

**TECHNICAL**

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**Direct Taxation**

**CALL FOR “COMPLIANCE AND OPERATIONS ISSUES” TO BE RAISED WITH THE LHDNM**

**1. Request for Compliance and Operations issues**

The Institute is compiling compliance and operations issues faced by members in dealing with Inland Revenue Board of Malaysia (LHDNM).

In connection to this, members are invited to raise relevant compliance and operations issues relating to LHDNM for deliberation by the CTIM Compliance and Operations Working Group (COWG), and where appropriate, for the purpose of inclusion in a Memorandum to be submitted to the LHDNM for discussion.

**2. Request for feedback / comments on LHDNM’s ‘No Wrong Door Policy’**

We refer to the item 1 on System Update (Scenario 1) of the [Minutes of the DESIRE Meeting No.1/2018](#) (please refer to our [e-CTIM TECH-DT 48/2018](#) dated 18 July 2018). We would like to request members to provide feedback/comments on any issues arising in respect of the LHDNM’s ‘No Wrong Door Policy’ from May 2018 as follows: -

- On actual cases
- When the incident took place
- Which branch is involved
- How the matter has been resolved

**3. LHDNM – Hasil Care Line**

The LHDNM has highlighted to the Institute that there are tax agents using the Hasil Care Line facility for their personal use particularly to resolve their client’s case on technical questions such as determining the basis period, etc. Please note that the LHDNM has stressed that tax agents are not allowed to use the Hasil Care Line facility (please refer to item 1.5 of the [Minutes of the DESIRE Meeting No.1/2018](#)).

Kindly provide us your issues and feedback / comments on item 1 and item 2 above following this [template](#). Your feedback / comments should reach us not later than **15 November 2018**. You may submit your issues and feedback via email to [technical@ctim.org.my](mailto:technical@ctim.org.my). Alternatively, you may fax to the Institute at 03-2162 8990 or 03-2161 3207.

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