

Service Charter Index

Region

▼

_NATIONAL

▼

Timeframe

▼

2026-08

▼

Business Area	Score Calculated
ENGAGEMENT	98.5%
REGISTRATION	93.6%
DEREGISTRATION	91.1%
RETURNS	91.1%
VERIFICATION	87.5%
AUDIT	99.5%
REFUNDS	97.9%
PAYMENTS	99.4%
DEBT	98.1%
DISPUTES	88.3%
DISPUTES_CUSTOMS	93.7%
TAX CLEARANCE STATUS	97.1%
VOLUNTARY DISCLOSURE PROGRAMME	100.0%
COMPLAINTS TO SARS (CMO)	91.0%
COMPLAINTS TO THE TAX OMBUD (OTO)	45.5%
Score:	88.00