

Service Charter Index

Region

_NATIONAL

Timeframe

2025-12

Business Area	Score Calculated
ENGAGEMENT	96.9%
REGISTRATION	94.6%
DEREGISTRATION	93.9%
RETURNS	88.9%
VERIFICATION	85.1%
AUDIT	100.0%
REFUNDS	87.8%
PAYMENTS	95.6%
DEBT	99.1%
DISPUTES	85.9%
DISPUTES_CUSTOMS	94.8%
TAX CLEARANCE STATUS	74.7%
VOLUNTARY DISCLOSURE PROGRAMME	99.7%
COMPLAINTS TO SARS (CMO)	88.9%
COMPLAINTS TO THE TAX OMBUD (OTO)	50.5%
Score:	90.05