277.
- Ihhovisi Lokuphathwa Kwezikhalazo lakwaSARS kule nombolo 0860 12 12 16
- Igatsha lakwaSARS ngokubeka usuku lokuvakashela khona

Lapho sekufakwe isikhala zo ngosizo kusetshenzisa le mgudu engenhla, futhi isiyitholile inombolo yodaba, sizokwenza lokhu:

- Sizophothula izikhala zo eziyi-8 kweziyi-10 ezinsukwini ezingama-21 zokusebenza. Uma sihluleka ukuziphothula, uSARS uzokwazisa umkhokhinhela ngezizathu ezibangele ukubambezeleka.



15. IZIKHALAZO EZIYA EHHOVISI LOMLAMULELI WEZENTELA

Szinikele ekusombululeni naziphi izinkinga onazo ngathi, ngokuhlinzeka usizo, ingcaciso, kanye nesiqinisekiso mayelana namalungelo akho okuphatha nezibophezelo zakho njengomkhokhinhela noma umhwebi. Lapho lokhu kungaphumelelo, ungacela ukuthi kungenelele iHhovisi loMlamuleli wezeNtela. Uma kunjalo, sizokwenza lokhu:

- Sizosombulula izikhala zo ezi-5 kweziyi-10 ezithunyelwe ehhovisi loMlamuleli wezeNtela ezinsukwini eziyi-15 zokusebenza.

Isikhala zo esiya ehhovisi le-Tax Ombud singafakwa ngokusebenzisa le migudu elandelayo:

- Toll-free call centre: 0800 662 837
- Ucingo: +27 12 431 9105
- I-meyili: complaints@taxombud.gov.za



16. UKUBIKA INKOHLAKALO

16.1 Ngaphandle - whistle blowing

Ungabika nakuphi okusolisayo ngokusebenzisa lo mgudu ongezansi:
<https://secure.sarsefiling.co.za/AdHocCaseSourcing>

USARS uzinikele ekulwisaneni namiphi imisebenzi emayelana nokukhwabanisa intela, kodwa-ke, izindaba zentela ziymfihlo ngakho-ke akukho mbuyisambiko ezothunyelelwa lowo osivusile ngokwe Sigaba 68 no-69 soMthetho Wokupathwa Kwentela.

Kodwa-ke, sizosho ukuthi siwutholile umbiko wesenco esisolisayo noma icala lokungemthetho okubikwe kithi

16.2 Ngaphakathi

Sizimisele ngokwenza indawo engenayo inkohlakalo kukho konke esikwenzayo noma imisebenzi esiyenzayo. Unelungelo lokubika nasiphi isenso esiyinkohlakalo (noma izenzo ezsolisayo ukuthi ezenkohlakalo) kithi, kanti sinikhuthaza ukuthi nikwenze lokho, ungakwenza ngokuzifhla noma ngokuziveza. Sinemigudu emibili ebekelwe lokhu, okuyilena:

Ukubika ngenkohlakalo: anti-corruption@sars.gov.za

Hotline: 0800 00 2870

Ulwazi olwengeziwe luyatholakala kusizindalwazi sakwa SARS ku- www.sars.gov.za
Silandele: "@sarstax" kuFacebook, LinkedIn, naku-Twitter.

South African Revenue Service - Service Charter

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