

## Financial Services Bureau Services and Performance Targets

Order	Services	Performance duration	2014 Performance Target	
<b>External services</b>				
1	Business registration	Cease business activity registration	1 day	98%
		Business activity registration	4 days	98%
		Other certifications	8 days	98%
		Certification for tax and debts owing to MSAR	10 days	98%
2	Salaries tax	Income certification (General)	5 days	95%
		Income certification (Others)	10 days	96%
3	Property tax	Certification (General)	5 days	98%
		Certification (Others)	10 days	95%
		M/11 certificate	1 day	100%
		M/11 certificate via e-mail	2 days	100%
		Claims for exemption	30 days	100%
		Apply for special property evaluation	60 days	95%
4	Profits tax	Apply for certification	10 days	95%
		Cease business activity – Issue tax assessment notification M/5	30 days	95%
		Apply for profit and tax collected certification	7 days	97%
5	Stamp duty for transmission of goods	Apply for certification	4 days	98%
		Property evaluation	90 days	98%
		Statement of tax exemption	4 days	98%
		Declaration of Stamp Duty – Model M/1	1 day	98%
		Declaration of Stamp Duty – Model M/1 via Internet	2 days	98%
6	Motor vehicle tax	Motor Vehicle Tax - Apply for certification	5 days	95%
		Claims for exemption	7 days	93%
		Application for the transference of a tax-exempted vehicle to a third party, without changing the purpose of the	12 days	90%
7	Tourism tax	Tourism Tax - Apply for certification	5 days	95%
8	Tax enquiries	Voice on Demand – Respond to recorded message	3 hours	100%
9	Electronic declaration registration service	Registration of the users	1 day	100%
10	Public tender	Public Tender – Provision of provisional guarantee with “cash deposit”	2 days	90%
		Public Tender – Cancellation of definite guarantee provided with “cash deposit”	10 days	90%
		Public Tender – Cancellation of definite guarantee provided with “bank guarantee”	8 days	90%
11	Land concession premium	Certification for payments on premiums from land concession	10 days	85%
		Issuance of payment voucher for land concession premium	3 days	97%
12	Concession tax	Issuance of payment voucher for concession tax	5 days	90%
13	Guarantee of leased land	Issuance of payment slip of guarantee of leased land	15 days	100%
14	Signing of contracts with public entities	Contract certification (General case)	3 days	90%
		Contract certification (Special case)	15 days	100%
<b>Internal services</b>				
15	Property transfer	Property transfer (by instalment method) – Issue of full settlement declaration (applicable to settlement according to the payment schedule)	10 days	90%
		Property transfer (by instalment method) – Issue of deposit withdrawal declaration (applicable to early settlement)	10 days	90%
		Property transfer (by instalment method) – Issue of deposit withdrawal declaration (applicable to settlement according to the payment schedule)	10 days	90%
		Property transfer (by instalment method) – Issue of deposit withdrawal declaration (applicable to early settlement)	10 days	90%
16	Application for rent / transfer of Government lodging or parking lots	Housing transfer	18 days	90%
		Application for pre-payment of rent	15 days	85%
		Application for using parking lot	20 days	85%
17	Apply for lodging for public administration workers recruited	Apply for lodging	6 days	94%
18	Maintenance / repair of Government lodging	House maintenance (Minor repair)	6 days	93%
		House maintenance (Small repair work)	22 days	94%
		House maintenance (Medium repair work)	38 days	94%
		House maintenance (Large repair work)	90 days	94%
		House renovation	50 days	90%
		Application for approval letter of construction work carried out in government properties	30 days	85%
19	Certification / declaration for salary deduction for pensions	Certification / declaration for salary deduction for pensions	20 days	85%
<b>Internal administrative services</b>				
20	Public building administration	Resign notification	4 days	96%
21	Administration and	Apply for subsidy of marriage or birth	18 days	85%