

REGIONAL OPERATIONAL STAKEHOLDER FORUM

MINUTES OF THE SARS REGIONAL OPERATIONAL STAKEHOLDER FORUM HELD

ON the 5th of November 2015, FROM 10:00 TO 12:00, AT SARS PAVILION BRANCH

MINUTES

RCB REPRESENTATIVES	SARS REPRESENTATIVES	APOLOGIES
1. Cherie Carstens (SAIT)	1. Reshigan Moodley (Chairperson)	Deepa
2. Sibusiso Thungo (SAIPA)	2. Gladys Mlewa: Branch Manager PTA North	Sugar
3. (SAIPA)	3. Qhawe Nketsa - Branch Manager-Doringkloof	Lorna
4. Willem Malan (SAICA)	4. Benedict Mthombeni : Branch Manager -Ashlea Gardens	Ansie
5. Elize van Herk (SAICA)	5. Justin Hawker : Branch Manager - PTA CBD	Patrick
6. Willie Lubbe (SAICA)	6. David Cele- BOE	
7. Rudie van Zyl (SAICA)	7. Navendrin Cooposamy (e-filing)	
8. Nikki Kennedy (SAIT)	8. Khosi Mokoena: Ops Manager- VAT Audit	
9. Piet Nel (SAICA)	9. Patricia Khoncha – SOPS and Policies	
10. Jane O’ Connor (IRBA)	10. Thabile Ngubeni	
11. Ivan Tshinangwe (LSSA)	11. Sibongile Mtshali Jack –Compliance Manager	
	12. Barney Sebothoma -Compliance PIT Assurance Audit	
	13. Shannon Bassadien – Contact Centre	
	14. Helena Andrews - Enforcement Audit	
	15. Busi Sithole – Enforcement Audit	

ITEM	DETAILS	RESPONSIBLE
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	<p>Practitioners requested for reasons why appointment time was reduced to 30 minutes because this result in them only being able to deal with one query e.g. VAT registration. Feedback from the branch was that the reduction was done due to an outcome of a survey conducted earlier. The practitioners requested for appointment time to be increased to 1 hour as nationally it was agreed to give 1 hour but the branch offices are not doing it. Reshigan will discuss this matter with Deepa and provide feedback</p> <p>There was a complaint received from members in rural areas that they drive for hours to go to the branch but they get sent back for one missing document which could easily be e-mailed to SARS if an alternative e-mail is provided to them e.g. registration documents. The Pavilion branch is and allowing practitioners to send e-mails but other branch offices are not doing the same. SARS branch office will discuss internally and provide feedback – Reshigan to escalate to Deepa</p>	<p>Reshigan</p> <p>Reshigan</p>
4.2	<p>Service Channels Presentation of other service channel by Gladys Mlewa</p> <p>PCC Mailbox and fax channels are available for all regions and all e-mails and fax numbers were made available to the practitioners Contact centre channel also available , practitioners were advised to select the correct option SARS drop boxes are available at the branches</p> <p>Practitioners to send cases to the mail box of the relevant office of registration to avoid delays in finalising these queries</p> <p>Practitioners indicated that they are sometimes not sure of the office of registration when they send cases all mailboxes. Practitioners also wanted to know the TAT for creation of cases when queries are sent to these inboxes. Reshigan indicated that under normal circumstances it takes 36 hours from the date the mail was received. If this is not the case then practitioners can escalate</p> <p>There was a request from SARS that practitioners should not copy staff members when sending e-mails to the PCC mailboxes as this causes duplication of cases on the system which could result in a delay.</p>	Practitioners
4.3	<p>Tax Clearances SARS declines tax clearances when a case is subject to audit/verification – is this correct. Khosi indicated that these are the rules built in on the TCC system. An interim solution will be to e-mail the cases to the VAT team to prioritise. Barney indicated that if it is a PIT audit, TCC will be declined only due to continuous non-compliance and not because there is a case subject to</p>	Reshigan

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4.8	<p>Resubmission of IT12 EI Returns</p> <p>Practitioners indicated that some of these cases are not pulling through from e-filing and Navendrin confirmed that sometimes they have to log a call for these cases to be resolved or send manually to TEU. Reshigan to escalate to TEU – system to be updated</p>	Reshigan
4.9	<p>RAV Process</p> <ol style="list-style-type: none"> 1. Practitioners indicated that Bank details confirmed on RAV system but not pulling through and changes e.g. surname does not pull through as well as e-mail changes where taxpayer is no longer a client. Examples are required in order for SARS to address the issue. Navendrin advised that taxpayer must try to activate himself as a representative. 2. Practitioners are requesting SARS to send out detailed statement of account bi-annually or annually in a single view format for their clients as this will assist them in ensuring that their client’s accounts are up to date. Outstanding returns must be catered for too. Reshigan will escalate to National Stakeholder meeting. 3. What is the chance that Tax Practitioners information can be prepopulated on IT 12, IT14 and EMP 201 forms? Navendrin/Reshigan to escalate to national 	Reshigan Navendrin/ Reshigan
6	<p>CLOSURE: Chairperson thanked all attendees for their participation.</p> <p>Meeting adjourned at 12h10</p> <p>Date for next meeting:</p>	Chairperson