

IRBM'S CLIENT CHARTER PERFORMANCE REPORT – SEPTEMBER 2020

| No. | Client Charter | Target | Percent Performance | Performance Status |
|-----|--|-----------------------------|---|--------------------|
| | | % | % | |
| 1 | ezHasil Service - 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 98 | ● ● |
| 3 | IRBM Counters – The waiting time is within 15 minutes Hasil Care Line – Provide responses to the taxpayers via phone call: a) For off-peak hours within 4 minutes | 90 70 | 100 85 | ● ● |
| | 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 | 91 100 | ● ● |
| | 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 (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 | 46 80 | ● ● |
| 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 | 73 99 83 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 | 94 | ● |
| 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