



OFFICE OF THE
TAX OMBUD

MOTSEREGANYI WA LEKGETHO

KAEDI YA DINGONGOREGO



SE O TLHOKANG GO SE ITSE

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Moono wa Rona

Go netefatsa tshiamo.



Ponelopele

Go maatlafatsa tshepo le boikanyo jwa baduelalekgetho mo tsamaisong ya lekgetho.



Maikaelelo

Go nna tsela e e kgonang, nonofileng, e e ikemetseng, e e sa tseyeng letlhakore le e e siameng ya paakanyo go baduelalekgetho.



Mesola

Go rwala maikarabelo

Baduelalekgetho ba na le tshwanelo ya lebaka le le utlwalang le le siameng la ditshwetso le dikgato tse di tseilweng.



Go Ikemela

Mo go samaganeng le dingongorego tsa baduelalekgetho, Motsereganyi wa Lekgetho ga a tseye ditaelo kwa SARS.



Bokgoni

Kantoro ya ga Motsereganyi wa Lekgetho e netefatsa dingongorego tsotlhe tsa baduelalekgetho di rarabololwa ka bonako le ka bokgoni.



Tshiamo

Motsereganyi wa Lekgetho o dira ka tshiamo ka dinako tsotlhe.



Bophiri

Kantoro ya ga Motsereganyi wa Lekgetho e tshwara ditlhaeletsano tsotlhe le baduelalekgetho ka bophiri jo bo tseneletseng kwa ntle ga gore moduelalekgetho a dumelele ka tsela nngwe.



Go se tseye letlhakore

Motsereganyi wa Lekgetho o tla sekaseka dingongorego tsa baduelalekgetho ka tshiamo.



Re Bo Mang?



Go rotloetsa boikanyo jwa Baduelalekgetho

OTO e tlhomilwe ka Diphilane 2013 go tokafatsa thulaganyo ya tsamaiso ya lekgetho mo Aforikaborwa. Go fitlha ka nako eo, go ne go se na tsela e e ikemetseng ya paakanyo ya baduelalekgetho ba ba dirisitseng mekgwa e e tlwaelegileng ya dingongorego ya SARS mme ba ne ba santse ba sa thusiwa. Jaaka tsela ya paakanyo ya baduelalekgetho, re leka go netefatsa gore baduelalekgetho ba amogela tirelo ya seporofesenale le go ba tshwara ka tshiamo e e ba tshwanelang go tswa go SARS le OTO.

DITIRELO TSA RONA KE DIFE?

Taolelo ya Motsereganyi wa Lekgetho ke go sekaseka le go rarabolola ngongorego nngwe le nngwe ka moduelalekgetho ka ga tirelo, ntlha ya mokgwatsamaiso kgotsa tsamaiso e e tlhagelelang go tswa mo tirisong ya ditlamelo tsa Molao wa lekgetho ka SARS. Go tlaleletsa, ka kopo ya ga Tona kgotsa itshimololelo ya Motsereganyi wa Lekgetho ka tetla ya ga Tona, re sekaseka dintlha dingwe le dingwe tsa thulaganyo le tse di tlhagelelang tse di amanang le ntlha ya tirelo kgotsa tiriso ya ditlamelo tsa Molao wa Tsamaiso ya Lekgetho kgotsa ditlamelo tsa mokgwatsamaiso kgotsa tsa tsamaiso ya Molao wa lekgetho.

GORENG GO DIRISIWA DITIRELO TSA RONA?

- Di abiwa kwa ntle ga tuelo epe go wena jaaka moduelalekgetho. Tirelo ga e duelwe - ke mahala!
- Ga re tseye letlhakore.
- Re fitlhelela thulaganyo ya SARS ya lekgetho go netefatsa dintlha le le tshedimosetso ka tsela e e ikemetseng.

DINTLHA TSA THULAGANYO: SE O TLHOKANG GO SE ITSE

Ntlha ya thulaganyo ke ntlha e e rileng e e ka tsewang e le tlhoko ya ngongorego e e amang kgotsa e e tla amang baduelalekgetho ba le bantsi mo thulaganyong ya lekgetho. Dintlha tsa thulaganyo di ka tlhagelela ka ntlha ya ka moo dithulaganyo tsa SARS tse di totobetseng di dirang ka teng, ka moo SARS e tlamang le go dirisa dipholisi, ditiro kgotsa mekgwatsamaiso ka teng, kgotsa ka moo SARS e dirisang kgotsa e tlhokomogolang ditlamelo tsa peomolao ka teng.

RE LEMOGA JANG DINTLHA TSE DI MASISI TSA THULAGANYO LE TSE DI TLHAGELELANG?

Fa go lemogiwa le go sekaseka dintlha tse di farologaneng tse baduelalekgetho ba lebanang le tsone, OTO e elatlhoko mabaka a a jaaka:

- kutlwalo ya ntlha e mo ditshwanelong tsa moduelalekgetho;
- kutlwalo e e sa siamang ya ntlha e mo SARS;
- bomasisi jwa ntlha e; le
- palo ya baduelalekgetho ba ba amegileng.

Go tswa foo re ntsha katlanegiso ya semmuso e e tlhalosang mabaka a a isang kwa tshwetsong ya rona ya go lemoga ntlha e le ntlha ya thulaganyo kgotsa e e tlhagelelang.

Buisa go ya pele ka dintlha tsa gajaana tsa thulaganyo mo webosaeteng ya [Motsereganyi wa Lekgetho](#).



O TLHOMA LENG NGONGOREGO?

Pele ba ikgolaganya le Motsereganyi wa Lekgetho, baduelalekgetho ba tshwanetse go netefatsa gore ba feditse mekgwa ya SARS ya ka fa gare ya tharabololo ya dingongorego ntle le fa go na le mabaka a a pateletsang a go se dire jalo.

Go lebisa ngongorego kwa SARS, moduelalekgetho o tlhoka go ya kwa Kantorong ya SARS ya Tsamaiso ya Dingongorego (CMO) mo 0860 121 216 kgotsa eFiling. Fa o santse o sa kgotsofadiwa ke ka moo SARS e samaganeng le ngongorego ya gago ka teng, kgotsa fa CMO ya SARS e sa konosetsa ngongorego ya gago morago ga malatsi a 21 a tiro go tloga ka letlha le o e tlhomileng ka lona, o ka ya kwa Kantorong ya Motsereganyi wa Lekgetho. Fa ngongorego ya gago e wela mo taolelong ya rona, re tla e amogela, e batlisa le go neela SARS dikatlanegiso tsa rona gore ngongorego e rarabololwe jang.

MABAKA A A PATELETSANG KE AFE?

Molao wa Tsamaiso ya Lekgetho o tthalosa mabaka a a latelang gore Motsereganyi wa Lekgetho o tla tsaya tsia fa a tlhomamisa fa lebaka le ka “pateletsa”:

:

- kopo e tlhagisa dintlha tsa thulaganyo;
- go fetsa mekgwa ya tharabololo ya dingongorego go tla tlhola tlhola mathata a a sa tlhokegeng go mokopi; kgotsa
- go fetsa mekgwa ya tharabololo ya dingongorego go ka se tlhagise dipholo mo lobakeng lo Motsereganyi wa Lekgetho a lo tsayang lo amogelesegile.

Motsereganyi wa Lekgetho o tshwanetse go itsise mongongoregi gore ke kgato efe e e tla

SE MOTSEREGANYI WA LEKGETHO A SA KGONENG GO SE DIRA

Motsereganyi wa Lekgetho a ka se sekaseke:

- peomolao kgotsa pholisi ya lekgetho;
- pholisi ya SARS kgotsa tiro ya ka gale ka kakaretso;
- ntlha e e ka ganediwang le go direlwa boikuelo ka Molao wa kgetho, ntle le fa ntlha ya tsamaiso e e amanang le kganelo le boikuelo; le
- ntlha ya lekgetho fa pele ga kgotlatshekelo ya lekgetho kgotsa tshwetso e e dirilweng kwa kgotlatshekelo.

Potso ya Moduelalekgetho:

Kgetsi ya me ya kgetho e setse e le kwa kgotlatshekelo fela ke tlhoka OTO go nthusa kwa kgotlatshekelo ka ntwala le SARS.

Karabo ya Motsereganyi wa Lekgetho:

Maswabi, Motsereganyi wa Lekgetho ga a kgone go tsereganya mo kgetsing e e fa pele ga kgotlatshekelo ya molao. Os et ut aut re, sunti dolupta temporepe

A photograph of three call center agents in a modern office setting. A man in the foreground is smiling and wearing a headset. Two other agents, a woman and a man, are visible in the background, also wearing headsets and looking at computer monitors. The image has a green and blue color overlay.

RE DIRA JANG?



Re leka go rarabolola ngongorego ya gago ka bonako.

Maiteko a rona a tharabololo ya dingongorego a akaretsa tse di latelang:

- Tlhatlhoba le go sekaseka ngongorego ya gago go bona gore e wela mo taolelong ya rona le go rulaganya tshekatsheko ya pele ya ngongorego ya gago.
- fa e sa wele mo taolelong ya rona kgotsa e tlhomilwe pele ga nako, dipholo tsa lekwalo la tlhatlhobo le tla romelwa go moduelalekgetho.
- Fa e wela mo taolelong ya mme Motseroganyi wa Lekgetho a na le bonnete jwa gore SARS ga ya tshwara moduelalekgetho sentle ka mokgwatsamaiso, tsamaiso kgotsa ga e a fitlhelela ditsholofetso tsa yona tsa tirelo, dikatlanegiso tsa ka moo e rarabololwang ka teng di tla romelwang kwa SARS.
- SARS e tla araba ka pegelo ya bofelo ya ka moo e rarabolotseng ngongorego ka teng, e Motseroganyi wa Lekgetho a tla e sekasekang mme a romele lekwalo la bofelo go moduelalekgetho le le supang ka moo ngongorego e rarabolotsweng ka teng.

Motseroganyi wa Lekgetho a ka tlhomamisa gore tshekatsheko e dirwe jang. Se se ka akaretsa go atlanegisa gore ngongorego e rarabololwe ka tsereganyo kgotsa go letlanya fa go tlhokega.

DIKGATLANEGISO TSA MOTSEREGANYI WA LEKGETHO GO SARS

Dikatlanegiso tsa rona ga di tlame SARS kgotsa moduelalekgetho. Le fa go ntse jalo, fa o sa amogele dikatlanegiso tsa rona, o gololesegile go romela mabaka a gago a se go Motseroganyi wa Lekgetho mo malatsing a 30 a go amogela dikatlanegiso tsa rona. Motseroganyi wa Lekgetho a ka akaretsa mabaka a a neetsweng mo pegelong go Tona kgotsa go Mokomišenara ka karolo 19 ya Molao wa Tsamaiso ya Lekgetho.

KA MOO RE ITLAMANG GO NNA BOPHIRI KA TENG?

Kantoro ya Motsereganyi wa Lekgetho o na le tlamego ya semolao go sireletsa tshedimosetso e e bophiri ya moduelalekgetho, mme badiri ba rona botlhe ba saenile Maikano a Bophiri.

Ditlhokego tsa bophiri di tthalositswe mo Karolo 21(2) ya Molao wa Tsamaiso ya Lekgetho. Motsereganyi wa Lekgetho le motho mongwe le mongwe yo o dirang mo boemong jwa Motsereganyi a ka se senolele SARS tshedimosetso nngwe le nngwe fa e bonwe ke kgotsa mo boemong jwa Motsereganyi wa Lekgetho, kgotsa e rulagantswe mo tshedimosetso e e bonweng ke kgotsa mo boemong jwa Motsereganyi wa Lekgetho, ntle le fa go tlhokega go diragatsa ditiro tsa le ditlamego tsa yona ka Molao.

Molao o tthalosa gore SARS e tshwanetse go letlelela Motsereganyi wa Lekgetho go fitlhelela tshedimosetso e e amanang le dithata le ditlamego tsa Motsereganyi wa Lekgetho.



O TLHOMA JANG NGONGOREGO?

KGATO 1: BONA FOROMO YA NGONGOREGO

- Ka inthanete mo www.taxombud.gov.za
- Ka namana kwa OTO kwa Menlyn Corner, 2nd Floor, 87 Frikkie de Beer Street, Menlyn, Pretoria
- Ka mogala mo **0800 662 837**
- Imeile complaints@taxombud.gov.za

KGATO 2: TLATSA FOROMO KA BOTLALO

Tshedimosetso e e latelang e tshwanetse go nna mo foromong ya dingongorego:

- Leina a botlalo
- Nomoroitshupo le nomoro ya paseporoto
- Nomoro ya kaelo ya lekgetho
- Leina la kwadiso la Setlamo/CC/Terasete
- Nomoro ya kwadiso ya Setlamo/CC/Terasete
- Dintlha tsa Kgolagano:
 - Nomoro ya Mogala wa fa Gae
 - Nomoro ya selula
 - Nomoro ya Fekese
 - Nomoro ya Mogala wa Kgwebo
 - Aterese ya Imeile
 - Aterese ya lefelo
 - Aterese ya poso
- Dintlha tsa ngongorego:
 - Mofuta wa lekgetho
 - Mofuta wa dingongorego
 - Paka ya ngwaga wa lekgetho
- Kwala maemo a ngongorego ya gago ka tatelano, go akaretsa dinomoro tsotlhe tsa kgetsi tse di maleba le ngongorego go tswa kwa SARS, le go tshwaraganya ditokomane tsotlhe tsa tlaletso.
- Netefatsa gore o dirisa nomoro e e maleba ya kaelo ya lekgetho.
- Supa dipholo tse di eleliwang tsa ngongorego ya gago..

Fa re setse re amogetse foromo ya gago ya ngongorego, OTO e tla tsaya ngongorego le go neelana ka lekwalo la kamogelo.

KGATO 3: SAENA LE GO KWALA LETLHA MO DIFOROMONG TSOTLHE

Fa o dirisa kemedi, o tshwanetse go romela thata ya mmueledi le dikhopi tse di kanetsweng tsa diID tsa gago le kemedi ya gago.

O ka ntsha **Foromo ya Thata ya Mmueleli** mo webosateng ya OTO mo **Dingongoregong**.

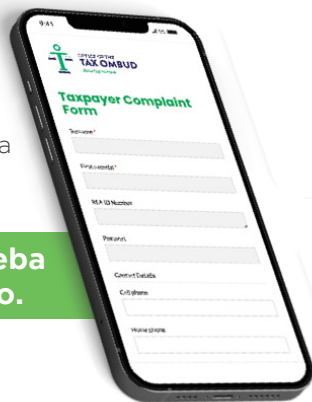
Gakologwelwa gore mongongoregi wa lekgetho le kemedi ya moduelalekgetho ba tshwanetse go saena diforomo ka bobedi jwa bona.

TSWEETSWEELA TLHOKO: Fa o tlamela bosupi jo bo sa lekanang go tshegetsatsa ngongorego ya gago, OTO e ka patelesaga go fedisa kgetsi eo. Kgotsa, o ka nwa tšhono e nngwe go tlamela bosupi jo bo tlhokegang.

GO DIRAGALA ENG MORAGO GA GO TLHOMA NGONGOREGO?

- OTO e tla sekaseka kgetse le go tlhomamisa gore a ngongorego wela mo taolelong ya rona mme mongongoregi o dirisitse mekgwa ya SARS ya dingongorego. Fa mekgwa ya SARS e sa latelwa la ntlha, re tla lebelela gore wena jaaka mongongoregi o tlametse mabaka a a utlwalang a go se dire jalo, kgotsa fa Motseraganyi wa Lekgetho a ka supa mabaka a a utlwalang gore o se dirise pele mekgwa ya SARS ya dingongorego. OTO e tla netefatsa gape gore a ditekanyetso di a dira le go lebelela gore ngongorego e a utlwala.
- Gore a dingongorego di mo taolelong ya OTO (go kaya gore go na le go se nne le tirelo, mokgwatsamaiso kgotsa tsa maiso go tswa mo SARS), OTO e tla atlanegisa gore SARS e baakanye jang maemo. Gape re tla go romela lekwalo la kamogelo, wena moduelalekgetho.
- Fa kgetsi e ganetswe, lekwalo la dipholo le tla romelwa go wena ka mabaka a kganelo.

Netefatsa gore o tlatsa mafelo otlhe a a maleba le go tshwaraganya ditokomane tsa tlaleletso.



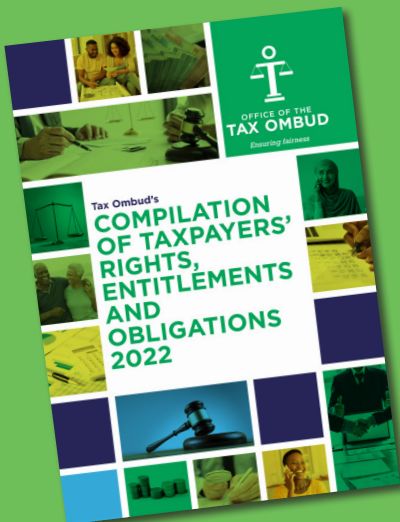
ITSE DITSHWANELO TSA GAGO

OTO e tswelela go batla go rotloetsa tekatekano e e siameng gareng ga dithata le ditlamego tsa SARS le ditlamego tsa moduelalekgetho, dipaakanyo le ditshwanelo. Re tlhagisitse Thulaganyo ya Ditshwanelo tsa Baduelalekgetho, **tse di Ba Tshwanetseng le Ditlamego ka tshedimosetso ka ga** ditshwanelo tsa baduelalekgetho, tse di ba tshwanetseng, ditlamego malebana le merero ya bona ya lekgetho le ditherisano le SARS le OTO.

Thulaganyo e ga se “Molaotlhomo wa Ditshwanelo” o o diragadiwang fela ke thulaganyo ya metheo e e teng mo ditokomaneng tse di farologaneng, go akaretisa Molaotheo, peomolao ya lekgetho le ditokomane tse dingwe tsa puso.

Ditshwanelo dingwe le dingwe le tse di tshwanetseng tse di kailweng mo Thulaganyong e ka nna ka ga diphapogo le go lekanyediwa go go letleletsweng ke molao. Thulaganyo ga e emelele, nne mo boemong kgotsa go beela thoko peomolao nngwe le nngwe, metheo ya molao o o tlwaelegileng kgotsa mekgwatsamaiso e e amanang le tsamaiso ya lekgetho.

Baduelalekgetho ba gakololwa go batla thuso mo bathong ba ba nang le maitemogelo fa ba batla go diragatsa ditshwanelo tsa bona. Go amogelwa gore go diragatsa ditshwanelo tsa gago go tlhoka kgato e e jang madi a le mantsi ya kgotlatshekelo.



**Thulaganyo ya
Ditshwanelo tsa
Baduelalekgetho tse
di Tshwanetseng le
Ditlamego di teng mo
webosaeteng ya
Motseroganyi wa
Lekgetho.
Tsebe**





TSIBOGO YA TIRELO

Kantoro ya Motseroganyi wa Lekgetho e rata go utlwa go tswa go wena ka ga ditirelo tse re di tlamelang kgotsa ka moo re ka go direlang botoka ka teng. Fa o batla go re akgola ka maitemogelo a a siameng, ngongorego ka tirelo e e sa kgotsofatseng, kgotsa o na le tshitshinyo ya gore re ka tokafatsa jang tirelo ya rona, tsweetswee golagana le rona mo communications@taxombud.gov.za.

Re ka golagana le wena jaaka karolo ya rona ya tshekatsheko ya tsweletso.

Menlyn Corner, 2nd floor, 87 Frikkie De Beer Street, Pretoria, 0181
Setheo sa Kgolagano **0800 662 837** | Imeile complaints@taxombud.gov.za

www.taxombud.gov.za

BOITATOLO

Melao e e dirang ya thoto ya matlhale e sireletsa tshedimosetso e e tlametsweng mo tokomaneng e mme e ka se kopololwe, phatlaladiwe kgotsa go fetolwa ka maikemisetso ape a kgwebo. Tshedimosetso e e mo bukaneng e e ne e nepagetse ka nako ya phasalatso mme e ka tswa e ne ya fetoga moragonyana. Fa go ka nna le pelaelo ka ga go nepagala, kgotsa fa o se na karolo ya sešeng ya bukana e, tsweetswee leletsa OTO mogala kwa Setheong sa Kgolagano mo 0800 662 837 go tlhomamisa.

Bukana eno ke ya tshedimosetso fela mme ga e tsewe e le kaelo ya semolao. Tiriso nngwe le nngwe ya tshedimosetso e e tla nna go ya ka thato ya mmuisi. Kantoro ya Motseroganyi wa Lekgetho ga e emele ka tlihamalalo kgotsa ka tsela e e sa tlihamalalang, atlanegisa kgotsa tshikinya gore dikungo kgotsa ditirelo tse di kailweng mo tokomaneng e di maleba mo ditlhokong tsa motho mongwe le mongwe yo o rileng. Motseroganyi wa Lekgetho ga a amogele molato ka ntlha ya tatlhegelo, ditshenyo, le ditshenyegelo tse di ka bonwang ka tlihamalalo le e seng ka tlihamalalo ka ntlha ya phoso nngwe le nngwe kgotsa tlogelo mo tokomaneng e.

LEMOGA: Tshedimosetso ga e tseye sebaka sa peomolao epe. Babuisi ba ba belaelang ntlha nngwe le nngwe ya tshedimosetso e e mo kaeding ba tshwanetse go lebelela peomolao e e maleba kgotsa batla kakanyo ya semmuso go motho yo o nang le dikwalo tse di tshwanetseng.