

SARS SERVICE CHARTER RESULTS						
As at 30 April 2020						
Area	Measure	Actuals	SLA	Progress Indicator	Overall Result	
Engagement						33%
Contacting a SARS call Centre we commit to the following:	Peak Season Call Speed Rate (4min) or (240sec) Off Peak Season Call Speed Rate (1min) or (60sec) Call you within 2 business days, where additional specialist support is required (Call Back Commitments)	Call Centre: ASA Call Centre: Call Backs	88 9	60 2	 	
If you visit a SARS branch or mobile tax unit we will	Serve you within 3 hours during our peak seasons Serve you within 1 hour during our off-peak seasons	Branch: Avg Queue Time	0:37:42	180		
When using the eFiling channel we will endeavour to:	Make SARS eFiling available 24 hours a day.	eFiling Uptime	99.3	99		
Registration						0%
When you apply for registration and all registration requirements have been met:	We will process and finalise the application within 2 business days, where no inspection is required	VAT Registrations without Inspections	27	2		
	Where an inspection is required, we will process and finalise the application within 21 business days	VAT Registrations with Inspections	40	21		
Returns/Declarations						100%
When you submit a return or declaration electronically to SARS we will endeavour to:	Assess the return within 5 business days, where manual intervention is not required	VAT Returns processed within SLA PAYE Returns processed within SLA PIT Returns processing TAT CIT Returns processing TAT	1 1 0.46 1.96	5 5 5 5	   	
Inspections/Audit/Verifications						50.00%
If you are subject to an inspection, verification or audit, we will endeavour to:	Conclude verification within 21 business days from the date all required supporting documents are received, if your return is for the current filing period	PIT Reason for Assessment CIT Reason for Assessment PAYE Reason for Assessment VAT Reason for Assessment PIT Objections TAT CIT Objections TAT PAYE Objections TAT VAT Objections TAT PIT Appeal TAT CIT Appeal TAT PAYE Appeal TAT VAT Appeal TAT PIT Return Verifications CIT Return Verifications PAYE Return Verifications VAT Return Verifications	15 6 8 24 59 64 47 58 375 733 140 596 54 47 26 21	45 45 45 45 60 60 60 60 90 90 90 90 21 21 21 21	              	
Refunds						100%
If a current year's refund is due to you and: • No other debt is due • All obligations have been met • SARS administrative control processes are adhered to, and • No inspection, verification or audit is required or has been initiated, we will endeavour to:	1. Pay the current filing period refunds, above R100, within 7 business days of finalising the final assessment	PIT CIT VAT	0 3 1	7 7 7	  	
Payments						100%
When you make a payment and SARS has the correct payment reference number, we will endeavour to:	Process the payment within 3 business days of receipt thereof	VAT PIT CIT	1 0 0	3 3 3	  	
Debt						0%
When you apply for deferral or suspension of payment and all the requirements have been met, we will endeavour to:	Consider the request within 21 business days of receipt of the complete application, and communicate accordingly	PIT Suspension of Debt CIT Suspension of Debt VAT Suspension of Debt	242 155 186	21 21 21	  	
Complaints to SARS						
	CMO complaints	Service Complaints TAT	54	21		
Complaints to Tax Ombud						
	OTO Complaints	OTO Complaints TAT	107	15		

Overall Service Charter Performance Score

67.86%