

Service Charter Index

Region	Timeframe
_NATIONAL	YTD

Business Area	Score Calculated
ENGAGEMENT	97.4%
REGISTRATION	76.2%
DEREGISTRATION	94.6%
RETURNS	88.5%
VERIFICATION	94.8%
AUDIT	98.6%
REFUNDS	98.7%
PAYMENTS	94.3%
DEBT	98.4%
DISPUTES	88.0%
DISPUTES_CUSTOMS	92.6%
TAX CLEARANCE STATUS	96.7%
VOLUNTARY DISCLOSURE PROGRAMME	100.0%
COMPLAINTS TO SARS (CMO)	90.6%
COMPLAINTS TO THE TAX OMBUD (OTO)	43.4%
Score:	86.83