

Service Charter Index

Region
_NATIONAL

Timeframe
2024-04

Business Area	Score Calculated
ENGAGEMENT	96.2%
REGISTRATION	90.8%
RETURNS	89.1%
VERIFICATION	75.4%
AUDIT	98.3%
REFUNDS	96.7%
PAYMENTS	95.5%
DEBT	73.3%
DISPUTES	80.2%
DISPUTES_CUSTOMS	81.5%
TAX CLEARANCE STATUS	72.0%
VOLUNTARY DISCLOSURE PROGRAMME	99.6%
COMPLAINTS TO SARS (CMO)	78.2%
COMPLAINTS TO THE TAX OMBUD (OTO)	39.9%
Score:	84.74