

Service Charter Index

Region

_NATIONAL

Timeframe

2025-09

Business Area	Score Calculated
ENGAGEMENT	95.7%
REGISTRATION	98.6%
DEREGISTRATION	89.2%
RETURNS	83.3%
VERIFICATION	86.9%
AUDIT	99.7%
REFUNDS	95.2%
PAYMENTS	94.7%
DEBT	97.1%
DISPUTES	92.0%
DISPUTES_CUSTOMS	92.3%
TAX CLEARANCE STATUS	96.4%
VOLUNTARY DISCLOSURE PROGRAMME	99.7%
COMPLAINTS TO SARS (CMO)	89.6%
COMPLAINTS TO THE TAX OMBUD (OTO)	56.0%
Score:	91.84