

# Service Charter Index

Region

\_NATIONAL

Timeframe

2026-01

Business Area	Score Calculated
ENGAGEMENT	97.0%
REGISTRATION	97.9%
DEREGISTRATION	98.1%
RETURNS	89.0%
VERIFICATION	84.2%
AUDIT	100.0%
REFUNDS	88.0%
PAYMENTS	94.4%
DEBT	98.8%
DISPUTES	92.1%
DISPUTES_CUSTOMS	100.0%
TAX CLEARANCE STATUS	93.6%
VOLUNTARY DISCLOSURE PROGRAMME	100.0%
COMPLAINTS TO SARS (CMO)	88.1%
COMPLAINTS TO THE TAX OMBUD (OTO)	41.1%
Score:	91.37