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IMPORTANT

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from Government Printing Works

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Contents

<i>No.</i>		<i>Gazette No.</i>	<i>Page No.</i>
GENERAL NOTICES • ALGEMENE KENNISGEWINGS			
South African Revenue Service/ Suid-Afrikaanse Inkomstediens			
1171	Official Languages Act (12/2012): Language Policy of the South African Revenue Service published in terms of section 4(2)(h).....	39439	4
1171	"Official Languages Act (12/2012)": Taalbeleid van die Suid-Afrikaanse Inkomstediens afgekondig ingevolge artikel 4(2)(h).....	39439	11

GENERAL NOTICES • ALGEMENE KENNISGEWINGS

SOUTH AFRICAN REVENUE SERVICE**NOTICE 1171 OF 2015****LANGUAGE POLICY OF THE SOUTH AFRICAN REVENUE SERVICE PUBLISHED IN TERMS OF SECTION 4(2)(h) OF THE USE OF OFFICIAL LANGUAGES ACT, 2012 (ACT NO.12 OF 2012)**

In terms of section 4(2)(h) of the Use of Official Languages Act, 2012 (Act No. 12 of 2012), I, Thomas Swabihi Moyane, Commissioner for the South African Revenue Service, hereby publish the Language Policy of the South African Revenue Service (SARS), as adopted on 13 May 2015, in the Schedule hereto.

**TS MOYANE****COMMISSIONER FOR THE SOUTH AFRICAN REVENUE SERVICE**

SCHEDULE

LANGUAGE POLICY OF SOUTH AFRICAN REVENUE SERVICE

1. PREAMBLE

The Constitution of the Republic of South Africa, 1996 (hereinafter referred to as "the Constitution") provides for 11 official languages; recognises the diminished use and status of indigenous languages and requires the State to take practical and positive measures to elevate the status and advance the use of indigenous languages. The Constitution further requires all official languages to enjoy parity of esteem and to be treated equitably.

To this end, the Use of Official Languages Act, 2012 (Act No. 12 of 2012) (hereinafter referred to as "the Act") has been assented to, *inter alia*,—

- to provide for the regulation and monitoring of the use of official languages by national government for government purposes;
- to require the adoption of a language policy by a national department, national public entity and national public enterprise;
- and to provide for the establishment of a language unit for a national department, national public entity and national public enterprise.

The South African Revenue Service (hereinafter referred to as "SARS"), listed as a national public entity in Schedule 3 to the Public Finance Management Act, 1999 (Act No. 1 of 1999), has therefore developed this Language Policy in compliance with the Act.

2. PURPOSE

The purpose of this SARS Language Policy is to outline how SARS will comply with the provisions of the Act, and use South Africa's 11 official languages to improve service to taxpayers and compliance levels.

3. SCOPE

The provisions of this policy are applicable to all SARS employees and members of the public interacting with SARS.

4. NATURE OF SARS

SARS is the country's revenue collecting authority. Established in terms of the South African Revenue Service Act, 1997 (Act No. 34 of 1997) as an autonomous agency, SARS is responsible for administering the South African tax system and customs service. SARS has a customer service presence in every province through its branches and ports of entry.

5. STRATEGIC CONTEXT

SARS is committed to maximising electronic transactions with taxpayers for purposes of efficiency and effectiveness, greater compliance and improved service delivery. Hence SARS has been steadily doing away with the need to print forms and returns, preferring that taxpayers submit information electronically. While other channels of interacting with SARS are still available, such as our branches, the interaction there too is largely electronic with direct interaction over the counter with a SARS employee with direct capturing on to our systems, again reducing the need to print forms or returns.

6. OFFICIAL LANGUAGES

SARS will endeavour to use all 11 official languages as its languages for government purposes, with the following understanding:

6.1 English, isiZulu, Sesotho and Afrikaans will be phased in as the chosen national languages for government purposes.

6.2 Due to practicalities such as systems, efficiency, budget, the constraints of African language terminology and current language capability within SARS, all electronic

platforms, including eFiling, e@sy File, the SARS website, the SARS intranet, as well as human resources, procurement and financial systems will be in English.

6.3 The transactional language of the organisation for external and internal operational purposes with staff, taxpayers and other stakeholders will be English.

7. USAGE

SARS will phase in the following measures:

7.1 External marketing communication with citizens will be done at a provincial level in accordance with the following languages per province (subparagraph (2) below), depending on the content of the communication, form of the communication, target audience of the communication, feasibility and cost effectiveness.

7.2 It is important to note that English, being the transactional language, will have a presence in all provinces. Below are the chosen languages per province:

- Eastern Cape: isiXhosa, Afrikaans, English
- Free State: Sesotho, Afrikaans, English
- Gauteng: isiZulu, English, Afrikaans, Sesotho
- KwaZulu Natal: isiZulu, English
- Limpopo: Sepedi, Xitsonga, Tshivenda, English
- Mpumalanga: siSwati, isiZulu, Xitsonga, isiNdebele, English
- North West: Setswana, Afrikaans, English
- Northern Cape: Afrikaans, Setswana, English
- Western Cape: Afrikaans, isiXhosa, English

7.3 The income tax return (ITR12) – the main income tax return for individual taxpayers –will be made available in all 11 official languages through the SARS Contact Centre self-service option (IVR). These printed forms will be sent to taxpayers who requested them via the Contact Centre. It must be noted that communication with a Contact Centre Agent will be in English.

7.4 SARS staff will endeavour to assist taxpayers across the counter in a branch in the official languages of the province where the branch is situated depending on the staffing and capacity regime in each branch.

7.5 A taxpayer, who wants written or published information in an official language, where that communication or information is not being provided in that language, may request that such communication or information be provided in such official language.

7.6 Such request must be in writing in the language being requested and received by SARS at least 60 days prior to the communication or information being required.

7.7 Customs staff at ports of entry will be able to assist travellers in English and the official languages of the province in which the port is situated, depending on the staffing and capacity regime at the port.

7.8 SARS will publish specific notices in relevant foreign languages at ports of entry.

7.9 English will be used in hearings and other official proceedings unless there is a request to provide interpretation services in another official language.

7.10 SARS will use South African Sign Language interpretation at branches on a rotational basis and according to a predetermined schedule. SARS will also make documents in Braille available on request. SARS will in future also provide sign language versions of educational videos when these are produced for tax education purposes.

8. LANGUAGE UNIT

SARS will provide resources for the establishment of a SARS Language Unit, which will be part of the Communication division.

9. ACCESS

9.1 SARS will publish this policy in all official languages on the SARS website from where it can be downloaded.

9.2 In addition, printed summaries will be available in all official languages at SARS branches and ports of entry.

10. COMPLAINTS MECHANISM

10.1 Any person who is dissatisfied with a decision of SARS regarding its use of official languages may lodge a complaint addressed to the Commissioner for SARS.

10.2 A complaint must be delivered to the street address of the head office of SARS, or by registered post, or by fax or email.

10.3 The complaint must be in writing, be lodged within three months of the complaint arising, state the name, address and contact information of the person lodging the complaint and provide a full and detailed description of the complaint.

10.4 A senior SARS official duly authorised by the Commissioner for SARS must consider the complaint and make a decision, no later than three months after the complaint was lodged; and inform the complainant in writing of the decision.

10.5 A complainant not satisfied with the decision may lodge an appeal to Commissioner for SARS or the Minister of Finance within one month of the decision.

10.6 The appeal must be in writing and lodged within one month of the decision, state the name, address and contact information of the person lodging the appeal and provide a full and detailed description of the complaint.

10.7 The Commissioner for SARS or the Minister of Finance shall consider the appeal and make a decision, no later than three months after the appeal was lodged and inform the appellant in writing of the decision.

11. CONTACT INFORMATION

Street address: Lehae la SARS, 299 Bronkhorst Street, Brooklyn, Pretoria

Postal address: Private Bag X923, Pretoria, 0001

Fax number: 012 422 5206

Email address: language@sars.gov.za

Telephone: 012 422 8596

**SUID-AFRIKAANSE INKOMSTEDIENS
KENNISGEWING 1171 VAN 2015**

**TAALBELEID VAN DIE SUID-AFRIKAANSE INKOMSTEDIENS AFGEKONDIG
INGEVOLGE ARTIKEL 4(2)(h) VAN DIE "USE OF OFFICIAL LANGUAGES ACT,
2012" (WET NO. 12 VAN 2012)**

Ingevolge artikel 4(2)(h) van die "Use of Official Languages Act, 2012" (Wet No. 12 van 2012), publiseer ek, Thomas Swabihi Moyane, Kommissaris van die Suid-Afrikaanse Inkomstediens, hierby die Taalbeleid van die Suid-Afrikaanse Inkomstediens, soos op 13 Mei 2015 aangeneem, in die Bylae hierby.



TS MOYANE

KOMMISSARIS VIR DIE SUID-AFRIKAANSE INKOMSTEDIENS

BYLAE

TAALBELEID VAN DIE SUID-AFRIKAANSE INKOMSTEDIENS

1. AANHEF

Die Grondwet van die Republiek van Suid-Afrika, 1996 (hierna "die Grondwet" genoem), maak voorsiening vir 11 amptelike tale; erken die inkorting van die gebruik en status van inheemse tale en vereis van die Staat om praktiese en daadwerklike maatreels te tref om die status van inheemse tale te verhoog en hul gebruik te bevorder. Die Grondwet vereis voorts dat alle amptelike tale gelykheid van aansien geniet en billik behandel word.

Vir hierdie doel is die "Use of Official Languages Act, 2012" (Wet No. 12 van 2012) (hierna "die Wef" genoem) bekragtig, onder andere—

- om voorsiening te maak vir die regulering en monitering van die gebruik van amptelike tale deur die nasionale regering vir regeringsdoeleindes;
- om die aanvaarding van 'n taalbeleid deur 'n nasionale departement, nasionale openbare instelling en nasionale openbare onderneming te vereis;
- en om voorsiening te maak vir die instelling van 'n taaleenheid vir 'n nasionale departement, nasionale openbare instelling en nasionale openbare onderneming.

Die Suid-Afrikaanse Inkomstediens (hierna "die SAID" genoem), wat as 'n nasionale openbare instelling genoem word in Bylae 3 van die Wet op Openbare Finansiële Bestuur, 1999 (Wet No. 1 van 1999), het gevolglik hierdie Taalbeleid ooreenkomstig die Wet ontwikkel.

2. DOEL

Die doel van hierdie SAID-taalbeleid is om te skets hoe die SAID aan die bepalings van die Wet sal voldoen, en Suid-Afrika se 11 amptelike tale sal gebruik om diens aan belastingbetalers en nakomingsvlakke te verbeter.

3. TOEPASSINGSBESTEK

Die bepalings van hierdie beleid is van toepassing op alle SAID-werknemers en lede van die publiek wat met die SAID in wisselwerking is.

4. AARD VAN DIE SAID

Die SAID is die land se belastinginvorderingsowerheid. Die SAID is ingevolge die Wet op die Suid-Afrikaanse Inkomstediens, 1997 (Wet No. 34 van 1997), as 'n outonome agentskap ingestel en is verantwoordelik vir die administrasie van die Suid-Afrikaanse belastingstelsel en doeanediens. Die SAID het 'n klientediensteenwoordigheid in elke provinsie deur sy takke en klaringsplekke.

5. STRATEGIESE KONTEKS

Die SAID is daartoe verbind om elektroniese transaksies met belastingbetalers te maksimeer met die oog op doeltreffendheid en doelmatigheid, groter nakoming en beter dienslewering. Gevolglik doen die SAID gaandeweg afstand van die noodsaak om vorms en opgawes te druk, met die voorkeur dat belastingpligtiges inligting elektronies indien. Hoewel ander kanale van wisselwerking met die SAID steeds beskikbaar is, soos ons takke, is die wisselwerking daar ook grotendeels elektronies met regstreekse wisselwerking oor die toonbank met 'n SAID-werknemer en regstreekse vaslegging op ons stelsels, wat weer die behoefte aan gedrukte vorms of opgawes verminder.

6. AMPTELIKE TALE

Die SAID sal poog om al 11 amptelike tale as sy tale vir regeringsdoeleindes te gebruik, met die volgende verstandhouding:

6.1 Engels, isiZulu, Sesotho en Afrikaans sal ingefaseer word as die gekose nasionale tale vir regeringsdoeleindes.

6.2 As gevolg van praktiese omstandighede soos stelsels, doeltreffendheid, begroting, die beperkings van Afrikataalterminologie en huidige taalkapasiteit in die SAID sal alle elektroniese platforms, insluitende "efiling", "e@syfile", die SAID-webwerf, die SAID-intranet asook menslike hulpbronne, verkryging en finansiële stelsels in Engels wees.

6.3 Die transaksietaal van die organisasie vir eksterne en interne operasionele doeleindes met personeel, belastingpligtiges en ander belanghebbendes sal Engels wees.

7. GEBRUIK

Die SAID sal die volgende maatreels infaseer:

7.1 Eksterne bemarkingskommunikasie met burgers sal op provinsiale vlak geskied ooreenkomstig die volgende tale per provinsie (subparagraaf (2) hieronder), afhangende van die inhoud van die kommunikasie, die vorm van die kommunikasie, die teikengehoor van die kommunikasie, doenlikheid en kostedoeltreffendheid.

7.2 Dit is belangrik om daarop te let dat Engels as die transaksietaal 'n teenwoordigheid in alle provinsies sal hê. Hieronder is die gekose tale per provinsie:

- Oos-Kaap: isiXhosa, Afrikaans, Engels
- Vrystaat: Sesotho, Afrikaans, Engels
- Gauteng: isiZulu, Engels, Afrikaans, Sesotho
- KwaZulu-Natal: isiZulu, Engels
- Limpopo: Sepedi, Xitsonga, Tshivenda, Engels
- Mpumalanga: siSwati, isiZulu, Xitsonga, isiNdebele, Engels
- Noordwes: Setswana, Afrikaans, Engels
- Noord-Kaap: Afrikaans, Setswana, Engels
- Wes-Kaap: Afrikaans, isiXhosa, Engels

7.3 Die inkomstebelastingopgawe (ITR12) – die vernaamste inkomstebelastingopgawe vir individuele belastingpligtiges sal in al 11 amptelike tale beskikbaar gestel word deur die SAID-kontaksentrum se selfdiensopsie (IVR). Hierdie gedrukte vorms sal via die Kontaksentrum gestuur word aan belastingpligtiges wat dit aanvra. Let daarop dat kommunikasie met 'n Kontaksentrum-agent in Engels sal wees.

7.4 SAID-personeel sal poog om belastingpligtiges oor die toonbank in 'n tak by te staan in die amptelike tale van die provinsie waar die tak geleë is, afhangende van die personeelposisie en kapasiteit in elke tak.

7.5 'n Belastingpligtige wat skriftelike of gepubliseerde inligting in 'n amptelike taal verlang waar daardie kommunikasie of inligting nie in daardie taal verskaf word nie, kan versoek dat sodanige kommunikasie of inligting in sodanige amptelike taal verskaf word.

7.6 Die versoek moet skriftelik wees in die taal wat versoek word en moet deur die SAID ontvang word minstens 60 dae voordat die kommunikasie of inligting benodig word.

7.7 Doeanepersoneel by klaringsplekke sal reisigers kan bystaan in Engels en die amptelike tale van die provinsie waarin die klaringsplek geleë is, afhangende van die personeelposisie en kapasiteit by die klaringsplek.

7.8 Die SAID sal spesifieke kennisgewings in tersaaklike vreemde tale by klaringsplekke publiseer.

7.9 Engels sal in verhore en ander amptelike verrigtinge gebruik word, tensy daar 'n versoek is om tolkdienste in 'n ander amptelike taal te verskaf.

7.10 Die SAID sal Suid-Afrikaanse Gebaretaal-tolke by takke op 'n rotasiebasis en volgens 'n voorafbepaalde skedule gebruik. Die SAID sal op versoek ook dokumente in Braille beskikbaar stel. Die SAID sal in die toekoms ook gebaretaalweergawes van opvoedkundige video's verskaf wanneer dit vir belastingopvoedingsdoeleindes gemaak word.

8. TAALEENHEID

Die SAID sal hulpbronne verskaf vir die instelling van 'n SAID-taaleenheid, wat deel van die Kommunikasie-afdeling sal wees.

9. TOEGANG

9.1 Die SAID sal hierdie beleid in alle amptelike tale op die SAID-webwerf publiseer, van waar dit afgelaai kan word.

9.2 Voorts sal gedrukte opsommings in alle amptelike tale by SAID-kantore en klaringsplekke beskikbaar wees.

10. KLAGTEMEGANISME

10.1 Enigiemand wat ontevrede is met 'n besluit van die SAID oor sy gebruik van amptelike tale, kan 'n klag indien wat aan die Kommissaris van die SAID gerig moet word.

10.2 'n Klag moet by die straatadres van die hoofkantoor van die SAID afgelewer word of per geregistreerde pos, faks of e-pos gestuur word.

10.3 Die klag moet skriftelik wees, moet ingedien word binne drie maande nadat die klag ontstaan het, moet die naam, adres en kontakinligting van die persoon wat die klag indien, bevat en moet 'n volledige en gedetailleerde beskrywing van die klag verskaf.

10.4 'n Senior SAID-beampte wat behoorlik deur die Kommissaris vir die SAID gemagtig is, moet die klag oorweeg en 'n besluit neem, hoogstens drie maande nadat die klag ingedien is, en moet die klaer skriftelik van die besluit in kennis stel.

10.5 'n Klaer wat nie met die besluit tevrede is nie, kan 'n appèl by die Kommissaris vir die SAID of die Minister van Finansies indien binne een maand na die besluit.

10.6 Die appèl moet skriftelik wees, moet binne een maand na die besluit ingedien word, moet die naam, adres en kontakinligting van die persoon wat die appèl indien, bevat en moet 'n volledige en gedetailleerde beskrywing van die klag verskaf.

10.7 Die Kommissaris vir die SAID of die Minister van Finansies moet die appèl oorweeg en 'n besluit neem, hoogstens drie maande na indiening van die appèl, en die appellant skriftelik in kennis stel van die besluit.

11. KONTAKINLIGTING

Straatadres: Lehae la SARS, Bronkhorststraat 299, Brooklyn, Pretoria

Posadres: Privaatsak X923, PRETORIA, 0001

Faksnommer: 012 422 5206

E-posadres: language@sars.gov.za

Telefoon: 012 422 8596

TSHEBELETSO YA LEKENO YA AFRIKA BORWA**LEANO LA PUO LA TSHEBELETSO YA LEKENO YA AFRIKA BORWA KA HO YA KA KAROLO YA 4(2)(h) YA MOLAO WA TSHEBEDISO YA DIPUO TSA SEMMUSO, 2012 (MOLAO WA NOMORO 12 WA 2012)**

Ka ho ya ka karolo ya 4(2)(h) ya Molao wa Tshebediso ya Dipuo tsa Semmuso, 2012 (Molao wa Nomoro 12 wa 2012), Nna, Thomas Swabihi Moyane, Mokhomishenara wa Tshebeletso ya Lekeno ya Afrika Borwa, mona ke phatlalatsa Leano la Puo la Tshebeletso ya Lekeno ya Afrika Borwa, jwalo ka ha le amohetswe ka la 13 Motsheanong 2015, Shejuleng ena.

**TS MOYANE****MOKHOMISHENARA WA TSHEBELETSO YA LEKENO YA AFRIKA BORWA**

SHEJULE

LEANO LA PUO LA TSHEBELETSO YA LEKENO YA AFRIKA BORWA

1. KETAPELE

Molaotheo wa Rephaboliki ya Afrika Borwa, 1996 (oo mona o tsejwang ka "Molaotheo") o hlophisetsa dipuo tsa semmuso tse 11; o ela hloko hape le tshebediso le maemo a fokolang a dipuo tsa mona lapeng mme o laela Mmuso hore o nke mehato e sebetsehang hape e nang le tshepo bakeng sa ho nyolla maemo le ho ntshetsa pele tshebediso ya dipuo tsa mona lapeng. Molaotheo o boela hape o laela hore dipuo tsohle tsa semmuso di be le maemo a lekanang hape di tshwarwe ka ho lekana.

Ho fihlela jwale, Molao wa Tshebediso ya Dipuo tsa Semmuso, 2012 (Molao wa Nomoro 12 wa 2012) (oo mona o tsejwang ka "Molao") o dumelletswa hore, *hara tse ding*, -

- lokisetse ho laola le ho lebelala tshebediso ya dipuo tsa semmuso ke mmuso wa naha bakeng sa merero ya puso;
- o kope lefapha la naha, setheo sa mmuso boemong ba naha le kgwebo ya mmuso boemong ba naha kamohelo ya leano la puo;
- le ho lokisetsa ho thehwa ha yuniti ya puo bakeng sa lefapha la naha, setheo sa mmuso boemong ba naha le kgwebo ya mmuso boemong ba naha.

Tshebeletso ya Lekeno ya Afrika Borwa (eo mona e tsejwang hape ka "SARS"), e ngodisitsweng jwalo ka setheo sa setjhaba sa naha Shejuleng ya 3 ya Molao wa Taolo ya Ditjhelete tsa Mmuso, 1999 (Molao wa Nomoro 1 wa 1999), e hlahisitse Leano lena la Puo ka ho latela Molao.

2. SEPHEO

Sepheo sa Leano lena la Puo la SARS ke ho hlalosa ka moo SARS e tla latela dipheho tsa Molao, mme e sebedise dipuo tsa semmuso tse 11 ho ntlafatsa tshebeletso ho balefi ba lekgetho mmoho le maemo a ho latela molao.

3. BONABO

Dipheho tsa leano lena di ama basebetsi bohle ba SARS le ditho tsa setjhaba tse sebedisanang le SARS.

4. SEBOPEHO SA SARS

SARS ke bolaodi bo bokellang lekeno la naha. SARS e hlonngwe ka ho ya ka Molao wa Tshebeletso ya Lekeno wa Afrika Borwa, 1997 (Molao wa Nomoro 34 wa 1997) jwalo ka setheo se ikemetseng, mme e na le boikarabelo ba ho tsamaisa mokgwa wa tshebetso wa lekgetho wa Afrika Borwa le tshebeletso ya lekgetho la ditswantle. SARS e na le tshebeletso ya dikhastama provinseng ka nngwe ka makala a yona le dikuo tsa moo ho kenwang.

5. BOEMO BO RERILWENG KA HO YA KA MAWA

SARS e ikemiseditse ho eketsa ditransekeshene tsa elektroniki le balefi ba lekgetho bakeng sa merero ya ho sebeta hantle haholo, ho latela molao le ho ntlafatsa phano ya tshebeletso. Ke ka hoo SARS e ntseng e fokotsa mosebetsi wa ho hatisa diforomo le diforomo tsa ho tseka dipelo tsa lekgetho, mme e batla hare balefi ba lekgetho ba romele lesedi ka mokgwa wa elektroniki. Le ha metjha e meng ya ho sebedisana le SARS e ntse e le teng, jwalo ka makala a rona, tshebedisano ya moo le yona hangata ke ya mokgwa wa elektroniki, e tobileng mme e etsuwang khaontareng le mosebetsi wa SARS moo ho bokellwang lesedi ka ho otloloha ho mokgwa wa tshebetso wa rona, hona hape ho fokotsa le mosebetsi wa ho hatisa diforomo kapa diforomo tsa ho tseka dipelo tsa lekgetho.

6. DIPUO TSA SEMMUSO

SARS e tla leka ka matla ho sebedisa dipuo tsohle tse 11 tsa semmuso bakeng sa merero ya mmuso, ka kutlwisiso e latelang:

6.1 Senyesemane, seZulu, Sesotho le Afrikanse di tla kengwa jwalo ka dipuo tse kgethuweng tsa naha bakeng sa merero ya mmuso.

6.2 Ka baka la kgonahalo e ka kenyelletsang mekgwa ya tshebetso, bokgoni ba ho sebetsa hantle, bajete, ditshita tsa mareo a puo ya maAfrika le bokgoni ba ha jwale ba puo ka hara SARS, dipolatelyamo tsohle tsa elektroniki tse jwalo ka eFiling, e@syFile, webosaete ya SARS, intranete ya SARS, ekasitana le ditaba tsa basebetsi, ho reka le ho fihlela dintho, le mekgwa ya tshebetso ya ditjhelete di tla etswa ka Senyesemane.

6.3 Puo eo ho tla etswa ditransekeshene tsa mokgatlo ka yona bakeng sa merero ya tshebetso ya ka ntle le ka hare le basebetsi, balefi ba lekgetho le bathahaselli ba bang e tla ba ya Senyesemane.

7. TSHEBEDISO

SARS e tla kenya mehato e latelang:

7.1 Dikgokahano tsa papatso ya ka ntle le baahi ba naha di tla etswa boemong ba provinse ka ho ya ka dipuo tse latelang provinsing ka nngwe (temana e nyenyane ya (2) e ka tlase), mme ho tla ya ka dikateng tsa kgokahano, mofuta wa kgokahano, batho ba shebilweng haholo bakeng sa kgokahano, kgonahalo le poloko ya ditjeho.

7.2 Ho bohlokwa ho ela hloko hare Senyesemane, jwalo ka puo eo ho etswang ditransekeshene ka yona, se tla buuwa diprovinseng tsohle. Mona ka tlase ke dipuo tse kgethuweng ka ho ya ka provinse ka nngwe:

- Kapa Botjhabela: seXhosa, Afrikanse, Senyesemane
- Freistata: Sesotho, Afrikanse, Senyesemane
- Gauteng: seZulu, Senyesemane, Afrikanse, Sesotho
- KwaZulu-Natal: seZulu, Senyesemane
- Limpopo: Sepedi, seTsonga, seVenda, Senyesemane
- Mpumalanga: seSwati, seZulu, seTsonga, seNdebele, Senyesemane

- Leboya-Bophirima: Setswana, Afrikanse, Senyesemane
- Kapa Leboya: Afrikanse, Setswana, Senyesemane
- Western Cape: Afrikaanse, seXhosa, Senyesemane

7.3 Diforomo tsa lekgetho la kuno tse tsejwang ka *income tax return (ITR12)* – e leng diforomo tsa lekgetho la kuno tse ka sehloohong bakeng sa molefi wa lekgetho ka mong – di tla fumaneha ka dipuo tsohle tsa semmuso tse 11 ka mokgwa wa ho iketsetsa ka bowena o tsejwang ka *SARS Contact Centre self- service option (IVR)*. Diforomo tsena tse hatisisweng di tla romelwa balefi ba lekgetho ba di kopileng ka Contact Centre. Ho tshwanetswe hore ho elwe hloko hore kgokahano le Contact Centre Agent e tla ba ka Senyesemane.

7.4 Basebetsi ba SARS ba tla leka ka matla ho thusa balefi ba lekgetho khaontareng ya lekaleng ka dipuo tsa semmuso tsa provinse eo lekala le leng ho yona mme ho tla ya ka basebetsi ba moo le bokgoni boo ba nang le bona lekala ka leng.

7.5 Molefi wa lekgetho, ya batlang lesedi le ngotsweng kapa le phatlaladitsweng ka puo ya semmuso, moo kgokahano kapa lesedi leo ho sa fanwang ka tsona ka puo eo, a ka kopa hare ho fanwe ka kgokahano kapa lesedi leo ka puo eo ya semmuso.

7.6 Kopo e jwalo e tshwanetswe ho ngolwa fatshe ka puo eo e kotjwang mme e amohelwe ke ba SARS bonyane matsatsing a 60 pele ho feta letsatsi leo kgokahano kapa lesedi le hlokehang ka lona.

7.7 Ba sebetsang ka lekgetho la ditswantele ba leng dikoung tsa moo ho kenwang teng ba tla kgona ho thusa baeti ka puo ya Senyesemane le dipuo tsa semmuso tsa provinse eo kuo e leng ho yona, mme ho tla ya ka basebetsi le bokgoni bo leng teng koung.

7.8 SARS e tla phatlalatsa ditsebiso tse itseng ka dipuo tse tshwanetseng tsa ka ntle dikoung tseo ho kenwang ho tsona.

7.9 Senyesemane se tla sebediswa ha ho mamelwa dinyewe le tshebetsong tse ding tsa semmuso ntle le ha ho entswe kopo ya hore ho be le ditshebeletso tsa ho toloka ka puo e nngwe ya semmuso.

7.10 SARS e tla sebedisa Puo ya Matsoho ya Afrika Borwa ho toloka makaleng ka ho ljhentjhana le ka ho ya ka shejule e tla behwa pejana. SARS hape e tla etsa hore ho fumanehe le ditokomane tse ngotsweng ka Braille ha di kotjwa. SARS nakong e tlang hape e tla fana ka diphatlalatso tsa puo ya matsoho ya divideo tsa thuto ha di se di hlahisitswe bakeng sa merero ya ho ruta ka lekgetho.

8. YUNITI YA PUO

SARS e tla fana ka mehlodi ya thuso bakeng sa ho thehwa ha Yuniti ya Puo ya SARS, e tla ba karolo ya lekala la Dikgokahano.

9. PHIHLELO

9.1 SARS e tla phatlalatsa leano lena ka dipuo tsohle tsa semmuso webosaeteng ya SARS e leng moo le ka bulwang le ho balwa teng.

9.2 Hodima moo, ho tla ba le dikgutsufatso tse hatisitsweng ka dipuo tsohle tsa semmuso makaleng a SARS le dikoung tsa moo ho kenwang teng.

10. MEKGWA YA HO TLETLEBA

10.1 Motho ofe kapa ofe ya sa kgotsotalang ka qeto ya SARS mabapi le tshebediso ya dipuo tsa semmuso a ka romela tletlebo ho Mokhomishenara wa SARS.

10.2 Tletlebo e tshwanetswe ho iswa atereseng ya seterata ya ntlokgolo ya SARS, kapa e romelwe ka poso e rejistarilweng, kapa ka fekse kapa e-meile.

10.3 Tletlebo e tshwanetswe ho ngolwa fatshe, e kengwe ho eso fete dikgwedi tse tharo ho tloha nakong eo e hlahisitsweng ka yona, o bolele lebitso, aterese le lesedi la moo ho ka iteangwang le motho ya kenyang tletlebo mme ho fanwe le ka tlhaloso e fellelseng ya tletlebo.

10.4 Mohlanka e moholo wa SARS ya kgethuweng ka molao ke Mokhomishenara wa SARS o tshwanetse ho ela hloko tletlebo e be o nka qeto, ho eso fete dikgwedi tse tharo ka mora ho ba tletlebo e etswe; e be o tsebisa motho ya tletlebang ka qeto eo ka ho mo ngolla.

10.5 Motho ya tletlebang ya sa kgotsofalang ka qeto a ka etsa boipiletso ho Mokhomishenara wa SARS kapa Letona la Ditjhelete ho eso fete kgwedi e le nngwe ho nkuwe qeto eo.

10.6 Boipiletso bo tshwanetswe ho ngolwa fatshe mme bo etswe ho eso fete kgwedi e le nngwe ho nkuwe qeto, ho bolelwe lebitso, aterese le dintlha tsa moo ho ka iteangwang le motho ya etsang boipiletso hape ho fanwe ka tlhaloso e felletseng ya tletlebo.

10.7 Mokhomishenara wa SARS kapa Letona la Ditjhelete le tla ela hloko boipiletso e be le nka qeto, ho eso fete dikgwedi tse tharo ka mora ho ba ho etswe boipiletso e be le tsebisa motho ya ipiletsang ka qeto eo ka ho mo ngolla.

11. DINTLHA TSA EO O KA ITEANYANG LE YENA

Aterese ya seterata: Lehae la SARS, 299 Bronkhorst Street, Brooklyn, Pretoria

Aterese ya poso: Private Bag X923, Pretoria, 0001

Nomoro ya fekse: 012 422 5206

Aterese ya e-meile: language@sars.gov.za

Mohala: 012 422 8596

UPHIKO LWEZOKUQOQWA KWENTELA ENINGIZIMU AFRIKA (SARS)

INQUBOMGOMO YOLIMI YOPHIKO LWEZOKUQOQWA KWENTELA ENINGIZIMU AFRIKA ESHICILELWE NGOKWEMIBANDELA YESIGABA 4(2)(h) SOMTHETHO WOKUSETSHENZISWA KWEZILIMI EZISEMTHETHWENI, KA-2012 (UMTHETHO WE-12 KA-2012)

Ngokwemibandela yesigaba 4(2)(h) soMthetho Wokusetshenziswa Kwezilimi Ezisemthethweni, ka-2012 (uMthetho We-12 ka-2012), mina, Thomas Swabihi Moyane, njengoKhomishana woPhiko lwezokuQoqwa kweNtela eNingizimu Afrika, lapha ngishicilela Inqubomgomo Yolimi yoPhiko lwezokuQoqwa kweNtela eNingizimu Afrika, njengalokhu yemukelwa ngomhla ziyi 13 kuNhlaba 2015, kule Sheduli.



TS MOYANE

UKHOMISHANI WOPHIKO LWEZOKUQOQWA KWENTELA ENINGIZIMU AFRIKA

ISHEDULI

INQUBOMGOMO YOLIMI YOPHIKO LWEZOKUQOQWA KWENTELA ENINGIZIMU AFRIKA

1. ISENDLALELO

UMthethosisekelo weRiphabhlikhi yaseNingizimu Afrika wangonyaka ka-1996 (okusuka manje lapha sizothi uma sikhuluma ngawo sithi nje "uMthethosisekelo" kuphela) uhlinzeka ngezilimi ezisemthethweni eziyi-11; futhi uyakuqonda ukungasetshenziswa ngendlela efanele kwezilimi zomdabu kanti udinga ukuthi Izwe lithathe izinyathelo eziphathekayo nezifanele ukwenyusa izinga futhi liphinde lithuthukise ukusetshenziswa kwezilimi zomdabu. UMthethosisekelo uphinda futhi udinge ukuthi zonke izilimi ezisemthethweni zithokozele isithunzi esilinganayo futhi ziphathwe ngokulingana.

Ukufeza lokhu osekushiwo ngenhla, kuye kwaphasiswa uMthetho Wokusetshenziswa Kwezilimi Ezisemthethweni ka-2012 (uMthetho We-12 ka-2012) (okusuka manje lapha sizothi uma sikhuluma ngawo sithi nje "uMthetho") ukuthi phakathi kwezinye izinto, wenze lokhu okulandelayo,—

- uhlinzeke ngokulawulwa komthetho kanye nokubheka ukusebenza kwezilimi ezisemthethweni kuhulumeni kazwelonke ngokwezinhloso zokusebenza kukahulumeni;
- udinge ukuthi kwamukelwe inqubomgomo yolimi ngumnyango kazwelonke, isikhungo somphakathi sikazwelonke kanye nenkampani yomphakathi kazwelonke;
- kanye nokuthi uhlinzeke ngohlelo lokwakhiwa komnyango wezilimi emnyangweni kazwelonke, kwisikhungo somphakathi sikazwelonke kanye nasenkampanini yomphakathi kazwelonke.

UPhiko lwezokuQoqwa kweNtela eNingizimu Afrika (okusuka manje lapha sizothi uma sikhuluma ngayo sithi nje "i-SARS"), ibalulwe njengesikhungo somphakathi kuSheduli yesi-3 ngokoMthetho Wokuphathwa Kwezimali Zomphakathi, ka-1999 (uMthetho Woku-1 ka-1999), kanti iye yasungula le Nqubomgomo Yolimi ngokuhambisana nawo lo Mthetho.

2. INHLOSO

Inhloso yale Nqubomgomo Yolimi yakwa-SARS ukubalula ukuthi i-SARS iyohambisana kanjani nezimiso zalo Mthetho, bese isebenzisa izilimi eziyi-11 ezisemthethweni eNingizimu Afrika ukwenza ngcono imisebenzi ehlinzekwa abakhokhibentela kanye nokufezekisa amazinga okuhambisana nomthetho.

3. UKUSEBENZA KWAYO

Ukusebenza kwezimiso zale nqubomgomo kuyosebenza kubona bonke abasebenzi bakwa-SARS kanye namalungu omphakathi ayobe exhumana ne-SARS.

4. IMVELAPHI YE-SARS

I-SARS iyisikhungo sezwe esiqoqa imali yentela. Lesi sikhungo sasungulwa ngokwemibandela yoMthetho Wentela WaseNingizimu Afrika, wangonyaka ka-1997 (uMthetho Wama-34 ka-1997) kanti njengesikhungo esizimele, i-SARS inomsebenzi wokulawula uhlelo lokuqoqa intela lwaseNingizimu Afrika kanye nelokukhokhelwa kwezimpahla ezithile. I-SARS inendawo yokusebenzela amakhasimende kuzona zonke izifundazwe kanti inamagatsha kanye nezindawo zokungena abantu abeza kuleli.

5. UKUSEBENZA KWAMAQHINGA ENHLANGANO

I-SARS izibophezele ekutheni yenze ukuthi abakhokhibentela bakwazi ukuxhumana ngokusebenzisa indlela ye-elektronikhi ukuze kwenziwe izinto ngokushesha kanye nangendlela efanele, ihambisane kakhulu nezimo zokusebenza futhi yenze ngcono ukulethwa kwezidingo kubantu. Yingakho-ke i-SARS ibilokhu izama kancane kancane ukusiqeda nya isidingo sokuthi kuphrintwe amafomu kanye nemiyalelo yentela, kanti ikhetha ukuthi abakhokhibentela balethe amafomu abo okuqinisekisa ukukhokha kwabo intela ngendlela ye-elektronikhi. Yize nezinye izindlela zokuxhumana ne-SARS zisekhona futhi zisasebenza. I-apha sibala izindlela ezifana namagatsha ethu, kodwa nakhona kulezi zindawo izinto eziningi sezenziwa ngohlelo lwe-elektronikhi lapho ukwazi khona ukuthi ukhulumisane nomsebenzi wakwa-SARS

ubhekene naye ngqo kodwa yena yonke into ebe eyiqobela kumakhompyutha ethu ngaso leso sikhathi, kanti futhi lena ngenye yezindlela zokunciphisa isidingo sokuthi kuphrintwe amafomu noma izinto zokugcwaliswa ukuqinisekisa ukukhokhwa kwentela.

6. IZILIMI EZISEMTHETHWENI

I-SARS iyokwenza konke okusemandleni ayo ukuthi isebenzise zonke izilimi eziyi-11 ezisemthethweni ngokwezinhloso zikahulumeni, ngokuqonda lokhu okulandelayo:

6.1 Lezi zilimi: isiNgisi, isiZulu, isiSuthu kanye nesiBhunu ziyosetshenziswa njengezilimi ezikhethiwe zikazwelonke ngokwezinhloso zokusebenza kukahulumeni.

6.2 Ngenxa yezizathu zokwenza izinto zenzeke, ukusebenza ngendlela, ibhajethi, izinkinga zokungabibikho kwamatemu enele ezilimini zomdabu zase-Afrika kanye nenani labasebenzi emkhakheni wezilimi kwa-SARS, zonke izizinda zethu ezisebenza nge-elektronikhi ezifana nalezi: eFiling, e@syFile, iwebhusayithi yakwa-SARS, i-inthanethi yangaphakathi kwa-SARS, kuhlanganisa nezinhlalo zethu zakwandaba zabantu, ezokuthengwa kwezinto kanye nezinhlaka zethu zezezimali konke kuyoba ngolimi lwesiNgisi.

6.3 Ulimi lokwenza umsebenzi enhlanganweni yethu uma kwenziwa umsebenzi wokuxhumana nabantu bangaphandle kanye nabangaphakathi ngokwenhloso yokwenza umsebenzi nabasebenzi benhlangano, nabakhokhibentela kanye nabanye abantu esisebenzisana nabo kuyoba wulimi lwesiNgisi.

7. UKUSEBENZA

I-SARS iyofaka lezi zindlelaezilandelayo:

7.1 Ukuxhumana kokumaketha kwangaphandle nezakhamizi kuyokwenziwa ezingeni lesifundazwe ngokulandela lezi zilimi ezilandelayo isifundazwe ngasinye (ipharagrafu encane (2) ngezansi), kuye ngalokho okuqukethwe ukuxhumana, abantu abaqondiwe ngokuxhumana lokho, indlela yokusebenziseka kwakho kanye nokubiza kwakho ngakwezezimali.

7.2 Kubalulekile ukuqaphela ukuthi isiNgisi, njengolimi lokusebenza, luyoba khona kuzona zonke izifundazwe. Lapha ngezansi uhlu lwezilimi ezikhethwe yisifundazwe ngasinye:

- EMpumalanga Kapa: isiXhosa, isiBhunu, isiNgisi
- EFreyistata: isiSuthu, isiBhunu, isiNgisi
- EGauteng: isiZulu, isiNgisi, isiBhunu, isiSuthu

- KwaZulu-Natal: isiZulu, isiNgesi
- Elimpopo: iSipedi, isiTsonga, isiVenda, isiNgesi
- EMpumalanga: isiSwati, isiZulu, isiTsonga, isiNdebele, isiNgesi
- ENyakatho Ntshonalanga: iseTswana, isiBhunu, isiNgesi
- ENyakatho Kapa: isiBhunu, isiTswana, isiNgesi
- ENtshonalanga Kapa: isiBhunu, isiXhosa, isiNgesi

7.3 Ifomu lokuzokhokha intela (i-ITR12) – nokuyifomu enkulu nje esetshenziswa ngumkhokhiwentela ngamunye – liyotholakala ngazo zonke izilimi eziyi-11 ezisemthethweni Kwisikhungo Sokuxhumana sakwa-SARS ngokohlelo lokuthi umuntu azisize yena (i-IVR). Lawa mafomu aprintiwe ayobe esethunyelwa kubakhokhibentela abayobe bewacelile Kwisikhungo Sokuxhumana. Kufanele kuqashelwe-ke nokho ukuthi ukuxhumana nabasebenzi Bezikhungo Zokuxhumana kuyoba ngolimi lwesiNgesi.

7.4 Abasebenzi bakwaSARS bayokwenza konke okusemandleni abo ukusiza labo abayobe befuna usizo kwikhawunta egatsheni ngezilimi zesifundazwe ezisemthethweni lapho leli gatsha lingabe lizinze khona, kodwa-ke konke kuyoncika ngokuthi bangaki abasebenzi abakhona kuleyo ndawo kanye nokukwazi kwabasebenzi ukusebenzisa izilimi zesifundazwe kuleyo ndawo abangabe bebekwe kuyo.

7.5 Umkhokhiwentela, ofuna ukuthola ulwazi olubhaliwe noma ulwazi olushicilelwe ngolimi olusemthethweni, uma ulwazi noma ukuxhumana lokho kungahlinzekwa ngalolo limi, unelungelo lokuthi angafaka isicelo sokuthi lokho kuxhumana noma lolo lwazi luhlinzekwe ngalolo limiolusemthethweni.

7.6 Isicelo esifuze leso kuyofanele ukuthi kube ngesibhalwe phansi ngolimi olucelwayo futhi sitholwe yi-SARS okungenani kusasele izinsuku ezingama-60 ngaphambi kokuthi lokhokuxhumana noma lolo lwaziludingeke.

7.7 Abasebenzi bakwa-SARS abasebenzela izindawo zokungena kuleli bayokwazi ukusiza laba abahambela kuleli lizwe ngolimi lwesiNgesi kanye nangezilimi ezisemthethweni esifundazweni lapho le ndawo yokungena kuleli ekhona khona, kodwa konke kuyoncika ngokuthi bangaki abasebenzi abakhona kuleyo ndawo kanye nokukwazi kwabasebenzi ukusebenzisa izilimi zesifundazwe kuleyo ndawo abangabe bebekwe kuyo.

7.8 I-SARS iyoshicilela izaziso ezisemthethweni ezithile eziqondile ngezilimi ezifanele kwizindawo zokungena abafikayo kuleli ezifanele.

7.9 IsiNgisi siyosetshenziswa uma kunezithangamu zokulalelwa kanye nakwezinye izinqubo ezisemthethweni ngaphandle-ke uma kunesicelo sokuthi kuhlinzekwe ngezinsizakalo zokutolika ngolunye ulimi olusemthethweni.

7.10 I-SARS iyosebenzisa Ulimi Lwezandla LwaseNingizimu Afrika emagatsheni ayo ngokushintshana futhi ngokulandela uhlelo olungabe lwenziwe phambilini. I-SARS futhi iyokwenza ukuthi imibhalo itholakale ngolimi Jwe-Braille uma kufakwe isicelo salokho. I-SARS kuyophinda futhi kuthi ngomuso ihlinzeke nangamavidiyo okufundisa angolimi lwezandla uma eyobe enzelwe inhloso ehambisana nokufundiswa kwabantu ngentela.

8. IGATSHA LEZILIMI

I-SARS iyohlinzeka ngezinsizakalo zokuthi kusungulwe iGatsha Lezilimi lakwa-SARS, kanti leli gatsha liyoba yingxenye Yophiko Lwezokuxhumana.

9. UKUFINYELELA

9.1 I-SARS iyoshicilela le nqubomgomo ngazo zonke izilimi eziyi-11 ezisemthethweni kwiwebhusayithi yakwa-SARS nokuyilapho-ke abafisa ukuyithola bangakwazi ukuyithola khona.

9.2 Ukwengeza kulokho, izifinyezo eziprintiwe ziyotholakala ngazo zonke izilimi ezisemthethweni emagatsheni akwa-SARS kanye nasezindaweni zokungena kuleli.

10. INDLELA YOKUFAKA IZIKHALAZO

10.1 Noma ngabe yimuphi umuntu ongenelisekile ngesinqumo se-SARS esithile maqondana nokusetshenziswa kwezilimi ezisemthethweni angafaka isikhalazo asiqondise sibheke kuKhomishana wakwa-SARS.

10.2 Isikhalazo lesa kufanele ukuthi silethwe ehhovisi lakwa-SARS eliyinhloko, noma sithunyelwe ngeposi elibhalisiwe, noma sithunyelwe ngefekisi noma sithunyelwe nge-imeyili.

10.3 Isikhalazo kufanele kube ngesibhalwe phansi, futhi sifakwe zingakapheli izinyanga ezintathu kusukela isigameko lesa okukhalwa ngaso senzekile, kushiwo igama, ikheli kanye nendlela yokuxhumana nomuntu lowa ofaka isikhalazo lesa futhi kuhlinzekwe nangenzazelo ephelile negcwele ngesikhalazo lesa.

10.4 Isikhulu esiphezulu sakwa-SARS esinikezwe amandla nguKhomishana wakwa-SARS kufanele ukuthi sibheke isikhalazo lesa bese senza isinqumo saso zingakapheli izinyanga ezintathu kusukela isikhalazo lesa safakwa, bese lesa sikhulu sazisa lowa oyobe ekade efake isikhalazo ngesinqumo saso ngokubhalwe phansi.

10.5 Lowa ofake isikhalazo sokungeneliseki ngokuthile kodwa kutholakale ukuthi akenelisekile ngesinqumo esithathiwe ngesikhalazo sakhe, uyobe esengakwazi ukufaka isicelo sokwedluliswa kwesicelo kuKhomishana wakwa-SARS noma kuNgqongqoshe Wezezimali ingakapheli inyanga eyodwa kusukela lesa sinqumo angenelisekile ngaso senziwe.

10.6 Ukwedluliswa kwesicelo kufanele kube ngokubhalwe phansi futhi kwenziwe ingakapheli inyanga kusukela isinqumo lesa sithathiwe, kufanele ukuthi kuveze igama, ikheli kanye neminingwane yokuxhumana yomuntu lowa ofaka ukwedluliswa kwesicelo bese kuhlinzeka ngeminingwane egcwele nephelele yokuchazwa kwesikhalazo lesa.

10.7 UKhomishana wakwa-SARS noma uNgqongqoshe Wezezimali uyobe esesibheka isicelo esedlulisiwe bese enza isinqumo, zingakapheli izinyanga ezintathu ngemuva kokuba kufakwe isicelo sokwedluliswa kwesinqumo bese azisa lowa obefake isicelo sokwedlulisa isinqumo ngokubhalwe phansi mayelana nesinqumo asesithathile.

11. INDLELA YOKUXHUMANA

Ikheli lendawo: Lehae la SARS, 299 Bronkhorst Street, Brooklyn, Pretoria

Ikheli leposi: Private Bag X923, Pretoria, 0001

Inombolo yefekisi: 012 422 5206

Ikheli le-imeyili: language@sars.gov.za

Ucingo: 012 422 8596

WARNING!!!

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Renny Chetty (012) 748-6375 (Renny.Chetty@gpw.gov.za),

Anna-Marie du Toit (012) 748-6292 (Anna-Marie.DuToit@gpw.gov.za) and

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IMPORTANT

Information

from Government Printing Works

Dear Valued Customers,

Government Printing Works has implemented rules for completing and submitting the electronic Adobe Forms when you, the customer, submits your notice request.

Please take note of these guidelines when completing your form.

GPW Business Rules

1. No hand written notices will be accepted for processing, this includes Adobe forms which have been completed by hand.
2. Notices can only be submitted in Adobe electronic form format to the email submission address submit.egazette@gpw.gov.za. This means that any notice submissions not on an Adobe electronic form that are submitted to this mailbox will be **rejected**. National or Provincial gazette notices, where the Z95 or Z95Prov must be an Adobe form but the notice content (body) will be an attachment.
3. Notices brought into GPW by "walk-in" customers on electronic media can only be submitted in Adobe electronic form format. This means that any notice submissions not on an Adobe electronic form that are submitted by the customer on electronic media will be **rejected**. National or Provincial gazette notices, where the Z95 or Z95Prov must be an Adobe form but the notice content (body) will be an attachment.
4. All customers who walk in to GPW that wish to submit a notice that is not on an electronic Adobe form will be routed to the Contact Centre where the customer will be taken through the completion of the form by a GPW representative. Where a customer walks into GPW with a stack of hard copy notices delivered by a messenger on behalf of a newspaper the messenger must be referred back to the sender as the submission does not adhere to the submission rules.
5. All notice submissions that do not comply with point 2 will be charged full price for the notice submission.
6. The current cut-off of all Gazette's remains unchanged for all channels. (Refer to the GPW website for submission deadlines – www.gpwonline.co.za)
7. Incorrectly completed forms and notices submitted in the wrong format will be rejected to the customer to be corrected and resubmitted. Assistance will be available through the Contact Centre should help be required when completing the forms. (012-748 6200 or email info.egazette@gpw.gov.za)
8. All re-submissions by customers will be subject to the above cut-off times.
9. All submissions and re-submissions that miss the cut-off will be rejected to the customer to be submitted with a new publication date.
10. Information on forms will be taken as the primary source of the notice to be published. Any instructions that are on the email body or covering letter that contradicts the notice form content will be ignored.

You are therefore advised that effective from **Monday, 18 May 2015** should you not comply with our new rules of engagement, all notice requests will be rejected by our new system.

Furthermore, the fax number **012- 748 6030** will also be **discontinued** from this date and customers will only be able to submit notice requests through the email address submit.egazette@gpw.gov.za.

