

Service Charter Index

Region	▼	Timeframe	▼
_NATIONAL	▼	2024-08	▼

Business Area	Score Calculated
ENGAGEMENT	85.1%
REGISTRATION	86.1%
DEREGISTRATION	93.8%
RETURNS	89.3%
VERIFICATION	79.4%
AUDIT	99.7%
REFUNDS	87.2%
PAYMENTS	93.4%
DEBT	97.9%
DISPUTES	87.3%
DISPUTES_CUSTOMS	95.5%
TAX CLEARANCE STATUS	80.8%
VOLUNTARY DISCLOSURE PROGRAMME	100.0%
COMPLAINTS TO SARS (CMO)	85.2%
COMPLAINTS TO THE TAX OMBUD (OTO)	56.0%
Score:	88.01