

**NATIONAL ASSEMBLY**  
**QUESTION FOR WRITTEN REPLY**  
**QUESTION NUMBER: 1282 [NW1603E]**  
**DATE OF PUBLICATION: 31 MAY 2013**

**1282. Mr N Singh (IFP) to ask the Minister of Finance:**

Whether he has been informed of complaints by members of the public about the absence of toilet facilities for members of the public at the newly established SA Revenue Service office in Umhlanga; if so, what steps have been taken to address the situation?

NW1603E

**REPLY**

SARS leases premises for its branches around the country and not all of the leased premises have the necessary infrastructure to provide public ablution facilities. Where leased premises have the physical capacity to provide for public toilet facilities, these are made available to taxpayers. Some of the branch offices are situated in a shopping mall with available public ablution facilities.

Where public facilities are not available, such as the Umhlanga branch, taxpayers with an urgent need for a toilet are escorted by security staff to the staff ablution facilities. Particular preference is given to the elderly in this regard.

Following the concerns raised at the Umhlanga branch, SARS branch staff and security staff throughout SARS have been reminded of this practice and the need to treat all taxpayers with courtesy and compassion while at the same time ensuring the security of SARS facilities is not compromised.

SARS is investigating the cost and feasibility of deploying additional security personnel at branches where no public ablution facilities exist for the purpose of escorting taxpayers to the staff ablution facilities during peak periods when waiting times are longest.