

SARS SERVICE CHARTER RESULTS						
As at 30 Sept 2021						
Area		Measure	Actuals	SLA	Progress Indicator	Overall Result
Engagement						50%
<p>Contacting a SARS call Centre we commit to the following:</p> <p>Peak Season Call Speed Rate (4min) or (240sec)</p> <p>Off Peak Season Call Speed Rate (1min) or (60sec)</p> <p>Call you within 2 business days, where additional specialist support is required (Call Back Commitments)</p> <p>If you visit a SARS branch or mobile tax unit we will</p> <p>Serve you within 3 hours during our peak seasons</p> <p>Serve you within 1 hour during our off-peak seasons</p> <p>When using the eFiling channel we will endeavour to:</p> <p>Make SARS eFiling available 24 hours a day.</p>		<p>Call Centre: ASA</p> <p>Call Centre: Call Backs</p> <p>Branch: Avg Queue Time</p> <p>eFiling Uptime</p>	<p>1187</p> <p>0</p> <p>16</p> <p>0:31:49</p> <p>0:00:00</p> <p>99.99</p>	<p>240</p> <p>60</p> <p>2</p> <p>180</p> <p>60</p> <p>99.8</p>	<p></p> <p></p> <p></p> <p></p>	
Registration						0%
<p>When you apply for registration and all registration requirements have been met:</p> <p>We will process and finalise the application within 2 business days, where no inspection is required</p> <p>Where an inspection is required, we will process and finalise the application within 21 business days</p>		<p>VAT Registrations without Inspections</p> <p>VAT Registrations with Inspections</p>	<p>13</p> <p>47</p>	<p>2</p> <p>21</p>	<p></p> <p></p>	
Returns/Declarations						100%
<p>When you submit a return or declaration electronically to SARS we will endeavour to:</p> <p>Assess the return within 5 business days, where manual intervention is not required</p>		<p>VAT Returns processed within SLA</p> <p>PAYE Returns processed within SLA</p> <p>PIT Returns processing TAT</p> <p>CIT Returns processing TAT</p>	<p>100%</p> <p>100%</p> <p>91.14%</p> <p>90.66%</p>	<p>5</p> <p>5</p> <p>5</p> <p>5</p>	<p></p> <p></p> <p></p> <p></p>	
Inspections/Audit/Verifications						50.00%
<p>If you are subject to an inspection, verification or audit, we will endeavour to:</p> <p>Conclude verification within 21 business days from the date all required supporting documents are received, if your return is for the current filing period</p>		<p>PIT Reason for Assessment</p> <p>CIT Reason for Assessment</p> <p>PAYE Reason for Assessment</p> <p>VAT Reason for Assessment</p> <p>PIT Objections TAT</p> <p>CIT Objections TAT</p> <p>PAYE Objections TAT</p> <p>VAT Objections TAT</p> <p>PIT Appeal TAT</p> <p>CIT Appeal TAT</p> <p>PAYE Appeal TAT</p> <p>VAT Appeal TAT</p> <p>PIT Return Verifications</p> <p>CIT Return Verifications</p> <p>PAYE Return Verifications</p> <p>VAT Return Verifications</p>	<p>15</p> <p>16</p> <p>7</p> <p>36</p> <p>37</p> <p>107</p> <p>15</p> <p>37</p> <p>251</p> <p>587</p> <p>117</p> <p>377</p> <p>16</p> <p>63</p> <p>59</p> <p>52</p>	<p>45</p> <p>45</p> <p>45</p> <p>45</p> <p>60</p> <p>60</p> <p>60</p> <p>60</p> <p>90</p> <p>90</p> <p>90</p> <p>90</p> <p>21</p> <p>21</p> <p>21</p> <p>21</p>	<p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p>	
Refunds						100%
<p>If a current year's refund is due to you and:</p> <ul style="list-style-type: none"> 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: <p>1. Pay the current filing period refunds, above R100, within 7 business days of finalising the final assessment</p>		<p>PIT</p> <p>CIT</p> <p>VAT</p>	<p>2</p> <p>6</p> <p>2</p>	<p>7</p> <p>7</p> <p>7</p>	<p></p> <p></p> <p></p>	
Payments						100%
<p>When you make a payment and SARS has the correct payment reference number, we will endeavour to:</p> <p>Process the payment within 3 business days of receipt thereof</p>		<p>VAT</p> <p>PIT</p> <p>CIT</p>	<p>0</p> <p>0</p> <p>0</p>	<p>3</p> <p>3</p> <p>3</p>	<p></p> <p></p> <p></p>	
Debt						0%
<p>When you apply for deferral or suspension of payment and all the requirements have been met, we will endeavour to:</p> <p>Consider the request within 21 business days of receipt of the complete application, and communicate accordingly</p>		<p>PIT Suspension of Debt</p> <p>CIT Suspension of Debt</p> <p>VAT Suspension of Debt</p>	<p>93</p> <p>90</p> <p>104</p>	<p>21</p> <p>21</p> <p>21</p>	<p></p> <p></p> <p></p>	
Complaints to SARS						
	CMO complaints	Service Complaints TAT	18	21		
Complaints to Tax Ombud						
	OTO Complaints	OTO Complaints TAT	68	15		
Overall Service Charter Performance Score						71.43%