

Service Charter Index

Region

_NATIONAL

▼

Timeframe

YTD

▼

Business Area	Score Calculated
ENGAGEMENT	83.1%
REGISTRATION	86.4%
RETURNS	89.2%
VERIFICATION	61.3%
AUDIT	98.5%
REFUNDS	96.7%
PAYMENTS	95.2%
DEBT	69.6%
DISPUTES	72.8%
DISPUTES_CUSTOMS	88.3%
TAX CLEARANCE STATUS	69.3%
VOLUNTARY DISCLOSURE PROGRAMME	99.5%
COMPLAINTS TO SARS (CMO)	79.4%
COMPLAINTS TO THE TAX OMBUD (OTO)	34.1%
Score:	81.33