Service Charter Index

Region: _NATIONAL

Timeframe: YTD

Business Area	Score Calculated
ENGAGEMENT	98.0%
REGISTRATION	83.6%
DEREGISTRATION	92.4%
RETURNS	90.0%
VERIFICATION	91.1%
AUDIT	99.7%
REFUNDS	97.6%
PAYMENTS	94.4%
DEBT	98.1%
DISPUTES	82.2%
DISPUTES_CUSTOMS	92.9%
TAX CLEARANCE STATUS	95.9%
VOLUNTARY DISCLOSURE PROGRAMME	99.9%
COMPLAINTS TO SARS (CMO)	91.4%
COMPLAINTS TO THE TAX OMBUD (OTO)	40.6%
Score:	86.25