

# Service Charter Index

Region

\_NATIONAL

Timeframe

2022-04

Business Area	Score Calculated
ENGAGEMENT	84.5%
REGISTRATION	92.0%
RETURNS	88.2%
VERIFICATION	100.0%
AUDIT	99.0%
REFUNDS	97.9%
PAYMENTS	97.7%
DEBT	58.4%
DISPUTES	74.2%
DISPUTES_CUSTOMS	95.0%
TAX CLEARANCE STATUS	59.8%
VOLUNTARY DISCLOSURE PROGRAMME	96.3%
COMPLAINTS TO SARS (CMO)	68.5%
COMPLAINTS TO THE TAX OMBUD (OTO)	21.4%
Score:	83