

Service Charter Index

Region	▼	Timeframe	▼
_NATIONAL	▼	2026-05	▼

Business Area	Score Calculated
ENGAGEMENT	97.8%
REGISTRATION	75.8%
DEREGISTRATION	93.5%
RETURNS	88.8%
VERIFICATION	92.9%
AUDIT	97.5%
REFUNDS	98.8%
PAYMENTS	94.7%
DEBT	98.0%
DISPUTES	88.1%
DISPUTES_CUSTOMS	94.8%
TAX CLEARANCE STATUS	96.6%
VOLUNTARY DISCLOSURE PROGRAMME	100.0%
COMPLAINTS TO SARS (CMO)	89.5%
COMPLAINTS TO THE TAX OMBUD (OTO)	48.0%
Score:	87.17