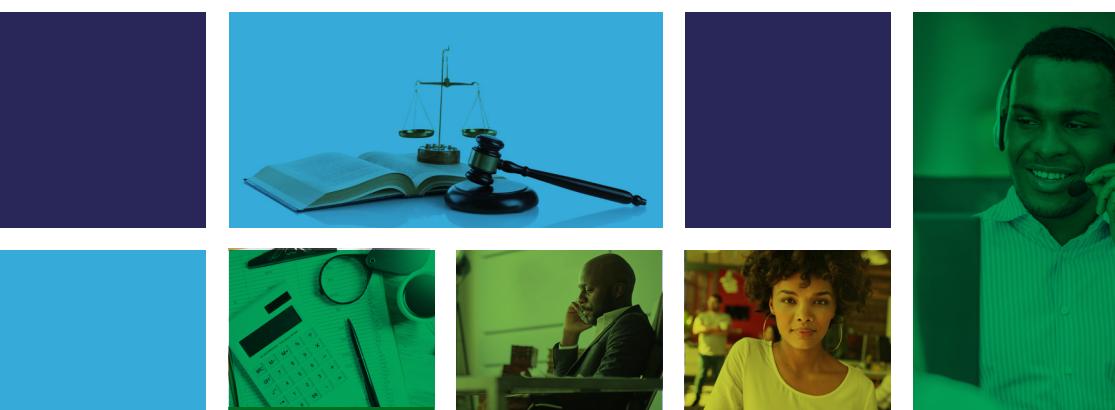




IoMmeli weziKhalazo zeRhafu

**UQULUNQO LWAMALUNGELO,  
ABAKUFANELEYO KUNYE  
NEZIBOPHELELO ZABAHLAWULI  
BERHAFU**





## IMotho yeThu

Ukuqinisekisa ubulungisa.



## Umbono

Ukomeleza ukuthemba kwabahlawul iherhafu ulawulo lwerhafu.



## Injongo

Ukuba lijelo lokulungisa eloneleyo, elizimeleyo, elingathathi cala nelinobulungisa kubahlawuli berhafu.

# linqobo ezisemgangathweni



## Ukuthatha uxanduva

Abahlawuli berhafu banelungelo lezizathu ezinengqiqo nezinobulungisa kwizigqibo kunye namanyathelo athathwayo.



## Ukuzimela

Ekusebenzeni ngezikhalazo zabahlawuli berhafu, uMsombululi weziKhalazo zeRhafu uzimele ku-SARS.



## Ukusebenza kakuhle

IOfisi yoMsombululi weziKhalazo zeRhafu iqinisekisa ukuba zonke izikhalazo zabahlawuli berhafu zisonjululwa ngokukhawuleza nakakuhle.



## Ubulungisa

UMsombululi weziKhalazo zeRhafu usebenza ngobulungisa maxa onke.



## Ubumfihlo

IOfisi yoMsombululi weziKhalazo zeRhafu yenza lonke unxibelewano nabahlawuli berhafu ngobumfihlo obungqongqo ngaphandle kokuba igunyaziswe ngenye indlela ngumhawuli werhafu.



## Ukungathathi cala

UMsombululi weziKhalazo zeRhafu uza kuzijonga ngokufanelekileyo izikhalazo zomhawuli werhafu.

---

# ISIQULATHO

<b>INTSHAYELELO</b>	<b>2</b>
<b>A. AMALUNGELO AKHO NOKUKUFANELEYO NJENGOMHLAWULI WERHAFU</b>	<b>3</b>
1. UNELUNGELO LOFIKELELO KULWAZI	4
2. UNELUNGELO LOKUFUMANA INKONZO ESEMGANGATHWENI KUNYE NANGEXESHA KU-SARS	5
3. UNELUNGELO LENKQUBO YERHAFU EFANELEKILEYO, ENGATHATHI CALA NENOBUUNGISA	6
4. YAWUFANELANGA UHLAWULE NAKUPHI NA OKUNGAPHEZU KWESIXA ESICHANEKILEYO SERHAFU ESILINDELEKE KU-SARS	7
5. ILUNGELO LAKHO LOBUCALA NOBUMFIHLO	8
6. ILUNGELO LOKUGCINA UMELO	8
7. UNELUNGELO LESIGQIBO	8
8. UNELUNGELO LOKWENZA IZICELO/IZIPHAKAMISO EZITHILE KU-SARS	9
9. UNELUNGELO LOKUKHALAZA NGAPHANDLE KOLOYIKO LOKUXHATSHAZWA	10
10. UNELUNGELO LOKUNGAVUMELANI/UKUCELA UMNGENI KUMAHLOLO/IZIGQIBO	10
<b>B. IZIBOPHELELO ZAKHO NJENGOMHLAWULI WERHAFU</b>	<b>11</b>
<b>ISIPHELO</b>	<b>13</b>

---

# INTSHAYELELO

Isikhundla soMsombululi wezikhalazo zeRhafu sayilelwa "...ukuphumeza ungqinelwano phakathi kwamagunya nemisebenzi ka-SARS kanye nezibophelelo, amancedo, namalungelo omhlawuli werhafu".<sup>1</sup> Ngokungqinelana nale njongo, olu xwebhu lufuna ukunika ulwazi abahlawuli berhafu malunga nokuba ayintoni amalungelo, abakufaneleyo, kanye nezibophelelo zabo ngokunxulumene nemicimbi yabo yerhafu kanye nokuzibandakanya kwabo neeNkonzo zeRhafu yeNgeniso zoMzantsi Afrika (South African Revenue Services) (SARS) kanye neOfisi yoMsombululi weziKhalazo zeRhafu.

Lo ayinguwo "uMqulu wamaLungelo" onyanzelwayo kodwa luqlunqo nje lwemithethosiseko equulunqwe kumaxwebhu awohlukaneyo, kuquka uMgaqo-siseko, umthetho werhafu kanye namanye amaxwebhu karhulumente. Nawaphi na amalungelo nokukufaneleyo ekubhekiselwe kuzo apha kunokuxhomekeka kokungaqukwayo kwaye kunokumiselwa umda ukuya kuma apho kuvunyelwe khona ngumthetho.

Olu xwebhu liquka izingqinisiso kumacandelo athile omThetho woLawulo IweRhafu, 28 ka-2011 (TAA) kanye nenemiThetho<sup>2</sup> eziwisela la malungelo nokufaneleyo abahlawuli berhafu, ngokunjalo nesishwankathelo sokuba ayintoni la malungelo.<sup>3</sup>

Nceda uqaphele ukuba oku akwenzelwanga ukuba kube luluhlu oluquka konke kodwa kunoko kwenzelwe ungqinisiso olukhawulezayo kumacandelo angawona abaluleke kakhulu ngokusekelwe kumava e-OTO.

Olu xwebhu alungeni endaweni, lodlule okanye longamele nawuphi na umthetho, imithethosiseko okanye iinkqubo zomthetho ongabhalwanga onxulumene nolawulo Iwerhafu kwaye abahlawuli berhafu bayacetyiswa ukuba bafune uncedo Iwabanamava ukubanceda ukuba ngaba bafuna ukunyanzelisa amalungelo abo. Kuyaziwa ukuba ixesha elininzi ukunyanzeliswa kwamalungelo omntu kufuna amanyathelo abiza kakhulu enkundla.

1. Memorandum yeNgcaciso kumThetho oYilwayo oTshintshiweyo wemiThetho yeRhafu, 2011, eyakhutshwa nguNondyebo weSizwe ngowama-27 Januvari 2012
2. ImiThetho yokuSonjululwa kweMbambano elawula inkqubo phambi kweBhodi yeRhafu okanye iNkundla yeRhafu eWiswe phantsi IweCandelo103 le-TAA, i-GN550 kwi-GG37819 yowe-11 Julayi 2014.
3. ICandelo 2 le-TAA.



# **A. AMALUNGELO AKHO NOKUKUFANELEYO NJENGOMHLAWULI WERHAFU**

---

## **1. Unelungelo lokufikelela kulwazi lwakho lobuqu**

- Unelungelo lokwazi ukuba yintoni ekufuneka uyenze ukuze uthobele imithetho yerhafu.
- Unelungelo lokufumana ulwazi oluku-SARS olunxulumene nemicimbi yakho yerhafu, uthathela ingqalelo yokuba izicelo ezithile zolwazi zifuna ukufakwa kwesicelo phantsi komThetho wokuKhuthaza uFikelelo kuLwazi kwaye i-SARS inokusala isicelo ukuba sinxulumene nolwazi oluyimfihlo lwe-SARS.<sup>4</sup>
- YUnelungelo lokwazisa ngeziggibo ze-SARS kunye nokufumana incaciso ecacileyo ngezi ziggibo okanye iziphumo uthathela ingqalelo yokuba nawuphi na umba onxulumene neziggibo ze- SARS unokufuna ukufakwa kwesicelo phantsi komThetho wokuKhuthazwa koLawulo ngobuLungisa.<sup>5</sup>
- Unelungelo lokufumana ulwazi olupheleleyo noluchanekileyo malunga neenkonzo eznikwa ngu-SARS kunye noMsombululi weziKhalazo zeRhafu olwenziwa lufumanekе ngemithombo eyahlukenenyo kuquka iiwebhusayithi ezahlukahlukeneyo, iofisi zamasebe kunye namaziko oqhagamshelwano.<sup>6</sup>
- Unelungelo lokuxelelwа ukuba kufuneka libe yintoni inqanaba nomgangatho wezi nkondo.<sup>7</sup>

4. ICandelo 7 loMgaqo-siseko weRiphabliki yoMzantsi Afrika; Amacandelo 25(1), 42(1), 42, 48, 60(2), 61(1) & (4), 65, 73, 96, 106(5), 131, 162, 163(5), 164(6), 165, 172(1), 214(1) e-TAA; ngokunjalo nomThetho 6 nomThetho 7
5. AmaCandelo 68 nama-73 e-TAA kunye nomThetho wokuKhuthazwa koFikelelo kuLwazi 2 ka-2000.
6. ICandelo 33 loMgaqo-siseko lifundwa nomThetho wokuKhuthazwa koLawulo ngobuLungisa 3 ka-2000.
7. Umthethosiseko wesihlanu weBatho Pele njengoko uqulethwe kwiPhepha leNgcaciso Nkqubo kuTshintsho loNikezo lweeNkonzo zikaRhulumente GG 18340, GN1459 sika-1997; ITshatha yeeNkonzo - sars.gov.za

---

## **2. Unelungelo lokufumana inkonzo esemgangathweni kwaye kwangexesha ku-SARS<sup>8</sup>**

Unelungelo lokufumana uncedo olukhawulezayo, ngentlonipho nangobugcisa ekusebenzisaneni kwakho no-SARS, kuthethwe nawe ngendlela ekulula ukuyiqonda, ukufumana unxibelewano olucacileyo noluqondeka lula ku-SARS, kunye nokuxela inkonzo engonelanga.

Imizekelo ebonakalayo iquka, umzekelo, ukuba abahlawuli rhafu kufuneka:

- Baziswe xa bekhethelwe uphicothoncwadi noqinisekiso;
- Bahlale besaziswa ngenkqubela yophicothoncwadi;
- Baziswe ngesiphumo senkcaso kwiintsuku ezingama-60 ezisemva kokunikwa kwenkcaso esemthethweni ngu-SARS; kwaye
- Baziswe kwiintsuku ezingama-30 ezisemva kokufaka isibheno esisemthethweni ukuba ingaba isibheno sifanalekile na ekusonjululweni kwembambano okukokunye.

8. ICandelo 195(1)(d) loMgaqo-siseko, amacandelo 22, 23, 25(5), 114, 115(1), 131, 166, 187(1), 256(2) e-TAA, umThetho 9, umThetho 13(1), ngokunjalo nemithethosiseko owesine nowesixhenxe eBatho Pele njengoko uqulethwe kwiPhepha leNgaciso Nkqubo kuTshintsho loNikezo IweeNkonzo zikaRhulumente GG 18340, iSaziso 1459 sika-1997.

---

### **3. Unelungelo lenkqubo yerhafu efanelekileyo, engathathi cala nenobulungisa<sup>9</sup>**

- Lilungelo lakho elokuba namagatya omthetho werhafu asetyenziswa ngokungatshintshiyo, ngokufanelekileyo nangaphanjelewa ziimvakalelo zobuqu. Nayiphi na imida kumalungelo omhlawuli werhafu, njengoko equlethwe kolu xwebhu, inokuvunywa kuphela ukuba amagatya omthetho athile ayakuvumela oko. Igosa le-SARS elenza iziggibo kwimiciumbi yakho yerhafu kufuneka likwenze oko ngaphandle komdla wobuqu onokukhokelela ekuthatheni icala.
- Unelungelo lofikelelo kwinkundla okanye kwelinje iqumrhu elinolawulo olufanelekileyo ukunyanzelisa amalungelo akho kunye noko kukufaneleyo.
- Abahlawuli berhafu ke ngoko banelungelo loku:
  - Ukuthatha naliphi na inyathelo lolawulo le-SARS, elichaphazela ngokungalunganga amalungelo abo, kuqwalaselko kwakhona ngokwamagatya abekwe kumThetho wokuKhuthazwa koLawulo olunobuLungisa.
  - Ukwenza izicelo kwiNkundla yeRhafu ukuba inyanzele u-SARS ukuba athobele imiTetho yokuSonjululwa kweMbambano.

9. AmaCandelo 33, 34 and 38 oMgaqo-siseko; amaCandelo 2(b), 7, 8(3), 10, 11, 41(3), 44, 45(2), 47, 49(3), 55, 59, 60, 61, 62, 63, 64, 65, 66, 101-150, 163(2)(a) & (b), 164(2), 164(6), 167, 168, 172, 174, 176, 177(3), 179-184, 179(2), 185, 186, 187(1), 188-189, 191(2), 200-205, 210, 211, 212, 213, 215(2), 218, 222, 223(1), 229, 232, 236, 237, 240, 256(2) e-TAA kunye nemiTetho yokuSonjululwa kweMbambano iphelele.

---

## **4. Awufanelanga uhlawule nakuphi na okungaphaya kwesixa esichanekileyo serhafu elindelekileyo ku-SARS<sup>10</sup>**

- Unelungelo lokuhlawula isixa esilindelekileyo ngokusemthethweni serhafu kuphela, kuquka nenzala nezohlwayo. Nasiphi na isixa esihlawulwe sagqithiswa nguwe okanye safunyanwa ngendlela yamanyathelo okuqukelo ka-SARS kufuneka sibuyiswe.
- Inkubo yerhafu yaseMzantsi Afrika iseberga “ngomthethosiseko kahlawula ngoku uze uxoxe mva” okuthetha ukuba, nokuba uyaluphikisa uhlolo olwenze ukuba uba netyala, kufuneka uhlawule kuqala. Unelungelo nakuba kunjalo, lokucela u-SARS ukuba asinqumamise isibophelelo sakho sokuhlawula ityala de kuggitywe inkubo yokusonjululwa kwembambano. U-SARS akavumelekanga ukuthatha nawaphi na amanyathelo okuqokelela ukusukela ngomhla lowo ungenise ngawo isicelo esinjalo, de ibe ziintsuku ezilishumi eziemva kokuba ikwazisile ukuba mhlawumbi isicelo saliwe, okanye isicelo ebisivuniwe ngaphambili sirhoxisiwe.<sup>11</sup>
- Unelungelo lokwaziswa ngetyala lerhafu kunye nenjongo ka-SARS yokufumana isiggibo senkundla kumatyala angengawo awolwaphulomthetho okanye ukonyulwa kweqela lesithathu ukuba lilande oko ukubambayo.<sup>12</sup>
- Unelungelo lokufaka isicelo ku-SARS sokwenza ulungiselelo lokuhlawula ityala lakho lerhafu ngezavenge, okanye ukwenza isithembiso sokuhlawula isixa esisezantsi kuneso silindelekileyo.<sup>13</sup>

- |  |
|--|
| 10. Amacandelo 93, 98, 164, 166, 169, 177, 179-184, 187(1), 190(1), 191(2), 210, 211, 211, 222, 223(1) e- TAA. |
| 11. Icandelo 164(6) le-TAA.  |
| 12. Amacandelo 172 nele-179 e-TAA.   |
| 13. AmaCandelo 167-168; namacandelo 200-207 e- TAA.  |

---

## 5. Ilungelo lakho lobucala nobumfihlo<sup>14</sup>

- Abahlawuli berhafu banelungelo lokulindela ukuba naluphi na uphandolwe-SARS, okanye amanyathelo okunyanzelisaazakuthobelwa umthetho. Inyathelo elinjalo kufuneka lingaphazamisi ngaphezu koko kuyimfuneko kwaye kufuneka lifaneleke ngokwenkqubo.
- Unelungelo lokulindela ukuba naluphi na ulwazi olunikayo ku- SARS kunye noMsombululi weziKhalazo zeRhafu lungaxelwa ngaphandle kokuba ukugunyazise ngokwakho oko okanye kuvunyelwe ngumthetho.
- Nceda uqonde ukuba u-SARS uvumelekile ukuba afumane ulwazi olunxulumene nemicimbi yakho yerhafu kumaqela esithathu afana neebhanki nabaqeshi<sup>15</sup>.
- Unelungelo lokufaka isikhulazo solwaphulomthetho ngokubhekisele kuye nawuphi u-SARS okanye umsebenzi woMsombululi weziKhalazo zeRhafu, okanye nabani na ongomnye osebenzisa okanye oxela ngokungalunganga ulwazi lwakho esophula i-TAA.

14. Amacandelo 21, 40-66, 67-72, 115(2)124(1), 132, 236 e-TAA nomThetho wokuKhuthazwa koFikelelo kuLwazi wesi-4 ka-2013.

15. Icandelo 46 le-TAA.

## 6. Ilungelo lokufumana umelo<sup>16</sup>

Unelungelo lokufumana iinkonzo zommeli ukuba akuncedise ngemicimbi yakho yerhafu kunye nezinto ozenza no-SARS.

Kufuneka kuqatshelwe ukuba kwimeko yetyala leBhodi yeRhafu, umhlawuli werhafu kufuneka acele imvume yokuba amelwe kusihlalo.<sup>17</sup>

16. Amacandelo 25(3), 52(3), 103, 113(8) e-TAA.

17. Icandelo 113(8) le-TAA.

## 7. Unelungelo lokugqitywa<sup>18</sup>

Unelungelo lokuba nophicothoncwadi, uphando, imbambano namanyathelo oqokelelo lwetyala aggqitywa kwithuba elifanelekileyo.

18. Amacandelo 29(3), 32, 93, 98, 99, 100, 148, 171, 176(3), 197, 198, 232 e-TAA.

---

## **8. Unelungelo lokwenza izicelo/iziphakamiso /izicelo ezithile ku-SARS<sup>19</sup>**

The Amagatya omthetho werhafu anika uncedo oluthile kubahlawuli berhafu awasebenzi ngokuzenzekelayo. Kwezi meko, unelungelo lokucela ukuba uncedo oluthile lusetyenziswe kwimeko yakho.

Imizekelo ethille yezicelo/ukufakwa kwezicelo umhlawuli werhafu anokuzenza ku-SARS zezoku:

- Ulwandiso lwexesha lokufakwa kwamaxwebhu acelwe ngu-SARS;
- Iziggibo ezibhaliwego okanye izimvo ezingabopheleliyo;
- Izizathu zohlolo;
- Ukuba isiggibo esenziwe ngu-SARS esingaxhomekekanga kwinkcaso nesibheno sirhoxiswe;
- Uhlolo lwehliswe;
- Ulwandiso lwexesha lokungenisa iinkcaso nezibheno;
- Ukwenza isiphakamiso sokulungisa imbambano;
- Ukurhoxiswa kukasihlalo webhodi yerhafu; kunye
- Nokuba izohlwayo ezithile nenzala zirhoxiswe.

19. Amacandelo 46(5), 75-90, 93, 95, 98, 104(5), 107(2), 111(7), 113(8), 113(11), 118, 122(2), 130, 142- 150, 164(2), 165, 167, 187(6) & (7)200, 215(1), 223(3), 226, 256(1) e-TAA nomThetho 6.

---

## 9. Unelungelo lokukhalaza ngaphandle koloyiko lokuxhatshazwa<sup>20</sup>

- Unelungelo lokukhalaza.
- Awunokoyikisa ukuba ungasifaki isikhala zo okanye ukuba usirhoxise isikhala zo.
- Awunakoyikisa ngokufaka isikhala zo kwifosi yolawulo Iwezikhalazo zangaphakathi ye-SARS okanye kwiOfisi yoMsombululi weziKhalazo zeRhafu.
- Abahlawuli berhafu banelungelo lokuba zibhaliswe kwaye zisonjululwe ngokukhawuleza izikhala zo zabo yiOfisi yoLawulo IweziKhalazo (Complaints Management Office) (CMO) ye-SARS kubunizni beentsuku ezingama-21 zokusebenza ukusukela ekufakweni kwesikhala zo, ngokutsalela umnxeba i-SARS CMO ku **0860 12 12 16**. Ukuba ngaba abahlawuli berhafu abakoneliseki sisiphumo se-SARS, abahlawuli berhafu banokulandela inkqubo yezikhala zo yoMsombululi weziKhalazo zeRhafu ngokucela ifomu yesikhala zo, enokudawunlowudwa ku-www.taxombud.gov.za.

Inokucela ngeimeyile kananjalo ifomu ku **complaints@taxombud.gov.za** okanye ngomnxeba ku **0800 662 837**.

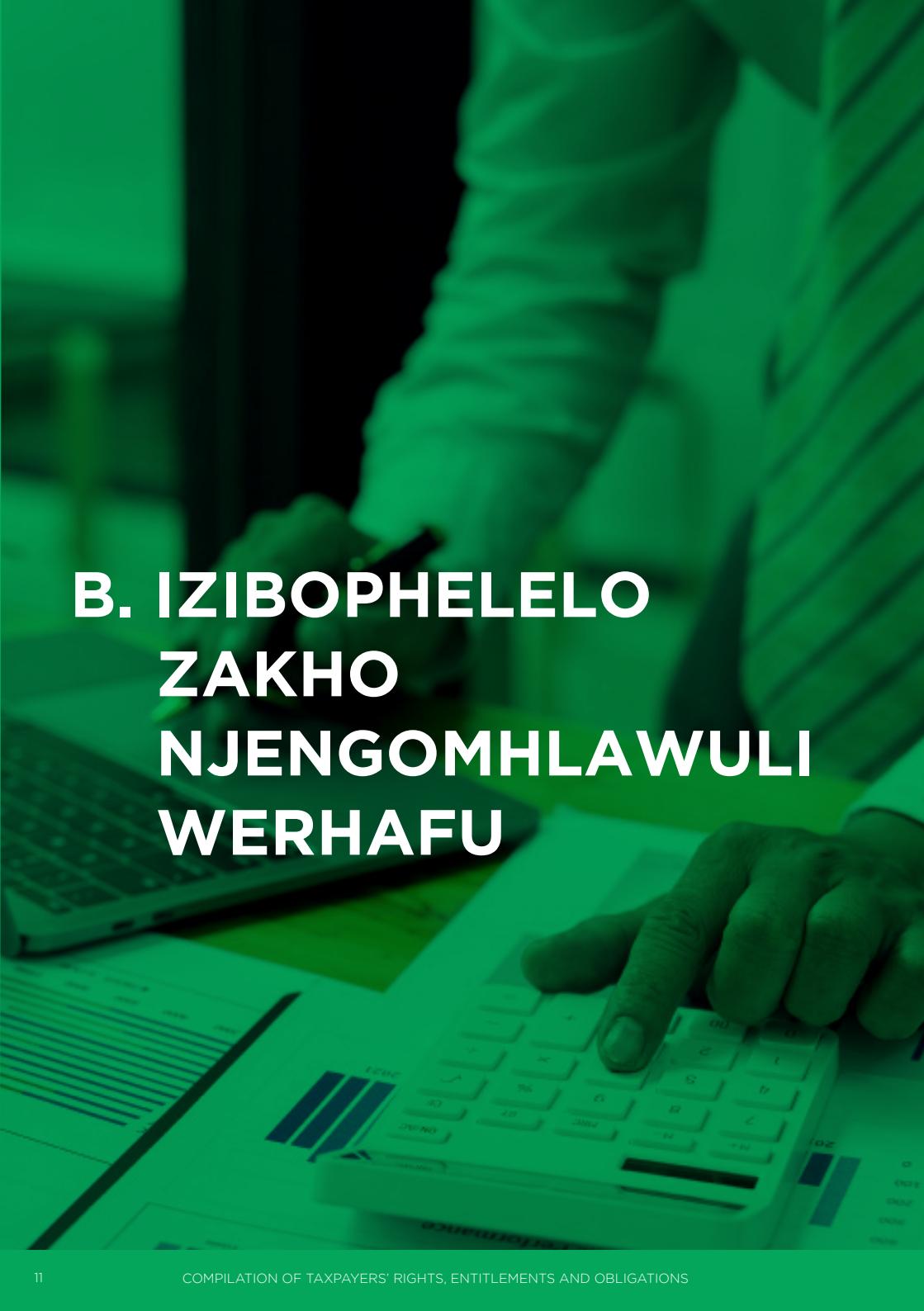
20. Amacandelo 16-18 e-TAA kanye nomthethosiseko wesixhenxe weBatho Pele njengoko iqulethwe kwiPhepha leNgcaciso Nkqubo kuTshintsho loNikezo IweeNkonzo zikaRhulumente GG 18340, iSaziso 1459 sika-1997.

## 10. Unelungelo lokuphikisa/ukucela umngeni kumahlolo/izigqibo<sup>21</sup>

Unelungelo lokuphikisa naluphi na uhlolo okanye isigqibo esixhomekeke kwinkcaso kanye nesibheno, kumagatya nemithetho emiselweyo enkqubo yokusonjululwa kwembambano.

Unelungelo lokuthatha naliphi na inyathelo lolawulo elichaphazela ngokungalunganga amalungelo abo, kuqwalasel o kwakhona ngokwamagatya abekwe kumThetho wokuKhuthazwa koLawulo olunobuLungisa.

21. Amacandelo 103, 104, 107, 177 (3) 190 (6) 220, 224 e-TAA. .



# **B. IZIBOPHELELO ZAKHO NJENGOMHLAWULI WERHAFU**

---

# **IZIBOPHELELO ZAKHO NJENGOMHLAWULI**

## **WERHAFU<sup>22</sup>**

- Umuntu ngamnye unomsebenzi wokusebenza ngokona kuba nako kwakhe kunye nangokufanelekileyo kunye nangokuhlawula iirhafu eziwiswe ngumthetho.<sup>23</sup>
- Njengomhlawuli werhafu unoxanduva lokuqinisekisa ukuba uyzazazi izibophelelo zakho kwaye ukuba awuqinisekanga ngayo nayiphi indlela okanye imicimbi yakho yerhafu inzima, kufuneka ufunе icebo elifanelekileyo.
- Kufuneka ubhalise njengomhlawuli werhafu xa kufanelekile ukuba wenze njalo.<sup>24</sup>
- Kufuneka unyaniseke kwaye uchane kwimisebenzi yakho no-SARS kunye noMmeli weziKhalazo zeRhafu.
- Kufuneka uthobele zonke iinkqubo zerhafu ezimiselweyo kunye namaxesha amiselweyo anxulumene nemicimbi yakho yerhafu.<sup>25</sup>
- Ingakumbi,kufunekaungeniseiiifomezipheleleyo nezinyanisekileyo zerhafu kwaye wenze intlawulo xa kufuneka wenze njalo.<sup>26</sup>
- Kufuneka ungenise amaxwebhu acelwe ngu-SARS ngohlobo olo kwindawo kunye nangexesha elixeliwego kwisicelo.<sup>27</sup>
- Kufuneka wazise u-SARS ngalo naluphi na utshintsho kwiinkcukacha zakho ezibhalisiwego okanye iinkcukacha zokubhanka kwiintsuku ezingama-21.<sup>28</sup>

23. Inqaku 29 IoMqulu waseAfrika wamaLungelo obuNtu nabaNtu owaMkelwa ngowama-27 Juni 1981, OAU Doc. CAB/LEG/67/3 rev. 5, 21 I.L.M. 58 (1982), owaqala ukusetyenziswa ngowama-21 Oktoba 1986 kwaye walungiswa nguMzantsi Afrika.

24. Amacandelo 22 – 24 e-TAA.

25. Izahluko 3: Ubhaliso, 4: liifom zeRhafu neeRekhodi, 5: UkuQokelelwа koLwazi, 9: UkuSonjululwa kwMbambano, 10: UXanduva neNtlawulo yeRhafu; kunye 11: NokuFunyanwa kweRhafu ze-TAA vezona zibalulekileyo.

26. Icandelo 25 – 28; nele-162 e-TAA.

27. Icandelo 23 le-TAA.

28. Icandelo 23 le-TAA.

- 
- Kufuneka ugcine onke amaxwebhu kunye neerekhodi zakho ezinxulumene nezibhengezo zakho zerhafu ithuba leminyaka emihlanu ukususela kumhla ongenise ngawo iifomu zakho zerhafu. Kubalulekile ukuqonda ukuba ithuba leminyaka emihlanu liqala kuphela ngomhla ongenise ngawo ifomu yakho yerhafu.<sup>29</sup>
  - Ukuba ngaba akufunwa ukuba ungenise ifomu yakho yerhafu, kufunwa ukuba ugcine onke amaxwebhu kunye neerekhodi zakho iminyaka emihlanu ukuqala kwisiphelo sethuba lerhafu elo loo maxwebhu neerekhodi zinxulumene nalo.<sup>30</sup>
  - AbaHlawuli Rhafu bamaQumrhu kufuneka baqinisekise ukuba bamelwe maxa onke ligosa likarhulumente elihlala eMzantsi Afrika.<sup>31</sup>

29. Icandelo 29 le-TAA.

30. Icandelo 29 le-TAA.

31. Icandelo 246 le-TAA.

## ISIPHELO

Undoqo wenkqubo yolawulo lwerhafu olufanelekileyo, olunobulungisa lungqinelwano olufanelekileyo phakathi kwamagunya nemisebenzi kagunyaziwe wengeniso, kwelinje icala, amalungelo nezibophelelo zomhlawuli werhafu kwelinje icala. Olu xwebhu lufuna ukufaka isandla kolo ngqinelwano ngokusebenza, njengendawo enye, ehlanganisiweyo yongqinisiso malunga namalungelo, okufaneleyo nebophelelo zabahlawuli rhafu baseMzantsi Afrika. Luxwebhu lokuqala oluhlobo lunje eMzantsi Afrika kwaye kuyathenjwa ukuba luza kunceda abantu baseMzantsi Afrika ngokufaka isandla ngokubhekisele kuqokelelo lwerhafu olufanelekileyo noluphezulu.



# OFFICE OF THE TAX OMBUD

*Ensuring fairness*

## IOfisi yoMmeli weziKhalazo zeRhafu

I-imeyile: [complaints@taxombud.gov.za](mailto:complaints@taxombud.gov.za)

Umnxeba: 0800 662 837 (ongahlawulelwayo) okanye (+27) 12 431-9105

Idilesi yesitalato

Menlyn Corner, 2nd Floor,  
87 Frikkie de Beer Str,  
Menlyn,  
Pretoria

IDilesi yePosi

PO Box 12314,  
Hatfield,  
0028

### *ISaziso seLungelo loMbhali nokungaThathi Xanduva*

Ulwazi olunikwe kolu xwebhu lukhuselwe yimithetho yelingelo elilodwa lomvelisi elisebenzayo kwaye alunakukhutshewla, lusasazwe okanye lulungiswe ngayo nayiphi na injongo ngaphandle kwemvume ecacileyo yoMsombululi weziKhalazo zeRhafu. Ulwazi beluchanekile ngexesha lopapasho kodwa kunokwenzeka ukuba luye lwatshintscha emva koko. Olu xwebhu lolweenjongo zolwazi kuphela kwaye alunakuthathwa njengongqiniso olusemhethweni. Ukusetyenziswa kolu Iwazi nguye nawuphi na umtu kuza kuba ngokwengqiao epheleleyo yaloo mntu. IOfisi yoMsombululi weziKhalazo zeRhafu ayimelanga ngokucacileyo okanye ngokucetyiswayo. icebise okanye iphakamise ukuba iinkonzo ekubhekiselwe kuzo kolu xwebhu zifamelekile kwiimfuno zakhe nawuphi na umtu othile. UMSombululi weziKhalazo zeRhafu akathathi naluphi na uxanduva ngenxa yayo nayiphi ilahleko, umonakalo, iindleko neentlawulo, ezinokuba zifunyenwe okanye okushiyiwego okuqulethwe kolu xwebhu. Ulwazi alungeni kwindawo yomthetho kwaye abafundi balo abathandabuzayo ngokupathelene nawo nawuphi na umba wolwazi oluveziwego kuxwebhu kufuneka babhekisele kumthetho obandakanyekayo, okanye ofuna uluvo olusesikweni kumntu ofanelekileyo oqinisekisiwego.