

Service Charter Index

Region

▾

_NATIONAL

▾

Timeframe

▾

2026-09

▾

Business Area	Score Calculated
ENGAGEMENT	98.6%
REGISTRATION	95.2%
DEREGISTRATION	87.1%
RETURNS	91.6%
VERIFICATION	87.4%
AUDIT	98.9%
REFUNDS	97.0%
PAYMENTS	99.5%
DEBT	98.5%
DISPUTES	81.7%
DISPUTES_CUSTOMS	91.0%
TAX CLEARANCE STATUS	95.7%
VOLUNTARY DISCLOSURE PROGRAMME	99.7%
COMPLAINTS TO SARS (CMO)	94.5%
COMPLAINTS TO THE TAX OMBUD (OTO)	31.6%
Score:	85.97