Eswatini Revenue Authority (SRA) wishes all taxpayers a HAPPY CUSTOMER SERVICE WEEK 2019, a concept which aims at celebrating the essence of our customers as well as the people who provide service. In having a high regard and appreciation for our taxpayers, the SRA adds its voice to this cause as we fully identify with the importance of service excellence as a pillar for growth in our economy.

This year's theme is **"the MAGIC OF SERVICE”** which resonates with what we have used over the years to build a culture of service excellence in the SRA. This theme is about appreciating how magical good service is, in the sense that it can turn an occasionally compliant taxpayer into a consistently compliant taxpayer; and it can turn any taxpayer into our biggest advocate. Everything that we do at the SRA is about driving compliance and the above described “MAGIC” would fully complement all efforts towards our Vision of attaining “**100% VOLUNTARY COMPLIANCE FOR A BETTER KINGDOM OF ESWATINI”.**

We appreciate that customer satisfaction cannot be achieved in a week of activities and that it will require concerted and continuous effort towards building sustainable relationships. Whilst acknowledging that we are a law enforcement agency, we value all forms of engagement with all our stakeholders and now place greater emphasis on keeping abreast with customer expectations in all their interactions with the SRA. Your open communication with us as well as the feedback that you provide helps us to understand these expectations which in turn informs all initiatives aimed at enhancing your experience. We have several channels through which taxpayers may engage and provide constructive feedback to the SRA; we implore our taxpayers to use these channels without any reservation.

The SRA has a Taxpayer Charter which articulates some guiding principles in our quest to build sustainable relationships with taxpayers. The Charter contains some basic Taxpayer rights that the SRA MUST respect as well as some Obligations that Taxpayers must adhere to; below are just a few of the Taxpayer Rights and Obligations contained in the Charter:

**Taxpayer Rights**

* To be presumed honest and compliant;
* To be treated fairly with your legal rights and freedoms fully respected;
* To have access to professional services and assistance from us and for us to give you information that you can rely on;
* To expect us to explain to you the decisions we make about your tax affairs;
* To complain and to expect that your views will be heard and addressed;
* To expect us to administer taxes and duties in ways that minimize compliance costs.

**Taxpayer Obligations**

* To be aware of your personal responsibility;
* To register immediately when starting in business and to notify us promptly of relevant change of circumstances;
* To lodge returns or other information by the due date(s);
* To notify us of any mistakes promptly;
* To pay your taxes and duties on time.

The full Taxpayer Charter is available on our website [www.sra.org.sz](http://www.sra.org.sz); please take the time to read it in full.

May I conclude by committing, on behalf of the SRA Team, to continuously work towards providing a *MAGICAL EXPERIENCE* in all your interactions with the SRA. We commit to continuously strive for Excellence that is characterized by professional, fair and transparent service; where possible we will even attempt to make it enjoyable.

WE WISH YOU ALL A HAPPY CUSTOMER SERVICE WEEK

**Dumisani E. Masilela**

**COMMISSIONER GENERAL**