

IRBM'S CLIENT CHARTER PERFORMANCE REPORT – OGOS 2020

No.	Client Charter	Target	Percent Performance	Performance Status
		%	%	
1	ezHasil Service - 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/m-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	99 97	
3	IRBM Counters – The waiting time is within 15 minutes	90	99	
	Hasil Care Line – Provide responses to the taxpayers via phone call: a) For peak hours within 1 minute and 30 secs b) For off-peak hours within 2 minutes	70	40	KIV & REVIEW
	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	40 100	
	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. b) Companies (STSC) - 14 working days from the date complete documents are received and the assessment status has been updated.	80 80	49 59	
5	Stamp Duty : Stamp duty on the instruments of property transfer : a. Submission of Form PDS 15 for review – 5 working days b. Issuance of the assessment notice from date the review is received from the Valuation and Property Services Department of Malaysia – 7 working days c. Endorsement over the instruments by the Collector of Stamp Duty – 3 working days Other than the stamp duty on the instruments of property transfer – 7 working days	90 90 90 90	68 99 81 93	
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	90	
7	Payment Counter Services : The Service at the Counter The Issuance of Tax Payment Receipt 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. Tax payment via e-ByrHasil - Payment is recorded in the taxpayer's ledger within 2 working days, after the date of transaction.	85 100 85 85 75	100 100 100 100 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

Note :
 - KIV & REVIEW - on progress