

IRBM'S CLIENT CHARTER PERFORMANCE REPORT – SEPT 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	95	97	●
	b) Postage/By-hand – 90 working days from the date ITRF is received	95	100	●
3	IRBM Counters – The waiting time is within 15 minutes	90	100	●
	Hasil Care Line – Provide responses to the taxpayers via phone call within 4 minutes: a) Peak hours b) Off-peak hours	70 40	28*	●
	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	96 100	● ●
	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 (STSN) - 14 working days from the date complete documents are received and the assessment status has been updated	80	86	●
	b) Companies (STSC) - 14 working days from the date complete documents are received and the assessment status has been updated	80	82	●
5	Stamp Duty : 5.1 Stamp duty on the instruments of property transfer : a) Issuance of the assessment notice – 15 working days	90	91	●
	5.2 Other than the stamp duty on the instruments of property transfer b) Issuance of the assessment notice – 7 working days	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 15 minutes	90	100	●
	The Issuance of Tax Payment Receipt a. Payment over the counter – issued on the same day (1 working day)	100	100	●
	b. Copies of the Official Receipt / Acknowledgement of Payment Letters - Processed within 7 working days, from the date the application is received	90	100	●
	c. Complaints regarding Receipts - Action is taken within 7 working days, from the date complaint is received	90	100	●
	Tax payment via e-ByrHasil - Payment is recorded in the taxpayer's ledger within 2 working days, after the date of transaction	75	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

* - Some officers have been tasked with answering an overwhelming amount of questions and enquiries received through emails and social media.