

Service Charter Index

Region

_NATIONAL

Timeframe

YTD

Business Area	Score Calculated
ENGAGEMENT	92.6%
REGISTRATION	96.0%
DEREGISTRATION	89.4%
RETURNS	89.3%
VERIFICATION	68.4%
AUDIT	98.5%
REFUNDS	87.3%
PAYMENTS	93.8%
DEBT	97.1%
DISPUTES	82.8%
DISPUTES_CUSTOMS	85.3%
TAX CLEARANCE STATUS	81.9%
VOLUNTARY DISCLOSURE PROGRAMME	99.8%
COMPLAINTS TO SARS (CMO)	83.1%
COMPLAINTS TO THE TAX OMBUD (OTO)	46.7%
Score:	86.66