

## IRBM'S CLIENT CHARTER PERFORMANCE REPORT NOVEMBER 2023

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. - 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	<b>Refunds</b> - 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"> <li>● <b>IRBM Counters</b> – The waiting time is within 15 minutes</li> </ul>	90	98	★
	<ul style="list-style-type: none"> <li>● <b>Hasil Care Line</b> – Provide responses to the tax payers via phone call within 4 minutes</li> </ul>	40	91	★
	<ul style="list-style-type: none"> <li>● <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</li> </ul>	75 80	96 90	★ ★
	<ul style="list-style-type: none"> <li>● <b>Letters, fax and emails:</b>                      - Acknowledgement reply is issued within 3 working days, from the date received (electronically via IRBM's website)</li> </ul>	75	100	★
4	<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	91 96	★ ★
5	<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	98 99	★ ★
6	<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	96	★
7	<b>Payment Counter Services</b> <ul style="list-style-type: none"> <li>● <b>The Service at the Counter</b>                      - Customer is served within 15 minutes</li> <li>● <b>The Issuance of Tax Payment Receipt</b> <ul style="list-style-type: none"> <li>a. Payment over the counter – issued on the same day (1 working day)</li> <li>b. Copies of the Official Receipt/Acknowledgement of Payment Letters                              - Processed within 7 working days, from the date the application is received</li> <li>c. Complaints regarding receipts                              - Action is taken within 7 working days, from the date complaint is received</li> </ul> </li> </ul>	90 100 90 90	100 100 100 100	★ ★ ★ ★
8	<b>Certificate of Residence (COR)</b> - 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