



JABATAN KHIDMAT KORPORAT  
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The Editor,  
The Ant Daily,  
iGAR Worldwide Alliance,  
No. 6, Jalan 19/1B,  
Seksyen 19,  
46300 Petaling Jaya,  
Selangor.

Ruj. Tuan :  
Ruj. Kami : LHDN.01/39.1/180/1  
Tarikh : 8 May 2015

Dear Sir/ Madam,

**“WHERE IRB’S INCOME TAX RETURN E-FILING SYSTEM SUCKS”, (THE ANT DAILY, 1 MAY 2015)**

We refer to the online article “Where IRB’s Income Tax Return E-Filing System Sucks” dated 1 May 2015 and The Inland Revenue Board of Malaysia (IRBM) would like to thank the writer, Ms. Sonia Ramachandran, for bringing this matter to our attention.

2. IRBM is truly committed in improving and enhancing our services. At IRBM, our customers, the tax payers themselves, are our main priority and any inconveniences experienced are deeply regrettable.

3. To Ms. Sonia, please submit the full complaint, include your full name, identity card number, tax reference number, email address and other relevant details via email to [aduan@hasil.gov.my](mailto:aduan@hasil.gov.my) or fill-in our Online Feedback Form at our website [www.hasil.gov.my](http://www.hasil.gov.my) in order for us to review the case and take further action.

4. Once again, we wish to express our appreciation to Ms. Sonia for drawing our attention to the problem and to The Ant Daily for providing us the opportunity to respond to the issue highlighted.

Thank you.

**“BERKHIDMAT UNTUK NEGARA”  
“BERSAMA MEMBANGUN NEGARA”**

Regards,

**(MUHAMAD MUSTAFA SAID)**

Director  
Corporate Communication & Multimedia Division,  
Corporate Services Department,  
for the Chief Executive Officer/Director General Inland Revenue Board  
Inland Revenue Board

LHDNM/ ADUAN 2015/ BKKM/ CYY