



FOR PSA MEMBERS: **SOUTH AFRICAN REVENUE SERVICE (SARS)**

04-11-2025

Update: SARS NBF/NCF feedback

Capacity building and transformation (CB&T) update

SARS presented progress with ongoing training and development initiatives across several job families:

- Continuous learning for Service Consultants, Customs and Excise, and Specialised Operations (Audit, Investigations, and Debt Management).
- Development of PCCMs and job profiles continues, with several areas still under review.

Members are directed to refer to the presentations and the link sent internally for detailed progress updates.

General Assistants job evaluation

SARS presented the background and outcomes of the job evaluation for General Assistants:

- The Supervisor: Cleaning and Food Aid Services (RL9) position was approved by the Job Evaluation Committee (JEC) in July 2017.
- General Assistant roles were confirmed as: Level 1 and Level 2

The insourcing of General Assistants in 2020 aligned these jobs with existing positions in the SARS Job Catalogue. For a detailed presentation, refer to the detailed presentation that was shared internally.

Employee Value Proposition (EVP)

The PSA requested that the employer presents the future and structure of the EVP Framework, including:

- Benefits under the EVP umbrella
- Alignment with SARS broader reward and retention strategies.

Unfortunately, the employer did not provide a formal presentation and only reiterated that work-from-Home (WFH) has been withdrawn. The PSA expressed dissatisfaction with the employer's lack of response.

Pay bands

The PSA has declared a dispute in terms of section 16 of the *Labour Relations Act* regarding pay bands. The matter is scheduled for conciliation on 7 November 2025 (Notice *attached*).

The PSA is committed to attending to all matters affecting members.

Employees who want to join the PSA can visit the PSA's website, send an email to ask@psa.co.za, or contact PSA Provincial Offices.

Reuben Maleka
GENERAL MANAGER