



Service Delivery Report

Q1 2025

Customers self-serving in real time



9,300,830 Logins to MyAccount

6,267,668 Logins to ROS



14M+ Customs Declarations Processed

13,423,463 Imports

632,704 Exports



165,178 Credits/Reliefs claimed online.

Top claimed credits/reliefs were:

Rent Tax Credit (34%)

Flat Rate Expenses (25%)



853,877 PAYE taxpayer units (i.e. individuals and jointly assessed couples) filed PAYE Income Tax returns via MyAccount.

95,835 Tax returns via ROS

545,126 LPT transactions processed



1,154,201 Repayments issued

€4.06B Value of repayments issued



1,664,069 Payroll submissions made by

181,892 employers

Customers accessing information on a 24/7 basis



13.3 million website visits

138,427 Tax and Duty Manuals (TDMs) downloaded
Top 3 downloaded TDMs:

1. Part 15-01-11A Rent Tax Credit
2. Part 15-01-11B Mortgage Interest Tax Relief
3. Part 05-01-06 T&S Reimbursements



Top 3 web pages visited on Revenue.ie

1. Local Property Tax
2. Contact Us
3. Personal Reliefs and Exemptions

Top 3 most played videos:

1. Statement of Liability
2. Manage your receipts with the Receipts Tracker in myAccount
3. How to register for an EORI Number



Customers making direct contact

Online enquiries (MyEnquiries)



633,738 MyEnquiries received

53% responded to within 5 working days

77% responded to within 20 working days

Estimated Response Time applied in

13,696 cases. It was met or exceeded in **72%** of the responses.



511,302 Phone calls with taxpayers

25,648 In-person visits to public offices

4,689 Appointment line calls answered

753 In-person and virtual appointments arranged

14,129 Sessions started with ROS Chatbot

677 Requests received by Disability Access Officers



Did you know?

Revenue is rolling out an Estimated Response Time (ERT) for responses to MyEnquiries and a 'Hold my place in the queue' service for telephone callers. In Q1, we handled 211,000 PAYE calls, 25% of those callers opted to use 'Hold my place in queue'. We will continue to develop and extend the scope of these initiatives throughout 2025.