Service Delivery Report

Q1 2026*

Revenue
Cáin agus Custaim na hÉireann
Irish Tax and Customs

Customers self-serving in real time

9,717,966 Logins to MyAccount
6,083,908 Logins to ROS

15.8M Customs Declarations Processed
15,276,310 Imports
482,106 Exports

148,877 Credits/Reliefs claimed online.

41,373 Business Taxes registrations (includes CT, IT, PREM, RCT and VAT)

860,836 PAYE taxpayer units (i.e. individuals and jointly assessed couples) filed PAYE Income Tax returns via MyAccount
100,987 Tax returns via ROS
378,038 LPT transactions processed

1,702,379 Payroll submissions made by **186,185** employers

1,202,263 Repayments issued
€4.271B Value of repayments issued

Customers accessing information on a 24/7 basis

11.6 million Website visits

114,446 Tax and Duty Manuals (TDMs) downloaded
Top 3 downloaded TDMs:

1. Part 15-01-11A Rent Tax Credit
2. Part 37-00-36 My Enquiries
3. Part 15-01-11B Mortgage Interest Tax relief

Top 3 web pages visited on Revenue.ie

1. Online Services
2. Use MyGovID to access MyAccount
3. Contact us

Top 3 most played videos:

1. How to get a Statement of Liability
2. Manage your receipts
3. PAYE End of year Review

Customers making direct contact

Online enquiries (MyEnquiries)

689,480 MyEnquiries received in Q1
757,364 MyEnquiries responded to in Q1

Estimated Response Time applied in **106,148**** cases. It was met or exceeded in **65.5%** of the responses

440,711 Phone calls with taxpayers
429,132 calls had the 'hold my place in queue' service available with **17%** of those callers availing of the service

26,050 In-person visits to public offices
8,491 Appointment line calls answered
831 In-person and virtual appointments arranged
12,815 Sessions started with ROS Chatbot
399 Requests received by Disability Access Officers

Did you know?

Revenue has introduced a new Registration Form (TR4) to simplify registration for executors and appointees who are managing the estates of deceased individuals. This targeted form reduces complexity for customers at a sensitive time

**Figures may be subject to change.*
***For operational reasons, the ERT was not available for certain queries in the quarter.*