

Service Charter Performance for the month of July 2026- YTD Score

Service Charter Index

Region

_NATIONAL

Timeframe

YTD

Last Refreshed Date

2026/08/12 10:10:37 AM

Business Area	Score Calculated	Weight	Weight Contribution	Final Score
ENGAGEMENT	97.70%	6	0.10169	9.94
REGISTRATION	79.10%	4	0.06780	5.36
DEREGISTRATION	94.85%	2	0.03390	3.22
RETURNS	87.95%	3	0.05085	4.47
VERIFICATION	90.49%	7	0.11864	10.74
AUDIT	99.13%	1	0.01695	1.68
REFUNDS	98.15%	4	0.06780	6.65
PAYMENTS	94.38%	4	0.06780	6.40
DEBT	97.96%	1	0.01695	1.66
DISPUTES	88.16%	4	0.06780	5.98
DISPUTES_CUSTOMS	90.75%	4	0.06780	6.15
TAX CLEARANCE STATUS	96.71%	4	0.06780	6.56
VOLUNTARY DISCLOSURE PROGRAMME	99.90%	1	0.01695	1.69
COMPLAINTS TO SARS (CMO)	89.54%	7	0.11864	10.62
COMPLAINTS TO THE TAX OMBUD (OTO)	40.04%	7	0.11864	4.75
Score:		59		85.87

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