

Service Charter Index

Business Area	Score Calculated
ENGAGEMENT	98.2%
REGISTRATION	82.4%
DEREGISTRATION	92.6%
RETURNS	90.1%
VERIFICATION	88.8%
AUDIT	99.4%
REFUNDS	97.9%
PAYMENTS	94.5%
DEBT	98.2%
DISPUTES	86.4%
DISPUTES_CUSTOMS	91.2%
TAX CLEARANCE STATUS	96.6%
VOLUNTARY DISCLOSURE PROGRAMME	99.9%
COMPLAINTS TO SARS (CMO)	90.9%
COMPLAINTS TO THE TAX OMBUD (OTO)	39.5%
Score:	85.99

Region

▾

_NATIONAL

▾

Timeframe

▾

YTD

▾