

Service Charter Index

Region

_NATIONAL

Timeframe

2023-05

Business Area	Score Calculated
ENGAGEMENT	79.7%
REGISTRATION	83.6%
RETURNS	80.1%
VERIFICATION	76.3%
AUDIT	100.0%
REFUNDS	85.0%
PAYMENTS	97.5%
DEBT	57.8%
DISPUTES	53.4%
DISPUTES_CUSTOMS	77.0%
TAX CLEARANCE STATUS	75.2%
VOLUNTARY DISCLOSURE PROGRAMME	99.0%
COMPLAINTS TO SARS (CMO)	81.0%
COMPLAINTS TO THE TAX OMBUD (OTO)	19.6%
Score:	76.01