

**IRBM'S CLIENT CHARTER PERFORMANCE REPORT – OKTOBER 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 b) Postage/By-hand – 90 working days from the date ITRF is received	95 95	99 97	 
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:</b> a) For off-peak hours within 4 minutes	70	<b>55</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 b) Technical enquiries (which require further review): Responses are provided within 21 working days	75 80	93 100	 
	<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 (STSNC) - 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	81 <b>69</b>	 
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 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 <b>Other than the stamp duty on the instruments of property transfer – 7 working days</b>	90 90 90 90	<b>79</b> 99 <b>86</b> 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	93	
7	<b>Payment Counter Services :</b> <b>The Service at the Counter</b> <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.	85 100 85 85 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

Note :  
 - KIV & REVIEW - on progress