

## IRBM'S CLIENT CHARTER PERFORMANCE REPORT – APRIL 2020

No.	Client Charter	Target	Percent Performance	Performance Status
		%	%	
1	<b>ezHasil Service</b> - 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	<b>Refunds</b> - Issuing refunds / excess payment (if any) for every complete income tax return form received: a) e-Filing/m-Filing – 30 working days from the date ITRF is received	94	100	
	b) Postage/By-hand – 90 working days from the date ITRF is received	90	100	
3	<b>IRBM Counters – The waiting time is within 15 minutes</b>	90	92	
	<b>Hasil Care Line – Provide responses to the taxpayers via phone call:</b> a) For peak hours within 1 minute and 30 secs b) For off-peak hours within 2 minutes	55	<b>KIV &amp; REVIEW</b>	
	<b>Customer Feedback Form via IRBM's official website: provide responses based on the following time frames:</b> a) General enquiries: Responses are provided within 7 working days	75	<b>62</b>	
	b) Technical enquiries (which require further review): Responses are provided within 21 working days	80	100	
	<b>Letters, Fax and Emails:</b> - Acknowledgement reply is issued within 3 working days, from the date received (electronically via IRBM's website)	75	100	
4	<b>Tax Clearance Letter :</b> a) Individuals (STSN) - 14 working days from the date complete documents are received and the assessment status has been updated.	80	96	
	b) Companies (STSC) - 14 working days from the date complete documents are received and the assessment status has been updated.	80	100	
5	<b>Stamp Duty :</b> <b>Stamp duty on the instruments of property transfer :</b> a. Submission of Form PDS 15 for review – 5 working days	90	<b>74</b>	
	b. Issuance of the assessment notice from date the review is received from the Valuation and Property Services Department of Malaysia – 7 working days	90	<b>87</b>	
	c. Endorsement over the instruments by the Collector of Stamp Duty – 3 working days	90	<b>88</b>	
	<b>Other than the stamp duty on the instruments of property transfer – 7 working days</b>	90	99	
6	<b>The Settlement of Audit Cases :</b> - 3 months beginning from the date the audit is started and the auditor has full cooperation from the taxpayer.	70	85	
7	<b>Payment Counter Services :</b> <b>The Service at the Counter</b>	85	100	
	<b>The Issuance of Tax Payment Receipt</b> 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	85	100	
	c. Complaints regarding Receipts - Action is taken within 7 working days, from the date complaint is received.	85	100	
	<b>Tax payment via e-ByrHasil</b> - Payment is recorded in the taxpayer's ledger within 2 working days, after the date of transaction.	75	<b>KIV &amp; REVIEW</b>	
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

Note :

- KIV & REVIEW - on progress