

# Service Charter Index

Region

\_NATIONAL

Timeframe

2025-08

Business Area	Score Calculated
ENGAGEMENT	94.1%
REGISTRATION	97.3%
DEREGISTRATION	95.2%
RETURNS	88.3%
VERIFICATION	89.7%
AUDIT	100.0%
REFUNDS	95.2%
PAYMENTS	94.6%
DEBT	99.0%
DISPUTES	85.1%
DISPUTES_CUSTOMS	92.0%
TAX CLEARANCE STATUS	80.4%
VOLUNTARY DISCLOSURE PROGRAMME	99.7%
COMPLAINTS TO SARS (CMO)	88.1%
COMPLAINTS TO THE TAX OMBUD (OTO)	44.1%
Score:	90.60