

For Immediate Release

IRBM/2020/01/23 - 4

IRBM TAXPAYER ROADMAP

Cyberjaya, 23 January 2020– As a new initiative for 2020, the Inland Revenue Board of Malaysia (IRBM) has issued a guideline known as **IRBM Taxpayer Roadmap** to provide general guidelines regarding income tax administration in IRBM. The Taxpayer Roadmap was launched by the Finance Minister of Malaysia, YB Tuan Lim Guan Eng during the IRBM's Directors Conference 2020 on 13th January 2020.

The IRBM Taxpayer Roadmap summarises the procedures and work processes in IRBM which includes the tax law, audit and investigation process, as well as appeal, collection and litigation procedures. It is designed to provide assurance and raise the taxpayers' confidence towards the transparency in actions taken by IRBM.

IRBM Taxpayer Roadmap also helps IRBM officers to understand each others' roles and responsibilities as well as facilitating the monitoring of task execution status and improving the service delivery.

Apart from being displayed at IRBM counters, the IRBM Taxpayer Roadmap can also be accessed and downloaded through the following steps:

I. Visit the IRBM Official Portal at www.hasil.gov.my

II. Go to **Announcement** and download the **IRBM Taxpayer Roadmap**

III. Or click on the following link for quick access:

http://www.hasil.gov.my/bt_goindex.php?bt_kump=5&bt_skum=1&bt_posi=1&bt_unit=5000&bt_sequ=2&bt_lgv=2

For further enquiries, please visit the IRBM official portal at www.hasil.gov.my or contact Hasil Care Line (HCL) at 03-8911 1000 or 603-8911 1100 (overseas).

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THANK YOU



Issued by:

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Date : 23 January 2020