

Service Charter Index

Region	▼	Timeframe	
_NATIONAL	▼	2026-03	▼

Business Area	Score Calculated
ENGAGEMENT	97.4%
REGISTRATION	98.7%
DEREGISTRATION	98.0%
RETURNS	87.1%
VERIFICATION	95.0%
AUDIT	95.5%
REFUNDS	93.6%
PAYMENTS	96.4%
DEBT	97.8%
DISPUTES	87.8%
DISPUTES_CUSTOMS	96.0%
TAX CLEARANCE STATUS	98.4%
VOLUNTARY DISCLOSURE PROGRAMME	100.0%
COMPLAINTS TO SARS (CMO)	88.3%
COMPLAINTS TO THE TAX OMBUD (OTO)	46.8%
Score:	92.31