

Service Charter Index

Region

_NATIONAL

Timeframe

2022-08

Business Area	Score Calculated
ENGAGEMENT	87%
REGISTRATION	80%
RETURNS	89%
VERIFICATION	71%
AUDIT	99%
REFUNDS	92%
PAYMENTS	98%
DEBT	60%
DISPUTES	77%
DISPUTES_CUSTOMS	91%
TAX CLEARANCE STATUS	76%
VOLUNTARY DISCLOSURE PROGRAMME	100%
COMPLAINTS TO SARS (CMO)	80%
COMPLAINTS TO THE TAX OMBUD (OTO)	23%
Score:	81.12