

IRBM'S CLIENT CHARTER PERFORMANCE REPORT OCTOBER 2023

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 - Provide the tax payers with the Return Form for the current year	98	100	★
2	Refunds - Issuing refunds/excess payment (if any) for every complete income tax return form received: a) e-Filing - 30 working days from the date Return Form is received b) Postage/by hand – 90 working days from the date Return Form is received	95 95	100 100	★ ★
3	<ul style="list-style-type: none"> ● IRBM Counters – The waiting time is within 15 minutes 	90	97	★
	<ul style="list-style-type: none"> ● Hasil Care Line – Provide responses to the tax payers via phone call within 4 minutes 	40	88	★
	<ul style="list-style-type: none"> ● 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	97 94	★ ★
	<ul style="list-style-type: none"> ● Letters, fax and emails: - Acknowledgement reply is issued within 3 working days, from the date received (electronically via IRBM's website) 	75	100	★
4	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	90 99	★ ★
5	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	99 99	★ ★
6	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	95	★
7	Payment Counter Services <ul style="list-style-type: none"> ● The Service at the Counter - Customer is served within 15 minutes ● The Issuance of Tax Payment Receipt <ul style="list-style-type: none"> a. Payment over the counter – issued on the same day (1 working day) b. Copies of the Official Receipt/Acknowledgement of Payment Letters - Processed within 7 working days, from the date the application is received c. Complaints regarding receipts - Action is taken within 7 working days, from the date complaint is received 	90 100 90 90	100 100 100 100	★ ★ ★ ★
8	Certificate of Residence (COR) - The issuance of Certificate of Residence - Issued within 10 working days, after receiving all complete information and documents: (a) Manual (b) e-Residence	90 90	100 100	★ ★

Indication:

- ★ Target Achieved
- ★ Target Not Achieved