

# Service Charter Index

Region

\_NATIONAL

▼

Timeframe

YTD

▼

Business Area	Score Calculated
ENGAGEMENT	94.1%
REGISTRATION	98.1%
DEREGISTRATION	86.9%
RETURNS	87.1%
VERIFICATION	86.2%
AUDIT	99.9%
REFUNDS	95.1%
PAYMENTS	94.2%
DEBT	98.2%
DISPUTES	89.1%
DISPUTES_CUSTOMS	94.8%
TAX CLEARANCE STATUS	91.7%
VOLUNTARY DISCLOSURE PROGRAMME	99.7%
COMPLAINTS TO SARS (CMO)	83.0%
COMPLAINTS TO THE TAX OMBUD (OTO)	47.3%
Score:	90.80