

# Service Charter Index

Region

\_NATIONAL

Timeframe

YTD

Business Area	Score Calculated
ENGAGEMENT	95.2%
REGISTRATION	97.8%
DEREGISTRATION	87.8%
RETURNS	87.4%
VERIFICATION	85.5%
AUDIT	99.7%
REFUNDS	89.6%
PAYMENTS	94.3%
DEBT	98.4%
DISPUTES	87.8%
DISPUTES_CUSTOMS	95.1%
TAX CLEARANCE STATUS	91.5%
VOLUNTARY DISCLOSURE PROGRAMME	99.7%
COMPLAINTS TO SARS (CMO)	84.5%
COMPLAINTS TO THE TAX OMBUD (OTO)	48.7%
Score:	90.31