HASiL CLIENT CHARTER PERFORMANCE REPORT - OCTOBER 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. ● 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: ● e-Filing - 30 working days from the date of Income Tax Return Form is received	95	**98**	✸
3	**HASiL 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	**100**	✸
5	**Customer Feedback Form via HASiL 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	80 85	**100** **100**	✸ ✸
6	**Tax Clearance Letter** 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	**94** **91**	✸ ✸
7	**Stamp Duty** **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 90	**99** **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: ● e-Residence	90	**100**	✸

Indication:

✸ Target Achieved

✸ Target Not Achieved