

# Service Charter Index

Region

\_NATIONAL

Timeframe

2025-02

Business Area	Score Calculated
ENGAGEMENT	97.1%
REGISTRATION	95.3%
DEREGISTRATION	87.7%
RETURNS	88.7%
VERIFICATION	60.6%
AUDIT	93.9%
REFUNDS	79.4%
PAYMENTS	97.1%
DEBT	97.0%
DISPUTES	73.0%
DISPUTES_CUSTOMS	91.3%
TAX CLEARANCE STATUS	96.4%
VOLUNTARY DISCLOSURE PROGRAMME	100.0%
COMPLAINTS TO SARS (CMO)	78.7%
COMPLAINTS TO THE TAX OMBUD (OTO)	46.0%
Score:	85.39