INLAND REVENUE BOARD OF MALAYSIA (IRBM) RESPONSES TO COVID-19 OUTBREAKS

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INLAND REVENUE BOARD OF MALAYSIA
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INTRODUCTION

IRBM responses to COVID-19

- Working with the Government
- Supporting taxpayers
- Business continuity
WORKING WITH THE GOVERNMENT

3 Stimulus Packages
- Mitigate adverse external impact
- Growth plan to assist affected sectors
- Combat economic impact
- Support businesses especially SMEs
- Assist low & middle-income households and individuals
- Provide fiscal injection to strengthen economy
- Limit retrenchment

Some of the tax incentives
- Tax deduction/capital allowance on expenses incurred in providing PPE to employees
- Further tax deduction to owners of building or business space who gave rental deduction/waiver to SME tenants
- Accelerated capital allowance for machinery and equipment including ICT equipment from 1 March - 31 December 2020
IRBM SOCIAL CONTRIBUTIONS

DISBURSEMENT OF GOVERNMENT’S FINANCIAL AID

National Caring Aid (Bantuan Prihatin Nasional)
One-off financial aid for:

i. Households earning less than RM 4,000 a month

ii. Households earning between RM 4,000 and RM 8,000 a month

iii. Single individuals aged 21 and above, earning RM 2,000 or less per month

iv. Single individuals aged 21 years and above, earning more than RM 2,000 to RM 4,000 per month

Household Living Aid (Bantuan Sara Hidup)
Additional financial aid to all eligible B40 recipients

Special Caring Grant (Geran Khas Prihatin)
One-off financial aid for Micro entrepreneurs
IRBM - SUPPORTING TAXPAYERS

**01 Extension of deadlines**
- Extension of two months for filing tax return
- Extension of time for submission of any document/notice
- Extension of time for filing Country-by-country reporting

**02 Revision of income tax estimates and deferral of payments**
- Revision of income tax estimation
- Deferment of tax instalment payment for companies, tourism industry, SMEs and other tax payments
- Stamp duty exemption on loan agreements executed from 1/3 until 31/12/2020

**03 Debt payment plans**
- Payment under scheduled instalment plans which fall within the MCO period will be extended until 31 May 2020

**04 Suspending debt recovery until 31 May 2020**

**05 Quicker refunds to taxpayers**
- Auto refund for cases with no/low risk of being wrongful claim
- Auto refund for large businesses with refund less than RM1M
- Priority refund for SMEs and individual taxpayers

**06 Changes in audit policy**
- Audit activities are carried out as usual
- Communication with taxpayers based on appointment
- Extension of time for the submission of related documents

**07 Enhanced taxpayer services and communication initiatives**
- IRBM issues press releases regularly to update taxpayers
- Published a set of FAQs on tax matters during the MCO period
- Regular engagement with tax practitioners

**ADDITIONAL TIME FOR DEALING WITH TAX AFFAIRS & OTHER MEASURES**
## Governance Arrangement

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| 1. Activating the Pandemic decision-making committee                    | • 5 March 2020 – IRBM Human Management Department issued Administrative guidelines on containment of Covid-19 among IRBM employees  
• 16 March 2020 – Crisis Management Team (CMT) activated  
• Special Instruction (1/2020) – the implementation of Movement Control Order (MCO) in IRBM  |   |
| 2. Clarity on the nature of decisions that should be made by Special Committee on managing the spread of COVID-19 (SC) | CMT and process owners (departments) made decision on the following:  
| Work From Home (WFH) procedure                                         | Hasil Care Line (HCL) lockdown procedure  
| Approval for the use of private laptop                                 | Identification of the risk of front liner staff and senior management officers  
| Lockdown at the IRBM’s office                                         | Temperature checking activities  
|                                                                        | Incidence Notification Centre  |   |
| 3. Timely and accurate information                                     | SC and CMT provide metrics report including statistic of (i) staff who are ill, able to work remotely (ii) ability of critical IT system (iii) impact of revenue and (iv) other reports which might impact IRBM’s operations |   |
| 4. Engagement with external decision makers                            | Ministry of Finance  
|                                                                        | Opening of certain services during MCO  
|                                                                        | National Security Council  
|                                                                        | Procedures for staff attendance to office during MCO  |
**IRBM - BUSINESS CONTINUITY CONSIDERATIONS**

### Scenario Planning and other considerations

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| 1. Identification of critical services during the MCO period | The critical services and critical sector in IRBM have been identified by CMT as follows:  
- IT function to ensure all computer systems are up and running during the MCO  
- Hasil Care Line (HCL) to assist the public on their enquiries about tax issues and Special Aid  
- Group of officers to support the disbursement of National Aid and Grant for Micro entrepreneurs  
- Processing of refunds  
- Processing of Tax Clearance certificate  
- Stamping of important documents  
- Taking care of safety and logistic issues  
- Working on critical finance and administrative services  
- Certain officers are allowed to remotely access the IRBM computer system and WFH |
| 2. Guidelines on WFH during the MCO period |  
- Guidelines/procedures on WFH and suitable practice protocols for remote working  
- Procedures on access to the IRBM premises during the MCO  
- Ability of staff to work in the offices where necessary for a function to be carried out  
- Maintaining operation infrastructure in ensuring the capability to operate such as IT  
- Maintaining the ability of the system to cope with significant amounts of remote working  
- Guidelines for virtual meeting  
- Security and technical support for virtual meeting |
### IRBM - BUSINESS CONTINUITY CONSIDERATIONS

**Scenario Planning and other considerations – cont’d**

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| 3. Staff and taxpayer safety                       | • Provide certain services at IRBM’s office during the MCO  
• Travel advisory and restriction among staff  
• Guidelines on managing the spread of Covid-19 among staff  
• Provide frequently ask questions (FAQ) on managing spread of Covid-19 outbreak  
• Suspension of official events and meeting within the MCO period  
• Social distancing be maintained  
• Ensuring sufficient supply of masks and hand sanitisers especially for frontliners  
• Regular notification and guidance on motivation, health and safety during pandemic |
| 4. Welfare of staff                                 | • Identify and assist vulnerable staff during the MCO period  
• IRBM continues to pay the salary of staff who are paid based on daily attendance but not working during the MCO |
| 5. Media release on IRBM’s office operation and tax matters during MCO period | • Series of media releases to ensure all messages are delivered and understood by staff and the public.  
• Media releases are also promoted using IRBM’s portal, Facebook and Instagram |
IRBM – WORKPLACE PREPAREDNESS

Presentation to the Minister of Finance Malaysia by IRBM’s Top Management on the operation and monitoring of IT system during MCO

Social distancing practice at the IRBM’s service counter

Maintain a safe distance between taxpayer and IRBM’s officer at service counter

Temperature checking before entering the IRBM’s building

Preventative measure to sanitise workspaces in the IRBM’s office

IRBM enforced social distancing measures using red square indicators inside lift
THANK YOU