

Service Charter Index

Region

_NATIONAL

Timeframe

2025-04

Business Area	Score Calculated
ENGAGEMENT	96.4%
REGISTRATION	98.3%
DEREGISTRATION	83.3%
RETURNS	89.8%
VERIFICATION	82.0%
AUDIT	100.0%
REFUNDS	90.9%
PAYMENTS	95.8%
DEBT	99.6%
DISPUTES	85.5%
DISPUTES_CUSTOMS	97.2%
TAX CLEARANCE STATUS	95.9%
VOLUNTARY DISCLOSURE PROGRAMME	99.5%
COMPLAINTS TO SARS (CMO)	77.6%
COMPLAINTS TO THE TAX OMBUD (OTO)	46.8%
Score:	90.28