

Iziko lemiSebenzi yemiThelo
leSewula Afrika

umOulumgomo

wezemiSebenzi



SARS

South African Revenue Service



Ukuzinikela kwe-SARS, Amalungelo Wakho, Iimbopho Namazinga Weenkambiso Zezenzelwa



*Where it is not explicit in the charter about customs and excise, customs and excise should be regarded as a tax. Tax system should be regarded as inclusive.

"Business Day" means a day which is not a Saturday, Sunday or a public holiday and, for purposes of determining the days or

a period allowed for complying with the provisions relating to dispute resolution, excludes the days between 16

December of each year and 15 January of the following year, both days

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, the applicable legislation the applicable legislation will take precedence.



Isendlalelo

I-SARS ISUSELA UMTHETHO WAYO

EMTHETHWENI WE-SARS (Nomboro 34 ka-1997)

Ukwenza ilungiselelo lelawulo elaneleko neliphumelelako lekambiso yengenisomali leSewula Afrika.

- Ukubuthelela zonke iimali ezibetjhelwe sikhathi
- Ukuqinisekisa ukuthotjelwa okufaneleko komthelo, isibethamthetho seenkambiso neendleko
- Ukunikela ngezenzelwa zeenkambiso zokusebenzisa ingenisomali, isivikelo somkhawulo nokuraga zokurhwebelana eziqinisekileko

I-SARS yenganyelwe sibethamthetho begodu inesandla

nesibethamthethweni, okufaka hlangana, kodwana kungapheleni kilokhu:

- UmThethosisekelo weRiphabhliki yeSewula Afrika, umThetho 108, 1996
- UmThetho wokuPhathwa kweeMali zomPhakathi 1 ka-1999
- UmThetho womThelo womRholo, 1962
- UmThetho weeNkambiso neeNdleko, 1964
- UmThetho womThelo weNani Elingezelelweko, 1991
- UmThetho womThelo weLawulo, 2011
- UmThetho wokuThuthukiswa kokuFinyelela iLwazi 2, 2000
- UmThetho wokuThuthukiswa iLawulo lobuLungiswa 3, 2000
- UmThetho wokuThuthukiswa kweLwazi loMuntu Mathupha 4, 2013

I-SARS ihlonyelwe ukusebenzela **UKUSEBENZA NGOKUZINIKELA** yokuvumela urhulumente bona akhe umbuso onamandla oqinisa ukuhlunyeleliswa komnotho owaneleko nokuthuthukiswa komphakathi okusebenzela ihlalakuhle yawo woke amaSewula Afrika.

Umbono wethu kukuba yi-SARS ehlananiphileko, neyesimanjemanje engaphakamisi imibuzo nenesithunzi, ethenjwako nhandwako.

Sigijimisa **umnqopho wamano** wokuthuthukisa ikambiso yomthelo esekelwe **ekuzithobeni ngokuzithandela**, begodu nakufaneleko, siqinise ukuzibophezela nokuthatha isiqunto.

Ekusekeleni umNqopho wethu waMano, sinezilithoba **linhloso zomNqopho**

- Sinikela ngeembopho zomthelo ezicacileko neziqinisekileko
- Sikwenza kube lula ngababhadeli bomthelo nabarhwebi ukuthobela nokuzalisa iimbopho zabo
- Sikwenza kube budisi bekudure kubabhadeli bomthelo nabarhwebi abangazithobiko
- Sakha ibutho elinamandla labasebenzi abazimiseleko, abahlukahlukene, abarhabako nabazibophezeleko
- Sandisa ukusetjenziswa kwedatha yokuthuthukisa isithunzi, sisombulule ilemuko besithuthukise nemiphumela
- Tinkambiso zethu ngezesimanjemanje bona sikunikele izenzelwa zedijithali nezimlandelane
- Siraga iinsizakusebenza ezinobubhadekelo malungana nokwethula imiphumela yekhwalithi nomsebenzi omuhle
- Sisebenza ngabahlanganyeli ukuthuthukisa ikambiso yomthelo
- Sizakhela ukuthenjwa mphakathi nokuqiniseka ngekambiso yokulawulwa komthelo

Umbono wokuziThoba we-SARS uthi sikholelwa bona ababhadeli bomthelo abanengi bathembekile begodu bafuna ukuzalisa isibopho sabo ngamanani apha si te ngaphandle kokuzikhandla.

Ukutjhatjhululwa komsebenzi ngebakwa-SARS kuthuthukiswa kuhlonipha imigomo elandelako le yakwa-SARS:

- Ukucabangela kokungadeli ifihlo yombhadeli womthelo
- Isithunzi ezinganamibuzo, ubukghoni nokulinganisela
- Izenzela zomphakathi ezisibonelo
- Ilemuko elingaphaliswano elivela kudatha nebufakazini

Sikhuthaza abathengi bethu bona bawasebenzise ngokuzuzisako amahlelo waku-inthanethi we-SARS (isib. eFiling, MobiApp, njll.), iKaba yezokuThintana yakwa-SARS, amatatja wakwa-SARS (nge-apoyintimenti), kunye nama-Mobile Tax Unit (ama-MTU).

Malungana nokucacisa, ukuyelelisa nokukwenza kube lula ngababhadeli bomthelo ukuzithoba, kunamaphetjhana afundeka lula neecwajana ezifunyaneka emagatjeni wethu kuzinzolwazi lakwa-SARS elithi www.sars.gov.za.

Amalungelo Neembopho Zombhadeli Womthelo

| UNELUNGELO lalokhu: | UNESIBOPHO salokhu: |
|--|--|
| <ul style="list-style-type: none"> • Ukucaciselwa nokuqinisekiswa (waziswe) ngeembopho zakwa-SARS | <ul style="list-style-type: none"> • Ukuzibandakanya ngesikhathi, utlolise bewuthobelane neembopho ezingokomthetho |
| <ul style="list-style-type: none"> • Izenzelwa ezifaneleko, kungakhathaliseki indlela yokuzibandakanya kwakho ne-SARS | <ul style="list-style-type: none"> • Ukusebenzisana ngokuzeleko nokunikela ngemininingwana enembileko, nelinqiniso ngokuzibandakanya kwakho okusesikhathini nokwaneleko ngamahlelo afaneleko |
| <ul style="list-style-type: none"> • Ukuzwakala, ufake isinghonyayo bewenze neempikiswano ezizokurarululwa ngesikhathi | <ul style="list-style-type: none"> • Ukunikela woke amaphepha asekelako neminingwana ngesikhathi esibekiweko, njengombana ukhonjelwe |
| <ul style="list-style-type: none"> • Ukuphathwa ngaphandle kokwesatjwa, ukuthenga ubuso, namkha kugandelelwa yi-SARS ngendlela eyifihlo, ngaphakathi kwelthatlha efaneleko yesibethamthetho | <ul style="list-style-type: none"> • Ukwenza ngokwethembeka nokuhlonipha ikambiso yomthelo • Ukusiza ngalabo abangazithobiko ngokubika ukukhwabanisa komthelo nokungazithobi esibethamthethweni somthelo |
| <ul style="list-style-type: none"> • Ukujanyelelwa mumuntu onobukghoni | <ul style="list-style-type: none"> • Ukwamukela isibopho somuntu mathupha nokuzibophezela kizo zoke iindaba zomthelo |
| <ul style="list-style-type: none"> • Ukuhlonitjwa ngizo zoke iinkhulu zakwa-SARS | <ul style="list-style-type: none"> • Ukuhlonipha umsebenzi owenziwa ngizo zoke iinkhulu zakwa-SARS |



1. Ukuzibandakanya nababhadeli bomthelo

Ekugijimiseni umbono wethu wokuba yi-SARS ehlananiphileko neyesimanjemanje, namahlelo ambalwa anikela ngesisombululo semibuzo sokuthoma esiphakemeko. Lokhu kufaka hlanga:

- Amahlelo aku-inthanethi, afumaneka ngananyana ngisiphi isikhathi, ilanga namkha ubusuku. Sikhuthaza ababhadeli bomthelo, abarhwebi nabasebenza ngomthelo bona basebenzise amahlelo la;
- Ukuvakatjhela e-ofisini –kuthogeka kubekwe i-apoyintimenti ngaphambi kwesikhathi
- Ukudosela umtato eenkabeni zokuthintana;
- Amatafula wokuzisiza akhethiweko (self-help desks)

Ngokukhamba kwesikhathi sinqophe ukuthuthukisa ukuzibandakanya kwababhadeli bomthelo nathi ngamahlelo wedijithali ukuqinisekisa iinsombululo ezirhabako, ngikho siphungula amahlelo wokuhlangua unqophu.

*Ukufumaneka kwamahlelo wethu kukhulunywa ngakho kuZinzolwazi lakwa-SARS nemaGatjeni.

Sizokuraga ihlolombono yamlibe eziinqephuqephu yemibono yabathengi ukuthuthukisa ukwenzela abathengi.

Umnqophu wethu kunikela ngezenzelwa ezingatlhogi ukuzikhandla, ezifike ngesikhathi, nezihle ngokwamazinga abekwe kuTjhatha le, kuhlanganise nalezo ezifakwe eHlelweni lethu lokuSebenza langomNyaka.

Izenzelwa Zokuzibophezela

{Izinga lezenzelwa zokusebenza ngesikhathi libalwa kusukela mhla woke amaphepha asekelako afunyanwa ngokwehlelo elifaneleko, begodu angafaki isikhathi ebekulindle ngaso ukuthunyelwa kwamaphepha asekelako. Ukuhlangahlangua, njengombana kungaphasi kokuseleko kwesibopho sesisombululo, kungatlhoga isikhathi esingezelelweko, esilingana nesikhathi nesiquntu sezinga lokwenzelwa okunikelweko (isib. izinga elivamileko lokwenzelwa limalanga ali-10 webhizinisi, okutjho bona isikhathi nesiquntu malanga ali-15 webhizinisi).}

Ngamahlelo wedijithali, sihlose:

- Ukuqinisekisa isikhathi / ukufumaneka kwenkundla zedijithali ze-eFiling ne-MobiApp kuyi-99.9% yezinga elihleliweko ngokokulungiswa okusehlelweni.
- Ukunikela ngoLwazi (i-ChatBot), hlangana nezinye izenzelwa, malungana nokubawa inomboro yomthelo, isitatimende se-akhawunti, ubujamo boku-oditha nembuyiselo.
- Ukunikela ngokusebenza kwe-SMS, hlanganana nezinye izenzelwa, malungana nama-apoyintimenti, ukubuza ngenomboro yereferensi yomthelo, ukubuza ngokuthunyelwa kweembuyiselo, imali esele e-akhawuntini, ubujamo bokusulwa komthelo neembuyiselo.
- Ukunikela ngeHlelo lokuBuza ku-Inthanethi i-Online Query System malungana nokulayitjha amaphepha asekelako okuzokuqaliselwa kiwo ngenomboro yomlandu efaneleko.

Ngamahlelo wethu wokusebenzisana nomthengi, sihlose:

- Ukunikela ngama-apoyintimenti we-eBooking ekuvakajheleni amagatja nekusebenzisaneni okubonakalako, kungaba ngezinzolwazi lakwa-SARS begodu/namkha nge-SMS.
- Ukuqinisekisa ama-apoyintimenti abu-8 kwali-10 we-SMS hlangana namalanga ama-3 webhizinisi.
- Ukunikela ngesisombululo esiy-90% sothintene nathi kokuthoma ku-Contact Centre yethu.
- Ukutjheja ama-apoyintimenti ali-9 kwali-10 emagatjeni wethu, ama-MTU kunye namaphuzu wangaphandle wezenzelwa hlangana nemizuzu ema-30 yesikhathi sokulinda. Ukuvakajhela amaphuzu wezenzelwa la ngaphandle kwe-apoyintimenti ngeke kuqalelelwe ngaphasi kokuzibophezelokhu.
- Ukurarulula imikhulumiswano ebu-8 kweli-10 ngehlelo le-imeyili hlangana namalanga ama-21 webhizinisi ngemva kokufunyanwa kwemininingwana ephelileko. Nakungenzeka lokhu kungakghonakalai, i-SARS izokukhulumisana nawe ngamabanga wokuriyadokho.



2. UKUTLOLISA

Nangabe zoke iimfuneko zokutlolisa ziyafinyelelwa, sizokuraga nokuqedelela:

- isibawo sokutlolisa nge-elektroniki (PIT, CIT, VAT, ne-PAYE) ngokurhabako nasifumana imininingwana epheleleko begodu kungafuneki siqinisekiso. Nakungenzeka lokhu kungakghonakalai, i-SARS izokukhulumisana nawe ngamabanga wokuriyadokho kumbhadeli womthelo.
- iimbawo ezibu-8 kwezili-10 ezizokulandela ikambiso yokuzenzela mathupha, namkha zithoge ukucophelela, ukuqinisekiswa begodu/namkha ukuhloliswa hlangana namalanga ama-21 webhizinisi, ngokuphathelene nananyana ngimuphi umhlobo womthelo. Nakungenzeka lokhu kungakghonakalai, i-SARS izokukhulumisana nawe ngamabanga wokuriyadokho kumbhadeli womthelo.
- iimbawo ezibu-8 kwezili-10 zokubhaliswa kweebaLawulipahla emikhawulweni emalangenani ama-5 webhizinisi, ekufunyanweni kwemininingwana epheleleko, lapho kungathogeki khona ukuhloliswa namkha ibhondi. Nakungenzeka lokhu kungakghonakalai, i-SARS izokukhulumisana nawe ngamabanga wokuriyadokho kumbhadeli womthelo.
- iimbawo ezibu-8 kwezili-10 zokulayisensiwa kweebaLawulipahla emikhawulweni emalangenani ama-21 webhizinisi (ngaphandle kwesikhathi sokwenzela umrhwebi) wokuthumela imininingwana epheleleko, lokha nakuthogeka ukuhloliswa begodu/namkha ibhondi. Nakungenzeka lokhu kungakghonakalai, i-SARS izokukhulumisana nawe ngamabanga wokuriyadokho kumbhadeli womthelo.



3. Amaforomu omthelo

Sizokwenza lokhu:

- Lapho kutlhogeka khona, sizokukhulumisana nawe nge-SMS namkha nge-imeyili ukukukhumbuza ngamalanga wamaqintelo wokuthumela kwakho.
- Sizokunikela umbhadeli womthelo imiphumela yokuhlolwa ngaphasi kwemizuzwana emi-5.



4. umtlolo ovezako

Sizokwenza lokhu:

- Sizokuqedelela iimemezelo zeeNkambiso ezibu-8 kwezili-10 hlangana nama-awara ama-4 wokuzifumana.
- Nakuthogkela ukuhlolisisa, hlangana nama-awara ama-48, nangabe woke amaphepha asekelako akhonjelweko anikelwe begodu ayisekho eminye imininingwana ethoqekako.



5. UKUQINISEKISWA

Nangabe ungaphasi kokuqinisekiswa, sizokuqeda iinqinisekiso ezili-7 kwezili-10 zokuzihlolela imbuyiselo namkha iimemezelo hlangana namalanga ama-21 webhizinisi kusukela mhla kufumaneka amaphepha afaneleko asekelako apheleleko, ngaphandle kwalapho nawuthumela iminyaka eminengi, okukulapho ukuzibophezela kwethu kuba malanga ama-90 webhizinisi. kukulapho sikhulumisana nawo naetuthuko.



6.

Nangabe kufuze wenzelwe ihloloncwadi, sizokwenza lokhu:

- Sizokuqedelela ihloloncwadi okubu-8 kokuli-10 emalangenini ama-90 webhizinisi kusukela mhla kufunyanwa woke amaphepha asekelako afunekako apheleleko nahlelwe ngefanelo, ngaphandle kwalapho nangabe kunamahlelo ahlukileko akhulunyisiweko.
- Sizokunikela umbiko weragelo phambili ngokwesaziso sakarhulumende esifaneleko.



7. IIMBUYISELO

Sizokubhadela ababhadeli bomthelo abali-9 kwabali-10 imbuyiselelo yabo efuneka hlangana nama-awara ama-72, nangabe imbuyiselelo ye-R100 kufuze uyithole; nangabe

- imininingwana yakho yebhanga ilungelo;
- unesikolodo sembuyiselelo engakabhadelwa; begodu
- akukho ukuhlolwa, isiqinisekiso namkha uku-oditha okutlhogekako



8. IIMBADELO

Nawenza imbadelo efaneleko, usebenzisa inomboro yereferensi yembadelo efaneleko ekhiqizwe ngebakwa-SARS, sizokwenza lokhu:

- Sizokuraga iimbadelo ezili-9 kwezili-10 emalangeneni ama-3 webhizinisi ngemva kokufumaneka kwayo. Nakungenzeka lokhu kungakghonakali, i-SARS izokukhulumisana nawe ngebanga lokuriyadokho.
- Ebujamweni lapho kunemitjhapho yokubhadela eyenziwe mbhadeli womthelo, lapho iNomboro yeReferensi yeMbadelo ingekho, ingakafaneli namkha ikhe yasetjenziswa ngaphambilini, sizokwenza imbadelo leyo emalangeneni ama-21 webhizinisi ngemva kwesibawo sokuhlanganisa kabutjha sekutholakele. Nakungenzeka lokhu kungakghonakalai, i-SARS izokukhulumisana nawe ngamabanga wokuriyadokho kumbhadeli womthelo.



9. ISIKOLODO

Ukuhlehliswa kwembadelo

Nawufaka isibawo sokuhlehliswa kwembadelo (ngaphandle kwesikolodo esikatelelweko nesiphikisiweko ngebanga lokuthi lokhu ngokujayelekileko kuthatha isikhathi eside), begodu zoke iimfuneko ezingokomthetho zifinyelelwe, sizokucabangela besiqunte iimbawo zokuhlehliswa ezibu-8 kwezili-10 ezisebenzako hlangana namalanga ama-21 webhizinisi ngemva kokufunyanwa kwamaphepha asekelako akhonjelweko apheleleko, nangabe kutlhogeka ukubandakanyeka ngokunabileko.

Ukutshwiliswa kwembadelo

Nangabe ufaka isibawo sokutshwilisa imbadelo (SOP), begodu zoke iimfuneko zifinyelelwe, sizokwazisa ngesiqunto sethu seembawo ze-SOP ezisebenzako ezisi-6 kwezili-10 hlangana namalanga ama-30 webhizinisi ngemva kokufunyanwa kwamaphepha asekelako anembileko napeleleko.

Sizokuthomisa nanyana ngimaphi amagadango webuthelelo kusukela mhla sifunyanwa isibawo sokutshwilisa imbadelo ezisebenzako, bekube malanga ali-10 ngemva kokutjelwa bona isibawo sakho siphayiwe, namkha ngemva kokufunyanwa isaziso sokuthi ukutshwiliswa kwembadelo esekwamukelwe kakade kurhociyiwe. Okungehla lokhu kuyasebenza, ngaphandle kwalapho nangabe kunekolelo ezwakalako yokuthi kunobungozi bokusatjhazwa kwepahla.

Ukudela isikolodo i-debt compromise

Nawubawa ukudela isikolodo begodu zoke iimfuneko zifinyelelwe, sizokusingatha ubujamo ngabunye ngefanelo nangobungozi obuhlobene nayo, ngokwekambiso yokwengamela, hlangana namalanga ama-90, begodu sikwazise nangobujamo besibawo sakho. Nakungenzeka kutlhogeka isikhathi esingeziweko, sizokukhulumisana nombhadeli womethelo.



10. IIMPIKISWANO NGOKWEMIGOMO YOMTHETHO

Isibawo Sokulungisa

Nawulemuka bona kwenziwe iphoso nakuzaliswa imbuyiselo yakho, ikambiso yeSibawo Sokulungisa (RFC) ikuvumela bona ulungise imbuyiselo/isimemezelo esithunyelwe ngaphambilini.

I-RFC angekhe ivunyelwe ebujamweni obulandelako:

Lokha ubujamo boku-oditha namkha bokuqinisekisa buqediwe, namkha isimemezelo esibuyekeziweko senziwe msebenzisi we-SARS. Kuzokuthogeka bona ulindele umphumela ukuze ulandele ikambiso yokuphikisa.

Lokha i-SARS nayingavumelani nesibawo sakho, unelungelo lokusebenzisa ikambiso yesisombululo sepikiswano (Ukulandula, Isibilayezo Nesinye Isisombululo Sepikiswano), hlangana nomkhawulo wesikhathi osebenza hlangana kwe-SARS nombhadeli womthelo.

Isibawo Samabanga, Ukulandula, Iimbilayezo

Ngaphandle kwalapho nangabe kuvunyelwenwe, begodu bebungekho ubujamo obuphakamako obukhombela ukunwetjwa kwesikhathi sokuphendula, sizokwenza lokhu:

- Sizokunikela ngamabanga ali-9 kwali-10 wobujamo hlangana namalanga ama-45 webizinisi kusukela mhla kufunyanwa isibawo.
- Sizokwenza isiqu nto eenlandulweni ezili-7 kwezili-10 emalangeneni ama-60 webhizinisi kusukela mhla kufakwa isilandulo.
- Sizokuqunta ngokokufaneleka kobujamo be-Alternative Dispute Resolution (ADR) eembaweni ezili-7 kwezili-10 ze-ADR, besikwazise ngefanelo emalangeneni ama-30 webhizinisi kusukela mhla sifunyanwa isibawo.
- Sizokuqedelela iinkambiso ze-ADR ezi-5 kwezili-10 hlangana namalanga ama-90 webhizinisi kusukela mhla kuthonywa i-ADR, namkha hlangana nesikhathi esinabileko okungavunyelanwa ngaso ne-SARS.
- Nangabe i-SARS ayisamukeli isibilayezo, namkha nangabe asikho

isivumelwano esifinyelelwako ngemva kokubanjwa kweeNkambiso ze-Alternative Dispute Resolution, umbhadeli womthelo unesibopho sokunikela isaziso sokungayicabangeli indaba yomthelo eBhodini lezomThelo.



11. IIMPIKISWANO NGOKWEMIGOMO YEBALAWULIPAPHLA EMIKHAWULWENI NEEMITHELELO

Unelungelo lokungavumelani ne-SARS nelokufaka isibilayejo malungana nemiphumela yesimemezelo begodu/namkha iinqunto ezingokomthetho hlangana nomkhawulo wesikhathi esibekiwek. Ebumjwenobu, sizokwenza lokhu:

- Sizokwazisa ababilayejako ababu-8 kwabali-10 emalangeni ali-10 webhizinisi womphumela wesibilayejo sabo ekomidini yeembilayezo zangaphakathi kwa-SARS.
- Sizokurarulula iimbilayejo ezibu-8 kwezili-10 emalangeni ama-60 webhizinisi (ngaphandle kobujamo obutjharageneko namkha ebumjweni obuthoga umthetho namkha isijobelelo esikhethekileko)
- Sizokuqunta ngokokufaneleka kobujamo be-Alternative Dispute Resolution (ADR) eembaweni ezibu-8 kwezili-10 ze-ADR, besikwazise ngefanelo emalangeni ama-20 webhizinisi kusukela mhla sifunyana isibawo.
- Sizokuqedelela iinkambiso ezi-5 kwezili-10 emalangeni ama-90 webhizinisi ngemva kwelanga lesaziso sobilayejako bona indaba leyo iyifanele i-ADR (ngaphandle kwalapho nangabe isikhathi sinwetjiwe).



12. UBUJAMO BESIQINISEKISO

Sizokuphendula nanyana ngibuphi ubujamo obutjhijilwako bokuqinisekiswa komthelo obuli-9 kobuli-10 emalangeni ama-5 webhizinisi.



13. IHLELO LOKUVEZA NGOKUZITHANDELA (I- VOLUNTARY DISCLOSURE

Lapho i-SARS itlhoga ukucabangela isimemezelo sesibawo sokuzithandela, sizokwenza lokhu:

- Sizokwamukela iimbawo ezili-9 kwezili-10 hlangana namalanga ama-30 wokufunyanwa kwazo.
- Sizokuqedelela iimbawo ezibu-8 kwezili-10 hlangana namalanga ama-90 webhizinisi, lapho wo ke amaphepha asekelako akhonjelweko afunyenwe, ngaphandle kwalapho nangabe kukhulunywe ngamanye amahlelo. Nasingabhalelwa kuqedelela, i-SARS izokwazisa umbhadeli womthelo ngebanga lokuriyadokho.



14. UKUBHALELWA KWEZENZELWA

I-SARS yenza ngokusemandlenayo ukunikela izinga eliphakemeko lezenzelwa nokubalekela namkha ukususa ukubhalelwa kwezenzelwa nakukghonekako. Ekuphatheni zokuthengiselana ezinengi, iimbawo zababhadeli bomthelo nokuzihlanganisa nabo, kunekghonakalo yokuthi angeze zenzeka zoke ngokokwaneliseka kwabo boke ababandakanyekileko. Yeke, i-SARS iyakholelwa beyiyamukela bona isinghonyoyilo sinye sinengi khulu begodu kufuze sirarululwe.

Ungasisiza ngokusitjela okucabangako ngezenzelwa zethu. Lokha izinto nazingakhambi kuhle, sifuna ukukwenzela izinto zakho kuhle, sifunde emitjhaphweni yethu, beseneze nesiqiniseko sokuthi asiwubuyeleli godu umtjhapho onjalo.

Imitjhapho yezenzelwa eziyihloko zananyana ngikuphi kufuze zibikwe kumjameli/ isikhulu, umphathi wehlelo/namkha umphathi wegatja / ikaba yomnqopho wokurarulula.

*Ama-ofisi wakwa-SARS anikela ngemininingwana yomphathi onesibophu.

Nangabe awukathabi ngemiphumela, ungayidlulisela phambili indabakho njengombana kutjengiswe ngenzasi:

Ungafaka isinghonyoyilo ku-SARS nge:

- SARS eFiling ku-www.sarsefiling.co.za
- Ikaba Yokuthintana ne-SARS ku-0800 00 7277
- Abaphathi Beenghonyoyilo zakwa-SARS ku-0860 12 12 16
- Igatja lakwa-SARS ngokweza i-apoyintimenti

Nangabe isinghonyoyilo ngesenzelwa sifakwe ngeendlela ezingehla, begodu sinayo inomboro yobujamo esikhambisana nayo, sizokwenza lokhu:

- Sizokurarulula iinghonyoyilo ezili-7 kwezili-10 hlangana namalanga ama-21 webhizinisi. Nasingabhalelwa kuqedelela, i-SARS izokwazisa umbhadeli womthelo ngamabanga wokuriyadokho.



15. IINGHONGHOYILO E-OFFISINI LOMPHENYI WEZOMTHELO

Sirhuluphele ukurarulula nanyana ngimuphi umraro onawo nathi, ngokukunikela izenzelwa zekuthalo, ezicacile, neziqinisekileko ngokuhlobene namalungelo kunye neembopho zakho zokulawula njengombhadeli womthelo namkha umrhwebi. Nangabe lokho kuyabhala, ungabawa bona kungenele i-Ofisi loMphenyi wezomThelo. Ebumwenobu, sizokwenza lokhu:

- Sizokurarulula iinghonyoyilo ezi-5 kwezili-10 ezisebenzako ezithunyelwe e-Ofisini loMphenyi wezomThelo hlangana namalanga ali-15 webhizinisi.

Isinghonyoyilo se-Ofisi loMphenyi wezomThelo singafakwa nganazi iindlela ezilandelako:

- Umtato enombweni yasimahla yekabeni: 0800 662 837
- Ngomtato: +27 12 431 9105
- Imeyili: complaints@taxombud.gov.za



16. UKUBIKA IKOHLAKALO

16.1 Obika umraro – wangaphandle

Ungabika nanyana ngimuphi umsebenzi osolisako nganasi indlela engenzi: <https://secure.sarsefiling.co.za/AdHocCaseSourcing>

I-SARS izimisele ukuyibophela phasi nanyana ngimiphi imisebenzi esolisako ehlobene nokukhwabanisa kwezomthelo, kodwana, iindaba zomthelo ziyifihlo yeke awukho umbiko ozokunikelwa nanyana ngubani obika umraro ngokwemigomo yesiGaba sama-68 nesama-69 somThetho wokuLawulwa komThelo.

Nanyana kunjalo, sizokutjho bona siyifumene imibiko yananyana ngimiphi imisebenzi esolisako esibikelwe ngayo

16.2 Wangaphakathi

Sizimisele ngokwenza ibhoduluko elinganayo ikohlakalo kiyo yoke imisebenzi esiyenzako. Unelungelo lokusibikela ngananyana ngiwuphi umsebenzi wekohlakalo (namkha umsebenzi osolakala ngekohlakalo), begodu sikukhuthaza bona wenze njalo, ngokuzitjho namkha ngokungazitjho. Sineendlela ezimbili ezibekelwe lokhu, okungilezi:

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

Umtato orhabako: 0800 00 2870

Ilwazi elinabileko liyafunyaneka nakuzinzolwazi lakwa-SARS elithi
www.sars.gov.za

Silandela: "@sarstax" ku-Facebook, LinkedIn, naku-Twitter.

South African Revenue Service - Service Charter

Produced by SARS Communication 2022

