



South African Revenue Service
Service Charter

**Ditshwanelo tsa gago,
Ditlamego
le
Dinako Tsa
Tirelo**

SE RE SE DIRANG

Tirelo ya Aforikaborwa ya Lotseno (SARS) ke bothati jwa puso jo bo kgobokanyang lekgetho. E tlhomilwe go ya ka Molao wa Tirelo ya Lotseno ya Aforikaborwa Molao wa 34 wa 1997 jaaka setheo se se ipusang go sa felela. Maikarabelo a SARS ke go tsamaisa thulaganyo ya lekgetho ya Aforikaborwa le tirelo ya kgethiso.

Kwa SARS re:

Eletsa go abelana ka tlhamalalo mo ikonoming le mo tlhabololong ya loago ya naga ka go kgobokanya lotseno lotlhe le le yang kwa pusong.

Rotloetsa kobamelo ya lekgetho, makgetho a dithoto.

Tshegetsa Molaotseo le Molaotlhomu wa Ditshwanelo tsa Rephaboliki ya Aforikaborwa, ga mmogo le peomolao yotlhe ya lekgetho le ditirelo la dithoto.

Batla go dirisanammogo le baduelalekgetho, bagwebi le baamegi ba bangwe go tlhola go tlhaloganya gore go duela lekgetho go botlhokwa go tlhabolola naga ya rona.

Lwantsha tsietso le bobodu - mo teng le kwa ntle ga SARS.

Leka go tswelera go tokafatsa tirelo ya rona go baduelalekgetho le bagwebi.

Solofetsa go tlamela tirelo e e siameng, nepagetseng gape e le ka ga go tshepana le tlotlo.

Bontsha mesola ya go rwala maikarabelo, tshiamo, boikanyego, seriti, tlotlo bosenabofitlha le go tshepega.

Go tlamela ditsweletso tse di kgonang le tse di tlhotlwa tlase tse di dirang gore go nne bonolo go moduelalekgetho le bagwebi go fitlhelela ditlamego tsa bona.

Golagana le baduelalekgetho, bagwebi le baamegi ka kgolagano ya dipuontsi.

Ruta baduelalekgetho le bagwebi ka ditlamego tsa bona tsa lekgetho le se se tlhologang mo go bona.

Tlhaeletsana ka bonako, ka tlotlo le ka nonofo.

Leka go obamela dinako tse di amogelesegileng.

Ditshwanelo le Ditlamego tsa gago

SARS e tla:

Go thusa ka go tlamela

- Tirelo e e nang le tlotlo le boporofeshele ka dinako tsotlhe
- Dikarabo tse di totobetseng, nepagetseng le tse di thusang
- Ditaelo tse di totobetseng le tse dikhutshwane ka dikgato tse o tlhokang go di tsaya le fa
- Phitlhelelo ya SARS ka e-Filing, Setheo sa Kgolagano sa SARS, makala a SARS le Diyuniti tse di tsamayang tsa Lekgetho
- Makwalotshedimosetso le dibukana tse di itlhalosang mo webosaeteng ya SARS www.sars.gov.za le kwa makaleng

Go siama mo go wena ka

- Go go solofela go duela se o se tshwanetseng fela ka molao
- Go tshola mongwe le mongwe ka go lekana
- Go netefatsa gore mongwe le mongwe o duela se se tshwanetseng
- Go go itsise fa le gore dinako di ka se fitlhelwe leng

Go tlotla ditshwanelo tsa gago tsa Molaotheo le bophiri ka

- Go tshola merero ya gago ya lekgetho e le khupamarama
- Go go neela mabaka a ditshwetso tse di tseilweng malebana le merero ya gago ya lekgetho le ya lekgetho la dithoto
- Go dirisa molao ka tlhomamo le ka go se tseye letlhakore

Fa o sa kgotsofala, o ka

- diragatsa tshwanelo ya gago ya go kopa mabaka a ditshwetso le dipheho malebana le merero ya gago ya lekgetho la sebele
- Diragatsa tshwanelo ya gago go gana le go ikuela kगतलhanong le tlhatlhubo kgotsa tshwetso ya go siamelwa
- Tlhome ngongorego ya tsamaiso ka e-Filing, kwa lekaleng la SARS kgotsa ka Setheo sa Kgolagano sa SARS
- Morago ga go dirisa ditsweletso tsotlhe tsa tsamaiso ya dingongorego kwa SARS, tlhome ngongorego kwa Kantorong ya Motlhokomedi wa Lekgetho

Ditlamego tsa Gago

Gape, ditlamego tsa gago ke go

- Be honest
- Ikanyega
- Romela tshedimosetso e e feletseng gape e nepagetse ka nako
- Obamela ditsweletso tsotlhe tsa tsamaiso tse di beilweng le dinako
- Duela lekgetho la gago le/kgotsa melato ka nako le ka botlalo, ka go dirisa (di)nomoro ya kaelo e e nepagetseng ya tuelo

- Rotloetsa ba bangwe go duela lekgetho la bona/melato ka nako le ka botlalo
- O se rotloetse kgotsa o se nne le seabe mo tirong nngwe le nngwe ya bobodu kgotsa tsietso ka mokgwa mongwe
- Netefatsa gore SARS e na le tshedimisetso ya gago ya sebele e e nepagetseng le dintlha tsa tuelo
- Badiri ba rona ba tla go tlotla le rona re go kopa gore o ba bontshe tlotlo le bona. fa mongwe a dira mo boemong jwa gago, re solofela tlotlo eo le mo go ene.
- Tsaya maikarabelo ka merero ya gago ya lekgetho, le fa o laetse motho yo mongwe go dira mo boemong jwa gago.

Leka go fitlhelela dinako tse di latelang tsa tirelo



Therisano

Fa o leletsa Setheo sa Kgolagano sa SARS re tla leka go:

- Araba mogala wa gago mo metsotsong e le 4 ka nako ya ditlha tsa rona mo go thusiwang palo e e kwa godimo ya baduelalekgetho
- Araba mogala wa gago mo motsotsong o le 1 ka nako ya setlha se go thusiwang palo e e kwa tlase ya baduelalekgetho.
- Fa go tlhokegang tshegetso ya botseneledi ya tlaleletso teng, re tla go leletsa mo malatsing a le 2 a tiro.

Fa o etela Lekala la SARS kgotsa Yuniti ya Lekgetho e e Tsamayang re tla leka go:

- Go go thusa mo diureng di le 3 ka nako ya rona ya ditlha tse go thusiwang palo e e kwa godimo ya baduelalekgetho.
- Go go thusa mo ureng e le 1 ka nako ya rona ya setlha se go thusiwang palo e e kwa tlase ya baduelalekgetho.
- Fa go tlhokegang tshegetso ya botseneledi ya tlaleletso, re tla golagana le wena mo malatsing a le matlhano a tiro.

Fa o dirisa e-Filing re tla leka go:

- Dira gore e-Filing ya SARS e nne teng diura di le 24 ka letsatsi.
- Neela dikgwebo tse di duelang VAT, go fitlha ka letsatsi la bofelo la tiro la kgwedi ya go duela. Baduelalekgetho ba ba faelang ka seatla ba tshwanetse go duela ka di 25 tsa kgwedi nngwe le nngwe kgotsa fa di 25 di le bokhutlo jwa beke kgotsa letsatsi la setshaba la khunologo, letsatsi la tiro le le tlang pele ga di 25.
- Tlhaeletsana le wena ka SMS kgotsa imeile go go gakolola ka makgaolakgang a thomelo.
- Tsweletsa dikopo tsa gago ka bonako go feta fa o ne o etetse Lekala la SARS.

Fa o golagana le SARS re tla leka go:

- Tsibogela potso ya Lekgetho Makgetho a Thoto mo malatsing a 21 a tiro a kamogelo.



Kwadiso

Fa o dira kopo ya kwadiso le ditlhokego tsotlhe tsa kwadiso di fitlheletswe:

- Re tla tsweletsa le go konosetsa kopo mo malatsing a le 2 a tiro, fa go sa tlhokegeng tlhatlhobo teng.
- Mo dikwadisong tsa Lekgetho la dithoto, re tla tsweletsa le go konosetsa kopo mo malatsing a le 5 a tiro, mo go sa tlhokegeng tlhatlhobo teng.
- Fa go tlhokegang tlhatlhobo teng re tla tsweletsa le go konosetsa kopo mo malatsing a le 21 a tiro.



Dipoelo/Ditlhomamiso

Fa o romela poelo kgotsa tlhomamiso ka eleketeroniki kwa SARS re tla leka go:

- Sekaseka poelo mo malatsing a le 5 a tiro, fa tsenogare e sa tlhokegeng teng.
- Tsweletsa ditlhomamiso tsotlhe tsa lekgetho la thoto mo diureng di le 4 tsa kamogelo.
- Fa tlhatlhobo e tlhokega, e tla konosediswa mo diureng di le 48.



Tlhatlhobo, Thuno le Netef

Tlhatlhobo, Thuno le Netefatso Fa o tla tlhotlhabiwa, netefadiwa kgotsa runiwa, re tla leka go:

- Go itsise gore poelo kgotsa tlhomamiso e tla netefadiwa mo malatsing a le 15 a tiro a thomelo, fa poelo ya gago e le ya paka ya gajaana ya go faela.
- Konosetsa netefatso mo malatsing a 21 a tiro go tloga ka letlha le ditokomane tsotlhe tsa tshegetso di amogetsweng ka lona, fa poelo ya gago e le ya paka ya gajaana ya go faela.
- Konosetsa thuno mo malatsing a le 90 a tiro go tloga ka letlha le ditokomane tsotlhe tsa tshegetso di amogetsweng ka lona.



Pusetsomadi

Fa o tshwanelwa ke pusetsomadi mo ngwageng ono le:

- **Fa o se na molato**
- **Ditlamego tsotlhe di fitlheletswe**
- **Ditsweletso tsa taolo ya tsamaiso tsa SARS di obametswe, le**
- **Ga go tlhatlhobo, netefatso kgotsa thuno e e tlhokegang kgotsa e e simolotsweng, re tla leka go:**
 1. Duela dipusetsomadi tsa paka ya gajaana ya go faela tse di kwa godimo ga R100 mo malatsing a le 7 a tiro a go konosetsa tshekatseko ya bofelo.
 2. Duela makgetho a thoto mo malatsing a le 30 a tiro a go konosetsa kopo.

Fa dituelo tsa pusetsomadi a makgetho a Dithoto di duelwa mo akhaontong tiego, re tla leka go:

- Duela dipusetsomadi mo go yona akhaonto eo ya tiego, kwa ntle ga gore tuelo ya tshimologo e dirilwe go tswa mo akhaontong ya tiego.

Dituelo tsotlhe tsa pusetsomadi di duelwa mo akhaontong ya banka e e rebotsweng ke FICA e modirelwa a e kwadisitseng kwa SARS.



Dituelo

Fa o dira tuelo, mme SARS e na le nomoro ya kaelo ya tuelo e e nepagetseng, re tla leka go:

- Tswelletsa tuelo mo malatsing a le 3 a tiro a kamogelo.



Molato

Fa o dira kopo ya tiego kgotsa kemiso ya tuelo mme ditlhokego tsotlhe di fitlheletswe, re tla leka go:

- Sekaseka kopo mo malatsing a le 21 a kamogelo ya kopo e e tladitsweng, le go tlhaeletsana ka tshwanelo.

Fa o kopa thulaganyo e e abelwang batho ba ba sa kgoneng go duela molato wa bona le fa ditlhokego tsotlhe di fitlheletswe, re tla leka go:

- Sekaseka kopo mo malatsing a le 30 a tiro a kamogelo ya kopo e e tladitsweng, le go tlhaeletsang ka tshwanelo.



Dikganetsano go ya ka Molao wa Ditsamaiso tsa Lekgetho

O na le tshwanelo ya go ganetsana le SARS le go tlhoma kemokgatlanong le go ikuela mo dinakong tse di beilweng kgatlanong le tshekatsheko kgotsa ditshwetso tse di rileng.

Fa SARS e amogela kopo ya mabaka, kemokgatlanong kgotsa boikuelo, kwa ntle ga fa go dumalanwe ka tsela nngwe, le fa go sa tlhageleleng mabaka a a kgethegileng le go batla katloloso mo pakeng ya tsibogo, re tla leka go:

- Tlamela mabaka a tshekatsheko mo malatsing a le 45 a tiro.
- Sekaseka kemokgatlanong mo malatsing a le 60 a tiro.
- Sekaseka fa kgetsi e siametse Tharabololo e Nngwe ya Kganetsano (ADR) mo malatsing a 30 go tloga ka letlha le kopo e amogetsweng ka lona.
- Konosetsa ditsweletso tsa ADR mo malatsing a le 90 a tiro.
- Mo tumalano e konoseditsweng teng, neelana ka tlhatlhobo go tsenya tumalano tirisong mo pakeng ya malatsi a 45 morago ga letlha la bofelo la go saena tumalano.
- Mo mekgwatsamaiso ya ADR e sa latelwang teng, boikuelo bo tla bewa fa pele ga Boto ya Lekgetho mo malatsing a 30 a kamogelo ya kitsiso ya boikuelo.



Dikganetsano go ya ka Molao wa Makgetho a Dithoto

O na le tshwanelo ya go ganetsana le SARS le go tlhoma kemokgatlanong le go ikuela mo dinakong tse di beilweng kgatlanong le tshekatsheko kgotsa ditshwetso tse di rileng.

Fa SARS e tlhokang go tlamela Tlhomamiso ya Kelotefo/Peotlhotlhwa/Tshimologo, rre tla leka go:

- Konosetsa le go tllaetsana ka sephetho sa Tlhomamiso ya Kelotefo/Peotlhotlhwa/Tshimologo mo malatsing a 90 a kamogelo ya tshedimosetso/ditokomane tsotlhe tse di tlhokegang (go sa akarediwa dikgetsi tse di tlhatlositsweng kgotsa dikgetsi tse di kgethegileng, ke gore, Mokgatlho wa Lefatshe wa Lekgetho la Dithoto kgotsa tse di feteseditweng kwa molaong).



Dingongorego kwa SARS

O ka tlhoma ngongoreko ka:

- e-Filing ya SARS mo www.sarsefiling.co.za
- Kwa Lekaleng la SARS
- Setheo sa Kgolagano sa SARS
- mo 0800 00 7277
- Kantoro ya SARS ya Dingongorego mo 0860 12 12 16

Fa go tlohlilweng ngongorego ya tirelo teng, re tla leka go:

- Tsiboga mo malatsing a le 21 a tiro.



Dingongorego go Motlhokamedi wa Lekgetho

Fa o dirisitse ditsweletso tsotlhe tsa tsamaiso ya dingongorego kwa SARS kgotsa go na le mabaka a a pateletsang, o ka tlhoma ngongorego go Motlhokamedi wa Lekgetho.

Ngongorego e ka tlhomiwa ka:

- Setheo sa mogala o o sa duelweng 0800 662 837 kgotsa
- mo +27 12 431 9105
- complaints@taxombud.gov.za

Ditshwaelo mo Tšhateng ya Tirelo ya SARS di amogetswe mo Oocregistration@sars.gov.za

Tshedimosetso e nngwe e teng mo webosaeteng ya SARS www.sars.gov.za

Buisana le rona mo mafaratlhatlheng a social media: Batla “South African Revenue Services” mo go Facebook le LinkedIn, mme o re latele go “@sarstax” mo Twitter.



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