

IRBM'S CLIENT CHARTER PERFORMANCE REPORT FEBRUARY 2026

No	Client Charter	Target	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. <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • e-Filing - 30 working days from the date of Income Tax Return Form is received 	95	100	★
3	IRBM Service Counters – The waiting time is within 15 minutes	95	99	★
4	Hasil Contact Centre 85% of phone calls are answered at the HASIL Contact Centre.	85	96	★
5	Customer Feedback Form via IRBM's official website - provide responses based on the following time frames: <ul style="list-style-type: none"> a) General enquiries: Responses are provided within 7 working days b) Technical enquiries (which require further review): Responses are provided within 21 working days 	80	99	★
6	Tax Clearance Letter <ul style="list-style-type: none"> 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	91	★
7	Stamp Duty <ul style="list-style-type: none"> 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	95	★
8	The Settlement of Audit Cases - 90 calendar days from the audit's starting date and the auditor has full cooperation from the tax payer	80	96	★
9	Certificate of Residence (COR) - The issuance of Certificate of Residence - Issued within 10 working days, after receiving all complete information and documents: <ul style="list-style-type: none"> • e-Residence 	90	100	★

Indication:

- ★ Target Achieved
- ★ Target Not Achieved