

Service Charter Index

Region

Timeframe

Business Area	Score Calculated
ENGAGEMENT	97.3%
REGISTRATION	88.4%
RETURNS	89.2%
VERIFICATION	72.3%
AUDIT	98.8%
REFUNDS	94.6%
PAYMENTS	96.4%
DEBT	74.3%
DISPUTES	76.4%
DISPUTES_CUSTOMS	98.5%
TAX CLEARANCE STATUS	77.4%
VOLUNTARY DISCLOSURE PROGRAMME	100.0%
COMPLAINTS TO SARS (CMO)	81.9%
COMPLAINTS TO THE TAX OMBUD (OTO)	40.3%
Score:	85.99