

Service Charter Index

Region

_NATIONAL

Timeframe

2023-08

| Business Area | Score Calculated |
|-----------------------------------|------------------|
| ENGAGEMENT | 79.6% |
| REGISTRATION | 83.8% |
| RETURNS | 87.8% |
| VERIFICATION | 66.0% |
| AUDIT | 100.0% |
| REFUNDS | 92.8% |
| PAYMENTS | 95.7% |
| DEBT | 61.1% |
| DISPUTES | 74.5% |
| DISPUTES_CUSTOMS | 88.8% |
| TAX CLEARANCE STATUS | 55.0% |
| VOLUNTARY DISCLOSURE PROGRAMME | 99.7% |
| COMPLAINTS TO SARS (CMO) | 83.7% |
| COMPLAINTS TO THE TAX OMBUD (OTO) | 34.1% |
| Score: | 79.88 |