

Service Charter Index

Region	▼	Timeframe	▼
_NATIONAL	▼	YTD	▼

Business Area	Score Calculated
ENGAGEMENT	95.3%
REGISTRATION	97.9%
DEREGISTRATION	87.6%
RETURNS	87.7%
VERIFICATION	85.5%
AUDIT	99.6%
REFUNDS	88.8%
PAYMENTS	94.2%
DEBT	98.3%
DISPUTES	88.5%
DISPUTES_CUSTOMS	94.9%
TAX CLEARANCE STATUS	92.4%
VOLUNTARY DISCLOSURE PROGRAMME	99.8%
COMPLAINTS TO SARS (CMO)	84.8%
COMPLAINTS TO THE TAX OMBUD (OTO)	47.9%
Score:	90.27