

**IRBM'S CLIENT CHARTER PERFORMANCE REPORT – AUGUST 2021**

No.	Client Charter	Target	Percent Performance	Performance Status
		%	%	
1	<b>MyTax Services</b> - 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	<b>Refunds</b> - 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	97 100	● ●
3	<b>● IRBM Counters – The waiting time is within 15 minutes</b>	90	100	●
	<b>● Hasil Care Line – Provide responses to the taxpayers via phone call within 4 minutes:</b> a) Peak hours b) Off-peak hours	70 40	40*	●
	<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 b) Technical enquiries (which require further review): Responses are provided within 21 working days	75 80	98 100	● ●
	<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 b) Companies (STSC) - 14 working days from the date complete documents are received and the assessment status has been updated	80 80	86 88	● ●
5	<b>Stamp Duty :</b> <b>5.1 Stamp duty on the instruments of property transfer :</b> a) Issuance of the assessment notice – 15 working days <b>5.2 Other than the stamp duty on the instruments of property transfer</b> b) Issuance of the assessment notice – 7 working days	90 90	85 94	● ●
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	71	●
7	<b>Payment Counter Services :</b> <b>●The Service at the Counter</b> - Customer is served within 15 minutes <b>●The Issuance of Tax Payment Receipt</b> 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 <b>Tax payment via e-ByrHasil</b> - Payment is recorded in the taxpayer's ledger within 2 working days, after the date of transaction	90 100 90 90 75	100 100 100 100 <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

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.