

Service Charter Index

Business Area	Score Calculated
ENGAGEMENT	97.8%
REGISTRATION	80.8%
DEREGISTRATION	93.7%
RETURNS	89.9%
VERIFICATION	88.8%
AUDIT	99.5%
REFUNDS	98.0%
PAYMENTS	98.6%
DEBT	98.2%
DISPUTES	87.6%
DISPUTES_CUSTOMS	91.9%
TAX CLEARANCE STATUS	96.8%
VOLUNTARY DISCLOSURE PROGRAMME	99.9%
COMPLAINTS TO SARS (CMO)	89.9%
COMPLAINTS TO THE TAX OMBUD (OTO)	41.4%
Score:	86.39

Region

_NATIONAL

Timeframe

YTD