

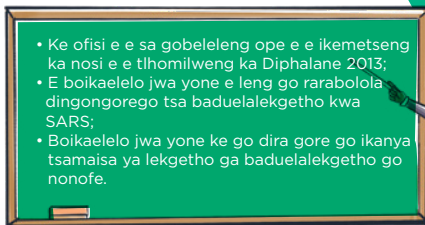


OFFICE OF THE
TAX OMBUD

Ensuring fairness

*Nako ya go tlhatlhela
ngongorego le gore e
tlhatlhelwa jang.*

OFISI YA MOTLHANKEDI YO O THUSANG BADUELALEKGETHO KA DINGONGOREGO TSA BONE KE ENG (OFFICE OF THE TAX OMBUD [OTO])?



- Ke ofisi e e sa gobeleteng ope e e ikemetseng ka nosi e e tlhomilweng ka Diphilane 2013;
- E boikaelelo jwa yone e leng go rarabolola dingongorego tsa baduelalekgetho kwa SARS;
- Boikaelelo jwa yone ke go dira gore go ikanya tsamaisa ya lekgetho ga baduelalekgetho go nonofe.

OFISI YA MOTLHANKEDI YO O THUSANG BADUELA LEKGETHO KA DINGONGOREGO TSA BONE E RARABOLOLA DINGONGOREGO TSA MOFUTA OFE?



- Ke dingongorego tse di tseentsweng kगतलhanong le SARS fela; le
- Dingongorego tse di amanang le tirelo, tsamaiso kgotsa le mathata a mekgwa-tsamaiso ya SARS.
- Dingongorego e tshwanetse go nna tse di amanang le go dirisiwa ga molao wa lekgetho.

DIKAI TSA DINGONGOREGO TSE MOTLHANKEDI YO O THUSANG BADUELALEKGETHO KA DINGONGOREGO TSA BONE A KA DI RARABOLOLANG

Tirelo – Go sa thusiwe, go sa dire tiro ka mokgwa wa seporofesinale kgotsa go tlhoka maitseo ga baemedi ba lefelo la go bona thuso ka mogala kgotsa fa badiri ba lekala ba sa kgone go naya batho tshedimosetso e ba e tlhokang.

Tsamaiso – Go ntsha kitsiso ya go tthatlhabiwa ga lekgetho la mongwe mme e sena tshedimosetso e e tlhokwang jaaka leina la motho yo lekgetho la gagwe le tshwanetseng go tthatlhabiwa kgotsa letlha la go tthatlhabiwa ga lekgetho la gagwe.

Mokgwa-Tsamaiso – Go tthatlhaba lekgetho la moduelalekgetho kwantle ga go mo itsise gore lekgetho la gagwe le a tthatlhabiwa kgotsa go tlhoma “lekgamu la boraro” (go laela banka ya baduelalekgetho go duela SARS madi go tswa mo akhaontong ya bone ya banka) kwantle ga go nayabaduelalekgetho bao kitsiso mo malatsing a le lesome.

TSWEETSWEWE ELA TLHOKO gore dingongorego tse OTO e kgonang go di rarabolola tse di mo lenaaneng le le fa godimo ga se tsone fela.

KE ENG SE MOTLHANKEDI YO O THUSANG BADUELALEKGETHO KA DINGONGOREGO TSA BONE A KA SE KCONENG GO SE DIRA?



Motlhankedi yo o Thusang Baduelalekgetho ka Dingongorego tsa bone a ka se nopole::

- Molao kgotsa pholisi ya lekgetho.
- Gantsi go dirisiwa pholisi kgotsa mokgwa o SARS e dirang dilo ka one, mo boemong jwa fa bothata bo amana le tirelo kgotsa mokgwa-tsamaiso kgotsa tsamaiso e e ka ga tsela e SARS e dirisang ditaelo tsa Molao wa Lekgetho ka yone.
- Kgang e e gannweng kgotsa e go dirilweng boikuelo ka yone ka fa tlase ga Molao wa Lekgetho, ntle le fa e le kgang ya tsamaiso e e amanang le go ganwa jalo ga yone kgotsa go ikuelwa ga yone.
- Tshwetso e go sa ntseng go tseweletswe pele ka yone kgotsa kgang e e sekwang fa pele ga kgotlatshekelo ya lekgetho.

O KA TSENYA NGONGOREGO LENG MO MOTLHANKEDING YO O THUSANG BADUELALEKGETHO KA DINGONGOREGO TSA BONE?

Fa moduelalekgetho a sena go dirisa mekgwa yotlhe ya go tsenya dingongorego kwa SARS, ntle le fa go na le mabaka a a mo pateletsang gore a se ka a dira jalo.



O TLHATHELA NGONGOREGO YA GAGO JANG?



KGATO 1: KOPA FOROMO YA GO TLHATHELA NGONGOREGO:

- Mo inthaneteng (www.taxombud.gov.za)
- OTO (Menlyn Corner, 2nd Floor, 87 Frikkie de Beer Street, Menlyn, Pretoria)
- Mogala (0800662837)
- Fekese (012 4525013)
- Poso (PO Box 12314, Hatfield, 0028)
- Imeile (complaints@taxombud.gov.za)

KGATO 2: TLATSA FOROMO KA BOTLALO.



- Kwala dikgato ka tatelano gore boemo ke bofe jwa ngongorego ya gago o bo o kwale le dinomere tsotlhe tsa kgetse go tswa kwa SARS tse di amanang le ngongorego ya gago mme o di tshwaraganye le ditokomane tsotlhe tse di tshegetsang bosupi;
- Tlhomamisana gore o dirisa nomoretshupetso e e maleba ya lekgetho;
- Pele o nwa tshwetso, o tshwanetse go supa gore o ngongorega ka lobaka lofe lwa lekgetho, ka sekai, 2016;
- Supa gore o batla gore go dirwe tshwetso efe ka ngongorego ya gago. Fa foromo ya go tlhatlhela ngongorego e sena go amogelwa,
- OTO e tla tlanya ngongorego e bo e romela lekwalo la gore e e amogetse; gape • OTO e tla dira tshwetso ya gore e tla e rarabolola jang kgotsa e tla tshitshinya gore go dirisiwe ditharabololo dingwe di sele.

KGATO 3: SAENA DIFOROMO TSOTLHE O BO O DI KWALE LETLHA:

Fa mongongoregi a dirisa moemedi, o tshwanetse go romela setlankana se se bontshang gore o emetswe ke motho wa semolao, mmogo le dikhopi tsa ID tse di netefaditsweng tsa ngongorego le tsa moemedi yoo.



Foromo ya Go Emelwa ke Motho wa Semolao e ka laisoiwa mo webosaeteng ya OTO (<http://www.taxombud.gov.za/Documents/POWER%20OF%20ATTORNEY.pdf>).

TSWEETSWE ELA TLHOKO: Fa go tlametswe ka bosupi jo bo sa lekanang, kgetse eno e ka nna ya tshololwa, kgotsa mongongoregi o tla nwa sebaka se sengwe gape sa go ntsha bosupi jo bo tlhokegang.

KGATO 4: GO DIREGANG FA NGONGOREGO E SENA GO TSENGWA?

- OTO e tla dira patlisiso ka kgang mme e tla sekaseka go bona gore a ngongorego e rometswe kwa lefelong la yone le le maleba le gore a mongongoregi o dirisitse mekgwa yotlhe ya go tsenya dingongorego kwa SARS, mme fa a sa dira jalo, gore a mongongoregi o ntshitse mabaka a a mo pateletsang gore a se ka a dira jalo. Gape OTO e tla sekaseka go bona gore a go na le dithibelo dipe le go bona gore a ngongorego e a amogelesega.
- Fa go fitlhelwa gore dingongorego di rometswe mo lefelong le le maleba la OTO, gore SARS ga e a dira sentle malebana le tirelo, mokgwa-tsamaiso kgotsa tiro ya botsamaisi, OTO e tla romelela SARS tshithinyo ya gore boemo jono bo rarabololwe jang. Mongongoregi o tla romelelwa lekwalo la go amogelwa ga ngongorego ya gagwe.
- Fa kgetse ya mongongoregi e tshololwa, o tla romelelwa lekwalo la tshwetso ka kgetse eno, le le nang le mabaka a go tshololwa ga yone.



(**ELA TLHOKO:** Ofisi ya Motlhankedi yo o Thusang Baduelalekgetho ka Dingongorego tsa Bone e tla dira patlisiso ntle le go tlotlhelediwa ke ope go tswa kwa ntle, patlisiso e e sa gobeleteng le e e senang tlhaolele go netefatsa gore ngongorego e moduelalekgetho a nang le yone kgaithanong le SARS e rarabololwa ka bonako, le gore/ kgotsa gore tshedimosetso mmogo le tlhaletsano le ene e bolokwa e le khupamarama).

DITSHENYEGELO TSA GO DIRISA DITIRELO TSA OTO KE BOKAE?



OTO ke setheo sa Puso ya Aforika Borwa se se ipegang ka tlhamalalo kwa go Tona ya Matlotlo e bile e direla baduelalekgetho ditirelo tse di sa duelelweng.

BADUELALEKGETHO BA KA GOLAGANA JANG LE MOTLHANKEDI YO O THUSANG BADUELALEKGETHO KA DINGONGOREGO TSA BONE?

Kwa go lone lefelo le ba kopang diforomo tsa go tlhatlhela ngongorego kwa go lone (Kgato 1: Kopa Foromo ya go Tlhatlhela Ngongorego)



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Aterese ya poso: PO Box 12314, Hatfield, 0028
Twitter: @TaxOmbud
Facebook: Office of the Tax Ombud
Instagram: taxombudsa

GO ITHOLA BOIKARABELO

Tshedimosetso e go tlametsweng ka yone mo tokomaneng eno e sireleditswe ke melao ya ditshwanelo tsa semolao tsa dithoto e bile ga e a tshwanelwa go kopololwa, go anamisiwa kgotsa go fetolwa ka maikaelelo ape a go dira kgwebo ka yone. Tshedimosetso e e mo bukaneng eno e ne e sena diphoso dipe ka nako ya fa e ne e gatsiwa mme go ka direga gore e ile ya fetoga morago ga moo. Fa go ka nna le dipelaelo dipe ka go nepagala ga yone kgotsa fa o sena tokololo ya bosheng ya bukana eno tsweetswee Leletsa Lefelo la go Bona Thuso ka Mogala kwa nomoreng ya 0800 662 837 go netefatsa dintlha. Boikaelelo jwa bukana eno ke go aba tshedimosetso fela mme ga e tsewe e le buka ya semolao e go tshwanetseng ga lejwa mo go yone. Motho mongwe le mongwe ke ene a tla itirelang tshwetso ya gore o tlile go dirisa tshedimosetso eno ka tsela efe. Ofisi ya Motlhankedi yo o Thusang Baduelalekgetho ka Dingongorego tsa Bone ga e tlhalose sepe kgotsa ga e emele, ga e tshitshinye kgotsa ga e buelele gore ditirelo tse go buiwang ka tsone mo tokomaneng eno ke tse di tshwanetseng go dirisediwa tharabololo ya mathata a motho ope fela. Motlhankedi yo o Thusang Baduelalekgetho ka Dingongorego tsa Bone ga a sikare boikarabelo bope ka ntsha ya tatlhegelo epe, dikgobalo le ditshenyegelo tse motho a ka nnang a nna le tsone ka tlhamalalo kgotsa ka tsela e e seng ya ka tlhamalalo ka ntsha ya phoso kgotsa go tlogelwa ga tshedimosetso e e rileng e e mo tokomaneng eno.

ELA TLHOKO Tshedimosetso eno ga e fete molao ope o o tlhomilweng e bile babadi ba ba nang le dipelaelo ka karolo epe ya tshedimosetso e e mo kaelong eno ba tshwanetse go leba molao o o maleba, kgotsa ba kope kgakololo ya semolao mo mothong yo o tshwanelegang.