

Service Charter Index

Region

_NATIONAL

Timeframe

2025-07

Business Area	Score Calculated
ENGAGEMENT	91.2%
REGISTRATION	98.0%
DEREGISTRATION	94.9%
RETURNS	86.6%
VERIFICATION	90.5%
AUDIT	100.0%
REFUNDS	67.8%
PAYMENTS	94.9%
DEBT	98.6%
DISPUTES	88.2%
DISPUTES_CUSTOMS	89.4%
TAX CLEARANCE STATUS	88.3%
VOLUNTARY DISCLOSURE PROGRAMME	100.0%
COMPLAINTS TO SARS (CMO)	84.0%
COMPLAINTS TO THE TAX OMBUD (OTO)	39.2%
Score:	86.90