
TECHNICAL

Direct Taxation

LHDNM MEDIA RELEASE: LHDNM TAXPAYER ROADMAP

The Inland Revenue Board of Malaysia (LHDNM) has issued a [media release](#) on the LHDNM Taxpayer Roadmap dated 23 January 2020 on its website.

The LHDNM Taxpayer Roadmap is to provide general guidelines regarding income tax administration by LHDNM. The LHDNM Taxpayer Roadmap summarizes the procedures and work processes in respect of tax return processing, audit process, investigation process, tax collection, civil recovery procedures, criminal prosecution procedure and appeal process (Form Q). It is designed to provide assurance and raise the taxpayers' confidence on the transparency of actions taken by the LHDNM. The LHDNM hopes that this roadmap will help taxpayers towards tax compliance.

The LHDNM Taxpayer Roadmap also helps LHDNM officers to understand their roles and responsibilities as well as to facilitate the monitoring of task execution status and improve the service delivery.

The LHDNM Taxpayer Roadmap is displayed at the LHDNM counters and can also be accessed and downloaded through the following steps: -

- i. Visit the LHDNM Official Portal at www.hasil.gov.my
- ii. Go to [Announcement](#) and download the LHDNM 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

The LHDNM Taxpayer Roadmap can also be viewed via [Video: LHDNM Taxpayer Roadmap](#).

For further enquiries, members may visit the:

- LHDNM Official Portal at www.hasil.gov.my
- Contact Hasil Care Line (HCL) at 603-8911 1000 or 603-8911 1100 (Overseas)

Members may read the media release at the websites of the [Institute](#) and the [LHDNM](#).

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