

Service Charter Index

Region	▼	Timeframe	▼
_NATIONAL	▼	YTD	▼

Business Area	Score Calculated
ENGAGEMENT	97.6%
REGISTRATION	79.3%
DEREGISTRATION	94.2%
RETURNS	88.6%
VERIFICATION	93.7%
AUDIT	98.8%
REFUNDS	98.0%
PAYMENTS	94.4%
DEBT	98.2%
DISPUTES	87.5%
DISPUTES_CUSTOMS	89.6%
TAX CLEARANCE STATUS	96.8%
VOLUNTARY DISCLOSURE PROGRAMME	99.9%
COMPLAINTS TO SARS (CMO)	89.7%
COMPLAINTS TO THE TAX OMBUD (OTO)	43.3%
Score:	86.55