

Service Charter Index

Region	▼	Timeframe	▼
_NATIONAL	▼	2026-04	▼

Business Area	Score Calculated
ENGAGEMENT	97.7%
REGISTRATION	75.0%
DEREGISTRATION	97.3%
RETURNS	88.1%
VERIFICATION	97.2%
AUDIT	100.0%
REFUNDS	98.5%
PAYMENTS	94.3%
DEBT	99.5%
DISPUTES	93.6%
DISPUTES_CUSTOMS	88.0%
TAX CLEARANCE STATUS	96.9%
VOLUNTARY DISCLOSURE PROGRAMME	100.0%
COMPLAINTS TO SARS (CMO)	92.0%
COMPLAINTS TO THE TAX OMBUD (OTO)	34.4%
Score:	86.35