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 | 00:88:00 | 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 | July 4252 | August 208 | September 144 | October 106 | | axes Office |
| PIT returns received PIT assessed | | _ | - | | face to | face |
| | 4252 | 208 | 144 | 106 | face to helpdes transfe | face sk was rred to |
| PIT assessed | 4252 10472 | 208 7214 | 144 8566 | 106 4809 | face to helpdes transfer Custom | face sk was rred to ner & Local |
| PIT assessed Helpdesk visits | 4252 10472 3475 | 208 7214 3132 | 144 8566 3019 | 106 4809 2133* | face to helpdes transfer Custom | face sk was rred to ner & Local es on 19 th |
| PIT assessed Helpdesk visits Helpdesk - Average wait time | 4252 10472 3475 00:10:08 | 208 7214 3132 00:13:18 | 144 8566 3019 00:16:25 | 106 4809 2133* 00:15:16 | face to helpdes transfer Custom Service | face sk was rred to ner & Local es on 19 th |
| PIT assessed Helpdesk visits Helpdesk - Average wait time Helpdesk - Average service time | 4252 10472 3475 00:10:08 00:07:19 | 208 7214 3132 00:13:18 00:07:14 | 144 8566 3019 00:16:25 00:07:32 | 106 4809 2133* 00:15:16 00:07:39 | face to helpdes transfer Custom Service | face sk was rred to ner & Local es on 19 th |

CUSTOMER FOCUS CONSTANTLY IMPROVING ALWAYS RESPECTFUL WE DELIVER BETTER TOGETHER