

## IRBM'S CLIENT CHARTER PERFORMANCE REPORT JULY 2025

No	Client Charter	Target	Percent Performance	Performance Status
		%	%	
1	<b>MyTax Services</b> - 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"> <li>• Ensure that our system availability is not less than 98 percent</li> <li>• Covering all e-Services under MyTax</li> </ul>	98	100	★
2	<b>Refunds</b> - Issuing refunds/excess payment (if any) for every complete income tax return form received: <ul style="list-style-type: none"> <li>• e-Filing - 30 working days from the date Return Form is received</li> </ul>	95	100	★
3	<b>IRBM Service Counters</b> – The waiting time is within 15 minutes	95	99	★
4	<b>Hasil Care Line</b> – Phone calls are answered within 4 minutes: <ul style="list-style-type: none"> <li>• 40% during peak period (March – July);</li> <li>• 70% during off-peak period (August – February)</li> </ul>	40 70	97	★
5	<b>Customer Feedback Form via IRBM's official website</b> - 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	100 99	★ ★
6	<b>Emails:</b> - Acknowledgement reply is issued within 3 working days, from the date received (electronically via IRBM's website)	95	100	★
7	<b>Tax Clearance Letter</b> 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	87 95	★ ★
8	<b>Stamp Duty</b> a) <b>Stamp duty on the instruments of property transfer</b> Issuance of the assessment notice – 15 working days b) <b>Other than the stamp duty on the instruments of property transfer</b> Issuance of the assessment notice – 7 working days	90 90	99 100	★ ★
9	<b>The Settlement of Audit Cases</b> - 90 calendar days from the audit's starting date and the auditor has full cooperation from the tax payer	70	95	★
10	<b>Certificate of Residence (COR)</b> - The issuance of Certificate of Residence - Issued within 10 working days, after receiving all complete information and documents: <ul style="list-style-type: none"> <li>• e-Residence</li> </ul>	90	100	★

**Indication:**

- ★ Target Achieved
- ★ Target Not Achieved