

Service Charter Index

Region

_NATIONAL

Timeframe

YTD

Business Area	Score Calculated
ENGAGEMENT	95.2%
REGISTRATION	97.8%
DEREGISTRATION	87.7%
RETURNS	87.5%
VERIFICATION	85.2%
AUDIT	99.7%
REFUNDS	89.0%
PAYMENTS	94.2%
DEBT	98.4%
DISPUTES	88.2%
DISPUTES_CUSTOMS	95.3%
TAX CLEARANCE STATUS	91.7%
VOLUNTARY DISCLOSURE PROGRAMME	99.8%
COMPLAINTS TO SARS (CMO)	84.8%
COMPLAINTS TO THE TAX OMBUD (OTO)	48.2%
Score:	90.26