

Service Charter Index

Region	▼	Timeframe	▼
_NATIONAL	▼	YTD	▼

Business Area	Score Calculated
ENGAGEMENT	95.5%
REGISTRATION	97.9%
DEREGISTRATION	87.4%
RETURNS	87.7%
VERIFICATION	85.9%
AUDIT	98.0%
REFUNDS	97.0%
PAYMENTS	94.3%
DEBT	98.5%
DISPUTES	88.6%
DISPUTES_CUSTOMS	92.8%
TAX CLEARANCE STATUS	93.1%
VOLUNTARY DISCLOSURE PROGRAMME	99.8%
COMPLAINTS TO SARS (CMO)	85.1%
COMPLAINTS TO THE TAX OMBUD (OTO)	47.9%
Score:	91.05