

Service Charter Index

Region

_NATIONAL

Timeframe

2025-06

Business Area	Score Calculated
ENGAGEMENT	96.1%
REGISTRATION	98.8%
DEREGISTRATION	70.9%
RETURNS	88.4%
VERIFICATION	91.3%
AUDIT	100.0%
REFUNDS	73.4%
PAYMENTS	95.9%
DEBT	99.2%
DISPUTES	85.9%
DISPUTES_CUSTOMS	99.5%
TAX CLEARANCE STATUS	94.9%
VOLUNTARY DISCLOSURE PROGRAMME	99.7%
COMPLAINTS TO SARS (CMO)	79.0%
COMPLAINTS TO THE TAX OMBUD (OTO)	50.6%
Score:	88.78