



SARS SERVICE CHARTER

TAX INDABA

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SERVICE CHARTER DEFINITIONS

David Harwood:

A customer service charter is really a [description of the business](#) that you provide [to customers](#), how it's delivered to those customers, and [what are the expected outcomes](#) from a [customer's perspective](#).

Amberr Meadows:

A customer service charter is a [framework](#) of [how businesses work with customers](#) in terms of excellence, payment, [response times](#) and [overall standards](#).

Collins Dictionary:

A charter is a formal document [describing the rights](#), [aims](#), or [principles](#) of an organization or group of people.

DPSA:

Service Charter is a [social contract](#), [commitment](#) and [agreement](#) between the State and public.

AUSTRALIA ECONOMIC REGULATORY AUTHORITY:

A charter can be broadly defined as a [published statement](#) containing:

- a [list of customer entitlements](#);
- details regarding a [licensee's services](#); and
- [information relevant to the relationship](#) between the customer and the licensee.

YES, WE ARE AWARE OF EXPECTATIONS!

BUSINESSLIVE: A *service charter* that will enable taxpayers to keep the South African Revenue Service (SARS) accountable on its **service** promises

Elle-Sarah Rossato (SAIT): The service charter will be a crucial barometer to ensure that taxpayers are treated administratively correctly and fairly. "Eventually it may even restore trust in the organisation,"

Money-Web: The release of the long-awaited South African Revenue Service (Sars) Service Charter has been met with concern and disappointment, but also delight.

Patricia Williams (Bowmans): Sars has set itself an extremely low service level, in most instances either only an undertaking to "endeavour" to do something that is supposed to be an absolute requirement in terms of the law, or a lengthy turnaround time where the law does not provide specific time frames.

Ferdie Schneider (BDO South Africa): "... the timeframes are rather ambitious given the size of the organisation and the multitude of taxpayers the tax collector has to deal with. He says he is quite satisfied with the fact that Sars has "endeavoured" to commit itself to fair and reasonable service. Doing the best they can should go a long way.

Kingon (Act COM SARS): It is "a living document" and tweaks can be made if the need arises.

Eric Mkhawane (OTO CEO): "For us, it is long overdue, but it is great news that it is coming out.....It might not be perfect and must still be refined,"

WHAT SARS IS COMMITTED TO DO?

Amanda Visser on Moneyweb read it well:

“Sars will aspire to contribute to the economic and social development of the country; encourage tax, customs and excise compliance; counteract fraud and corruption; commit to a service that is fair, accurate and based on mutual trust and respect; and endeavour to adhere to reasonable timeframes.”

HISTORY AND ENGAGEMENTS

- 1st SARS Service Charter 2005 to 2007
- 2008/09 Charter was suspended as the organisation was embarking on modernisation but its principles remained displayed in service centres
- 2010 SARS requested Service Charter review
- 2013 – 2015/16 OTO & Tax Practitioners and EXCO requested SARS to re-launch Service Charter
- 2017 SARS Draft was shared with OTO, RCBs and EXCO for inputs
- 2nd July 2018 Service Charter was launched

NEW CHARTER VS THE OLD

- Page 1 set out SARS Charter's SPIRIT as principles
 - It also included "moral - ethical" things to do
 - The Charter is more holistic from the SA Constitution & Batho Pele principles
 - Very definite on service standard expectations as per the law & good governance
 - Integrated Tax and Customs in one Service Charter
 - It is Value Chain focus than Front vs Back Office
 - eFiling as a channel & MTUs were elaborated amongst traditional channels
 - It has taken Taxation processes – Engagement – Registration – Return submission – Assessment – Verification / Audit / Inspection – Refunds / Payments – Objection – Complaint to SARS or Office of Tax Ombud (OTO)
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SOME OF NEW CLAUSES

Informing you if and when prescribed timeframes cannot be met

Encourage others to pay their tax and or duties on time and in full.

If a current year's refund is duepay within 7 business days of finalising the assessment, unless....

Take responsibility for your tax affairs, even if you have authorised someone to act on your behalf.

Not encourage or be party to any corrupt activity or fraud in any form.

Show our staff respect just as they are expected to respect you. If someone else acts on your behalf, we expect the same from them

“This Charter (including any time periods stipulated herein) is subject to any applicable Act of Parliament. Should any aspect of this Charter be in conflict with applicable legislation, the applicable legislation will take precedence.”

NEW APPROACH

- Status Quo benchmark was done internally to ascertain areas of concerns
- Awareness was done internally and then external after 2nd July
Public Statement
- Change Management done by Steering Committee since February – June 2018 - but it is ongoing change of culture
- Service Charter is being integrated to SARS Values & Value Proposition
- Charter is being part of the Induction Program

HOW CAN SARS BE HELD ACCOUNTABLE?

Performance against the Charter to be:

- Tabled at Enterprise Operational Committee as required
- Tabled at SARS EXCO as required
- Shared at RCB EXCO and SARS annually as required / requested
- To be shared annually or when required at OTO and SARS Executive Meetings
- More inclusive in SARS Annual Report

WHAT SHOULD SARS PURSUE?

- Pursue numbers as standard, e.g. 21-days?
- Reasonableness?
- Fairness?
- Respect & Dignity?
- A pass mark of ..%?
- Taxpayer's satisfaction?



Thank you
Re a leboha
Re a leboga
Ndza Khensa
Dankie
Ndi a livhuwa
Ngiyabonga
Enkosi
Ngiyathokoza