

GUGULETHU COMMUNITY PRAISE OTO FOR BRINGING SERVICES TO THEIR DOORSTEP

As guests of the Motale Family Property Management in Gugulethu, Cape Town, the Office held a successful roadshow for community members on 20 June. Taking its services directly to the doorstep of the community, the OTO raised awareness about its establishment, services and mandate.

Various stakeholders attended, including individual taxpayers and local business owners from Gugulethu, Langa, Khayelitsha and surrounding areas.

OTO CEO Advocate Eric Mkhawane engaged the community on numerous tax-related matters and problems. "I'm pleased that the communities who attended were happy with our engagement and the information we shared with them. Those in attendance listened to our message as many indicated that they will start utilising our services - after exhausting SARS' available complaints resolution mechanisms - which is very encouraging."

Peter Motale, owner of Motale Family Property Management, said: "This (roadshow) is a very good initiative and I would like to thank the Office of the Tax Ombud and its leadership for honouring the community of Gugulethu with its presence.

We are very privileged to have an organisation that takes its services directly to the people, especially to the most underprivileged communities. Now the community will know where to turn when they have tax complaints against SARS."

The roadshow marked the OTO's 2nd hosting of a community outreach project in the Western Cape. The community was grateful to the OTO for bringing services to their area. Mzi Mtshula, Director of MMI Travel, said: "I did not know that there is an office that is able to assist people like us for free. I believe that more businesses and taxpayers will use your services in future. Most taxpayers do not know their rights and the Office of the Tax Ombud will make an impact in the lives of ordinary taxpayers."

Another community outreach engagement for the Office of the Tax Ombud was in Alexandra, Gauteng, and the 3rd one in Polokwane, Limpopo. The Office will continue to look for other opportunities to engage and collaborate with stakeholders in communities as a means to increase nationwide awareness about its services, which is one of the goals of its five-year strategy.



The community of Gugulethu and neighbouring townships had OTO services brought to their doorstep when CEO Advocate Eric Mkhawane addressed them during a presentation to the Motale Family Property Management headed by CEO Peter Motale.