

# Service Charter Index

Region	▼	Timeframe	▼
_NATIONAL	▼	2026-06	▼

Business Area	Score Calculated
ENGAGEMENT	98.5%
REGISTRATION	79.5%
DEREGISTRATION	93.4%
RETURNS	88.6%
VERIFICATION	91.6%
AUDIT	99.6%
REFUNDS	96.6%
PAYMENTS	95.2%
DEBT	97.1%
DISPUTES	85.4%
DISPUTES_CUSTOMS	89.0%
TAX CLEARANCE STATUS	97.0%
VOLUNTARY DISCLOSURE PROGRAMME	99.7%
COMPLAINTS TO SARS (CMO)	88.0%
COMPLAINTS TO THE TAX OMBUD (OTO)	43.2%
<b>Score:</b>	<b>85.93</b>