

IRBM'S CLIENT CHARTER PERFORMANCE REPORT FEBRUARY 2024

No	Client Charter	Target	Percent Performance	Performance Status
		%	%	
1	MyTax Services - Provide efficient tools and services to the taxpayers, so that they are able to submit the Income Tax Return Form accordingly. • Ensure that our system availability is not less than 98 percent • Covering all e-Services under MyTax	98	100	★
2	Refunds - Issuing refunds/excess payment (if any) for every complete income tax return form received: • e-Filing - 30 working days from the date Return Form is received	95	100	★
3	IRBM Service Counters – The waiting time is within 15 minutes	95	96	★
4	Hasil Care Line – Phone calls are answered within 4 minutes: • 40% during peak period (March – July); • 70% during off-peak period (August – February)	40 70	81	★
5	Customer Feedback Form via IRBM's official website - provide responses based on the following time frames: a) General enquiries: Responses are provided within 7 working days b) Technical enquiries (which require further review): Responses are provided within 21 working days	75 80	73 59	★ ★
6	Emails: - Acknowledgement reply is issued within 3 working days, from the date received (electronically via IRBM's website)	95	100	★
7	Tax Clearance Letter a) Individuals - 14 working days from the date complete documents are received and the assessment status has been updated b) Companies - 14 working days from the date complete documents are received and the assessment status has been updated	80 80	91 93	★ ★
8	Stamp Duty a) Stamp duty on the instruments of property transfer Issuance of the assessment notice – 15 working days b) Other than the stamp duty on the instruments of property transfer Issuance of the assessment notice – 7 working days	90 90	98 99	★ ★
9	The Settlement of Audit Cases - 90 calendar days from the audit's starting date and the auditor has full cooperation from the tax payer	70	94	★
10	Certificate of Residence (COR) - The issuance of Certificate of Residence - Issued within 10 working days, after receiving all complete information and documents: • Manual	90	100	★

Indication:

- ★ Target Achieved
- ★ Target Not Achieved