

Service Charter Index

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|-----------|---|-----------|---|
| Region | ▼ | Timeframe | ▼ |
| _NATIONAL | ▼ | 2022-12 | ▼ |

| Business Area | Score Calculated |
|-----------------------------------|------------------|
| ENGAGEMENT | 79.3% |
| REGISTRATION | 72.7% |
| RETURNS | 76.0% |
| VERIFICATION | 54.0% |
| AUDIT | 100.0% |
| REFUNDS | 67.3% |
| PAYMENTS | 98.2% |
| DEBT | 72.9% |
| DISPUTES | 36.2% |
| DISPUTES_CUSTOMS | 93.8% |
| TAX CLEARANCE STATUS | 93.8% |
| VOLUNTARY DISCLOSURE PROGRAMME | 100.0% |
| COMPLAINTS TO SARS (CMO) | 79.6% |
| COMPLAINTS TO THE TAX OMBUD (OTO) | 28.6% |
| Score: | 73.67 |