

Service Charter Index

Region

_NATIONAL

Timeframe

2025-10

Business Area	Score Calculated
ENGAGEMENT	97.0%
REGISTRATION	98.4%
DEREGISTRATION	93.8%
RETURNS	83.3%
VERIFICATION	87.0%
AUDIT	98.3%
REFUNDS	89.9%
PAYMENTS	95.6%
DEBT	98.8%
DISPUTES	90.3%
DISPUTES_CUSTOMS	97.8%
TAX CLEARANCE STATUS	98.3%
VOLUNTARY DISCLOSURE PROGRAMME	100.0%
COMPLAINTS TO SARS (CMO)	88.3%
COMPLAINTS TO THE TAX OMBUD (OTO)	55.5%
Score:	91.93