

IRBM'S CLIENT CHARTER PERFORMANCE REPORT – MAY 2021

| 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 taxpayers with the income tax return form for the current year | 95 | 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 ITRF is received b) Postage/By-hand – 90 working days from the date ITRF is received | 95 95 | 100 100 | ● ● |
| 3 | ● IRBM Counters – The waiting time is within 15 minutes | 90 | 99 | ● |
| | ● Hasil Care Line – Provide responses to the taxpayers via phone call within 4 minutes: a) Peak hours b) Off-peak hours | 70 40 | 19 | ● |
| | ● 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 | 98 100 | ● ● |
| | ● 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 (STSNC) - 14 working days from the date complete documents are received and the assessment status has been updated b) Companies (STSC) - 14 working days from the date complete documents are received and the assessment status has been updated | 80 80 | 53 78 | ● ● |
| 5 | Stamp Duty : 5.1 Stamp duty on the instruments of property transfer : a) Issuance of the assessment notice – 15 working days 5.2 Other than the stamp duty on the instruments of property transfer b) Issuance of the assessment notice – 7 working days | 90 90 | 90 92 | ● ● |
| 6 | The Settlement of Audit Cases : - 3 months beginning from the date the audit is started and the auditor has full cooperation from the taxpayer. | 70 | 75 | ● |
| 7 | Payment Counter Services : ● The Service at the Counter - Customer is served within 20 minutes ● The Issuance of Tax Payment Receipt 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 Tax payment via e-ByrHasil - Payment is recorded in the taxpayer's ledger within 2 working days, after the date of transaction | 90 100 90 90 75 | 99 100 100 100 KIV & REVIEW | ● ● ● ● |
| 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 |

KIV & REVIEW - In the review process