

SARS SERVICE CHARTER RESULTS

As at 31 Oct 2021

Area	Measure	Actuals	SLA	Progress Indicator	Overall Result	
<b>Engagement</b> <span style="float: right;">50%</span>						
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	1093	240			
	Call Centre: Call Backs	0	60			
If you visit a SARS branch or mobile tax unit we will	Branch: Avg Queue Time	16	2			
Serve you within 3 hours during our peak seasons		0:32:54	180			
Serve you within 1 hour during our off-peak seasons		0:00:00	60			
When using the eFiling channel we will endeavour to:						
Make SARS eFiling available 24 hours a day.	Efiling Uptime	99.88	99.8			
<b>Registration</b> <span style="float: right;">0%</span>						
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	13	2	
	Where an inspection is required, we will process and finalise the application within 21 business days	VAT	Registrations with Inspections	47	21	
<b>Returns/Declarations</b> <span style="float: right;">90%</span>						
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	100%	5	
		PAYE	Returns processed within SLA	100%	5	
		PIT	Returns processing TAT	93.20%	5	
		CIT	Returns processing TAT	89.15%	5	
<b>Inspections/Audit/Verifications</b> <span style="float: right;">50.00%</span>						
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	15	45	
		CIT	Reason for Assessment	16	45	
		PAYE	Reason for Assessment	7	45	
		VAT	Reason for Assessment	36	45	
		PIT	Objections TAT	37	60	
		CIT	Objections TAT	107	60	
		PAYE	Objections TAT	15	60	
		VAT	Objections TAT	37	60	
		PIT	Appeal TAT	251	90	
		CIT	Appeal TAT	587	90	
		PAYE	Appeal TAT	117	90	
		VAT	Appeal TAT	377	90	
		PIT	Return Verifications	16	21	
		CIT	Return Verifications	63	21	
		PAYE	Return Verifications	59	21	
		VAT	Return Verifications	52	21	
<b>Refunds</b> <span style="float: right;">100%</span>						
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		2	7	
		CIT		6	7	
		VAT		2	7	
<b>Payments</b> <span style="float: right;">100%</span>						
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		0	3	
		PIT		0	3	
		CIT		0	3	
<b>Debt</b> <span style="float: right;">0%</span>						
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	94	21	
		CIT	Suspension of Debt	95	21	
		VAT	Suspension of Debt	103	21	
<b>Complaints to SARS</b>						
	CMO complaints		Service Complaints TAT	17	21	
<b>Complaints to Tax Ombud</b>						
	OTO Complaints		OTO Complaints TAT	64	15	

Overall Service Charter Performance Score

70.00%