Service Charter Index

Region: _NATIONAL

Timeframe: 2026-10

Business Area	Score Calculated
ENGAGEMENT	98.8%
REGISTRATION	95.0%
DEREGISTRATION	91.1%
RETURNS	88.8%
VERIFICATION	93.3%
AUDIT	100.0%
REFUNDS	96.4%
PAYMENTS	99.6%
DEBT	98.5%
DISPUTES	76.0%
DISPUTES_CUSTOMS	95.6%
TAX CLEARANCE STATUS	93.2%
VOLUNTARY DISCLOSURE PROGRAMME	100.0%
COMPLAINTS TO SARS (CMO)	93.4%
COMPLAINTS TO THE TAX OMBUD (OTO)	43.1%
Score:	87.64