

Service Charter Index

Region	▼	Timeframe	▼
_NATIONAL	▼	2026-02	▼

Business Area	Score Calculated
ENGAGEMENT	96.8%
REGISTRATION	98.3%
DEREGISTRATION	96.9%
RETURNS	88.7%
VERIFICATION	92.8%
AUDIT	98.1%
REFUNDS	88.0%
PAYMENTS	96.0%
DEBT	97.1%
DISPUTES	90.4%
DISPUTES_CUSTOMS	92.0%
TAX CLEARANCE STATUS	98.3%
VOLUNTARY DISCLOSURE PROGRAMME	99.7%
COMPLAINTS TO SARS (CMO)	85.8%
COMPLAINTS TO THE TAX OMBUD (OTO)	45.2%
Score:	91.18