

Service Charter Performance for the month of July 2026

Service Charter Index					Region	Timeframe
					_NATIONAL	2026-07
Business Area	Score Calculated	Weight	Weight Contribution	Final Score	Last Refreshed Date	
					2026/08/12 10:10:37 AM	
ENGAGEMENT	98.28%	6	0.10169	9.99		
REGISTRATION	87.34%	4	0.06780	5.92		
DEREGISTRATION	96.45%	2	0.03390	3.27		
RETURNS	85.94%	3	0.05085	4.37		
VERIFICATION	89.02%	7	0.11864	10.56		
AUDIT	99.48%	1	0.01695	1.69		
REFUNDS	98.35%	4	0.06780	6.67		
PAYMENTS	95.01%	4	0.06780	6.44		
DEBT	98.28%	1	0.01695	1.67		
DISPUTES	88.21%	4	0.06780	5.98		
DISPUTES_CUSTOMS	98.00%	4	0.06780	6.64		
TAX CLEARANCE STATUS	96.43%	4	0.06780	6.54		
VOLUNTARY DISCLOSURE PROGRAMME	100.00%	1	0.01695	1.69		
COMPLAINTS TO SARS (CMO)	89.26%	7	0.11864	10.59		
COMPLAINTS TO THE TAX OMBUD (OTO)	32.39%	7	0.11864	3.84		
Score:		59		85.87		

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