

Iyathembisa imiphumela yesikhathi sokubuyisa amafomu entela sabantu ngabanye

Tshwane, 13 kuZibandlela 2021 – UKhomishana woPhiko Lwemisebenzi Yemalingeniso Eqoqwayo LwaseNingizimu Afrika (SARS), uMnu Edward Kieswetter ubonge bonke abantu abangabakhokhintela abavulelekile abagcwalise babuyisa amafomu abo entela ngesikhathi esingumnqamulajuqu esengeziwe samhla zi-2 kuZibandlela 2021. Uphinde wadlulisa ukubonga okufanayo kubo bonke abasebenza njengabaxhumanisi kanye nababambiqhaza abeseka ukuqiniswa kwendlela yokusebenza kwentela.

“Lokhu kuthobela kokuzithandela kugxilisa inkolelo yethu yokuthi abakhokhintela abaningi bayafuna ukwenza okulungile bahlangabezane nezibophezelo zabo ngokomthetho. Sisebenza ngokuzikhandla ukwenza lo msebenzi osemqoka ube lula ngokuhlinzeka ngengcaciso nesiqinisekiso sibe sikhulisa imigudu yohleloxhumano lobuchwepheshe laphe abakhokhintela bengaxhumana khona nesikhungo sethu.

“Phezu kwezindlela eziningi, kubandakanya imigomo yokuthibela ukhuvethe i-Covid-19, ukucishwa kukagesi ngenhloso yokuwonga kanye nezinye izingqinamba zethu zangaphakathi, kuyasithokozisa ukuthi inhlosoqhingana yethu yokukhuthaza ukuthobela ngokuzithandela sekuqala ukuthola amandla njengoba kubonakal ezibalweni nendlela okwenzeka ngayo kulesi sikhathi sokubuyisa amafomu entela okukhuthaza kakhulu ngaphansi kwezimo esibhekene nazo,” kwengeza uMnu. Kieswetter.

“Lokhu kunyuka kwezinga lokuthobela ngokuzithandela kwenziwe ukusetshenziswa kobuchwepheshe ngesikhathi sokubuyisa amafomu, obekuhlose ukubhekana nomthelela wobhubhane lokhuvethe i-Covid-19 kubakhokhintela, izisebenzi zethu nakwezinye izakhamizi. Kuziqondanele ukuthi ukushenxela ekubuyisweni kwamafomu entela ngobuchwepheshe kuhambisana ngqo nombono wethu wokwakha uSARS onobuhlakani futhi wesimanje othenjwayo futhi oncomekayo.”

Imiphumela efinqqiwe yesikhathi sentela sakulonyaka sabantu ngabanye sikhombisa ukuthi isikhathi sokubuyisa amafomu entela ngobuchwepheshe kuyasebenza, nokuthi umbono wethu uzoba yimpumelelo. Kuze kube namuhla, sekuthunyelwe amafomu abakhokhintela abavulelekile angaphezulu kuka-4.3 million. Lokhu ukwenyuka kuka-46% kunangonyaka owedlule.

- Kulawo, angaphezulu kuka-2.6 million athunyelwa nge-eFiling, ukwenyuka okungu-7%, namaafomu ayi-523 659 athunyelwe nge-MobiApp, ukwenyuka okungu-59% increase.
- Angaphezulu kwezi-306 000 amafomu athunyelwa emagatsheni ethu, lokhu kukhombisa ukwehla okukhuthazayo kuka-15%. Abasebenzeli bakwaSARS bebelekelela abakhokhintela uma bebeke usuku lokusizwa ngohlelokuhumana lobuchwepheshe, noma emva kokuba bevulile mhla ziyi-16 kuNcwaba.
- Siphinde sethula usizo lokuthumela umyalezo omfishane i-SMS, oluvumela abakhokhintela babeke usuku lokusizakala, bacele inombolo yentela baphinde babheke ukuthi ngabe bayadinga na ukubuyisa amafomu entela.

Ngesikhathi kwethulwa isikhathi sokubuyisa amafomu entela mhla lu-1 kuNtulikazi, sazibophezele ezintweni eziningi ngalokhu abakhokhintela abangakulindela. Ngizobuyekeza ezinye zalezi zibophezelo nalokhu okufezekile ekupheleni kwesikhathi sokubuyisa amafomu entela mhla zi-2 kuZibandlela 2021.

1. Sizibophezele ekutheni uSARS uzokwelula ukusebenza kosizo lokuhlola okuzenzekelayo luye kubakhokhintela abangaphezulu kuka-3 million. Kulesi sikhathi sokubuyisa amafomu entela uSARS uthumele ukuhlola okuzenzekelayo okuyi-3.4 million. Abakhokhintela abangaphezulu kuka-2.2 million bemukele ukuhlola okuzenzekelayo, abangaphezulu kuka-1.5 million abemukele ngaphandle koshintsho olwenziwe kuwo. Lokhu kuveza izingasilinganiso lokwamukela elingu-74% kwalolu sizo olusha esiluhlinzekayo. Ngebhadi, bangaphezulu kwe-630 000 abakhokhintela abangemukelanga noma belungise amafomu abo entela. USARS uzothumela ukuhlola kokucabangela kubakhokhintela abangenzanga lutho.
2. Sizibophezele ekuhlinzekeni okungenani abakhokhintela abayi-8 kwabayi-10 ngomphumela wokuhlola emizuzwaneni engaphansi kweyi-5. Kulo nyaka u-93% wokuhlola kwenziwa ngaphansi kwemizuzwana emi-5. Ngonyaka owedlule kwakungu-85%.
3. Saphinde sazibophezela ukukhokhela abakhokhintela okungenani abayisi-7 kwabayi-10 izimali zabo ezibuyiswayo uma zikhona, futhi sikwenza emahoreni angama-72. Kulo nyaka uSARS ukhokhe izimali ezibuyiswayo kubakhokhintela abayi-86% emahoreni angama-72. Ngonyaka owedlule kwakukhokhwe 77.38% wezimali ezibuyiswayo emahoreni angama-72. Isiyonke, sikhokhe ngaphezulu kuka-R17 billion wezimali ezibuyiswayo. Isilinganisomvama semali ebuyiswayo bekungu- R11000.
4. Sazibophezela ekuphothuleni ukuqinisekiswa kocwaningomabhuku okuyi-7 kokuyi-10 ezinsukwini ezingama-21. Asikwazanga ukufinyelela kulokhu ebesizibeke khona okungu-70%, safinyelela kuphela ku-67% wocwaningomabhuku oluphothulwe kulesi sikhathi esesisibekile. Ngonyaka owedlule, siphothule ucwaningomabhuku olungu-62% ezinsukwini ezingama-21 zokusebenza, ngakho-ke kube khona ukunyuka okube khona.

Angiphinde ngongeze lolu lwazi losizo olulandelayo ukuveza umthamo uSARS obekumele ubhekane nawo kulo nyaka. Kwenziwa ama-eBooking ayi-1 million, ngaphambi ngasemva kokuvulwa kwamagatsha, abasebenzeli beCall Centre yethu baphendula izingcingo zabakhokhintela eziyi-1,6m, kwenziwa izingcingo eziyi-2 million ze-Help-You-eFile e-Contact Centre kanti babangaphezulu kuka-500 000 ababeziyela mathupha emagatsheni (labo ababengabeka usuku lokuya egatsheni).

Ngaphandle kwempumelelo ebonakalayo, isikhungo kuzomele siqhubeke nokwenza ngcono isikompilo lokuhlinzeka kwethu usizo, lwenyuse ukuhlinzeka ngokufundisa abakhokhintela ngentela, nokukhuthaza ukusetshenziswa kwezinkundla zohlelozohumano lwezobuchwepheshe nokuhlinzeka ngosizo lwedijithali esesikusungulile ukuze sixhumane nabakhokhintela, phakathi kokunye.

Abakhokhintela kumeme baqaphele ukuthi njengoba kwakumenyenzelwe ngaphambilini, uSARS uzobiza izinhlawulo ukusukela kuMasingana kowezi-2022 lapho kukhona amaphepha okubuyisa intela asilele okungaba awonyaka owodwa noma ngaphezulu. Ngaphambi kwezinguquko ezenziwe kumthethonqubo, uSARS

ubungabiza izinhlawulo kuphela uma amaphepha okubuyisa intela asilele kungaweminyaka emibili noma ngaphezulu. Abakhokhintela bayakhuthazwa ukuba bathumele wonke amafomu entela asilele kubandakanya nalawo eminyaka eyedlule.

USARS unemigudu eyenza kube lula kubakhokhintela ukuba bathobele kanti futhi unxusa bonke abakhokhintela abangathobeli ukuba bathobele bafeze izibophezelo zabo ezisilele, ngalokho zizoba negalelo ekugxiliseni isikompilo lokuthobela ngokuzithandela.

UKhomishana uphethe ngokuthi, “Inqubekela phambili yethu ekwakheni kabusha uSARS ikhombisa impumelelo kancane kancane. Imiphumela iyasikhuthaza, kodwa sizofunda futhi kulokhu abakhokhintela abahlangabezane nakho kulo nyaka, kanjalo nasemaphutheni ethu, njengoba siqhubeka nemizamo yokwenza uSARS kube ngowesimanje.

“Njengoba sizama ukufinyelela kunhlosoqhingana lethu lokuthobela ngokuzithandela, kubalulekile ukuthi sinyuse amasokisi ekuhlinzekeni ngesiqinisekiso nengcaciso kubakhokhintela sibe sisebenza kanzima ukwenza kube lula kubo ukuthobela. Ngesikhathi esifanayo amandla ethu okuhlonza nokuphendula ezenzweni zokungathobeli nakho kukhombisa inqubekela phambili, kodwa kumele senze okungaphezulu ukunqanda nokushushisa abakhokhintela nabahwebi abangathembekile. Lokhu kuphokophela kuphelele endleleni yethu yokwenza isikhungo sesimanje okuzothi ngokukhula sakhawe ezinkundleni ezikhulisa amandla abantu ngolwazi ngokwemininingo kanjalo nobuchwepheshe obusetshenziswayo,” kusho uKhomishana wakwaSARS.

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