

Personal income tax (PIT) team customer service statistics 2018

	January	February	March	April	May	June
PIT returns received	7675	8450	6518	7503	23226	1462
PIT assessed	3215	5126	6371	5069	6959	8202
Helpdesk visits	5097	3623	4295	4807	7990	3758
Helpdesk - Average wait time	00:24:58	00:10:24	00:09:34	00:12:54	00:10:28	00:14:27
Helpdesk - Average service time	00:08:23	00:08:00	00:07:57	00:08:37	00:06:27	00:08:07
PIT calls received	5956	3760	3741	3646	4372	3311
PIT calls - Average wait time	00:01:20	00:00:49	00:00:43	00:00:35	00:00:30	00:00:41
PIT calls - Average service time	00:03:07	00:03:29	00:03:55	00:03:36	00:02:49	00:03:36
	July	August	September	October		
PIT returns received	4252	208	144	106	<p>* The Taxes Office face to face helpdesk was transferred to Customer & Local Services on 19th October.</p>	
PIT assessed	10472	7214	8566	4809		
Helpdesk visits	3475	3132	3019	2133*		
Helpdesk - Average wait time	00:10:08	00:13:18	00:16:25	00:15:16		
Helpdesk - Average service time	00:07:19	00:07:14	00:07:32	00:07:39		
PIT calls received	3113	2997	3013	3598		
PIT calls - Average wait time	00:00:34	00:00:43	00:00:45	00:00:43		
PIT calls - Average service time	00:03:40	00:04:25	00:03:49	00:03:40		