

Service Charter Index

Region
_NATIONAL

Timeframe

Business Area	Score Calculated
ENGAGEMENT	82.0%
REGISTRATION	88.3%
RETURNS	81.8%
VERIFICATION	67.2%
AUDIT	97.6%
REFUNDS	89.6%
PAYMENTS	96.3%
DEBT	67.3%
DISPUTES	78.6%
DISPUTES_CUSTOMS	85.0%
TAX CLEARANCE STATUS	69.8%
VOLUNTARY DISCLOSURE PROGRAMME	99.6%
COMPLAINTS TO SARS (CMO)	80.0%
COMPLAINTS TO THE TAX OMBUD (OTO)	33.3%
Score:	80.55