

# FBR NEWSLETTER



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## Editor's Note

by Syed Nadeem Hussain Rizvi

The March edition of FBR newsletter highlights the continuing progress FBR is making towards being one of the best service-oriented organization. Furthermore, this volume underlines the progress towards achieving its short & medium term goals.

This edition underscores FBR's efforts of meeting its revenue targets. The unprecedented margins in excess of revenue targets epitomizes FBR's transformation into one of the leading service oriented entities geared towards creating an enabling environment for business activity propelling the wheels of growth.

Tax Refunds through Automated System (CITRO), settling of disputes through Alternate Dispute Resolution Committees, introduction of a new Complaint Redressal forum along with enforcement efforts & Anti-Smuggling operations have paved the way for higher growth in collection. These efforts were duly recognized by Ambassador of Qatar in his meeting with Chairman FBR.

Facilitation & Taxpayer Education Wing is facilitating Taxpayers through E-Kachehri, Prime Minister Delivery Unit (PMDU) and FBR Helpline. Furthermore, to foster a Tax Compliant culture, Tax Awareness Session was also conducted.

# Chairman's Message



by *Muhammad Javed Ghani*

The achievement of revenue collection targets is never a true measure of the hard work the agency carries out. Revenue collection is often impacted by external factors such as prevailing political environment, law & order situation or onset of a pandemic. Efforts initiated for simplification of laws & procedures for a tax model having lower, predictable and broad-based taxes, administered through an efficient tax agency cannot always be ascribed a relevant metric. Nevertheless, attainment of assigned targets towards the ultimate goal of automation and tax intelligence system conducive to business activity and growth reflect the unwavering commitment of team FBR towards fulfillment of its responsibilities.

Commemoration of Martyrs' monument to pay tribute to the services of all those employees of FBR who lost their lives in the line of duty underscores how much team FBR values the efforts of all its employees, especially the services rendered during the ongoing pandemic. The highest level of professionalism and dedication required in ensuring that set goals are met has always been the gold standard that this agency looks to emulate and will continue to do so no matter how difficult the environment might be for the agency to operate in.

Hilal-i-Imtiaz award for Mr. Asif Mahmood Jah, Chief Collector Customs conferred by the President of Pakistan in recognition of his meritorious services for the country is testament to the professionalism and dedication that FBR personnel showcase in carrying out their duties.

Campaign against Smuggling is making head way with successful curtailment of such nefarious activities through Anti-Smuggling operations.

The launch of new Complaint Redressal forum is part of our ongoing efforts to facilitate our taxpayers besides providing Alternate Dispute Resolution Committees for timely resolution of disputes. These are supplemented by efforts of Facilitation and Taxpayer Education Wing to ensure the very best customer service in helping taxpayers discharge their tax responsibilities with minimum of hassle.

## FBR's MILESTONES

- *Tax Refunds through Automated System of CITRO*
- *Successful curtailment of smuggling activities*
- *E-Kachehri in FBR HQ*
- *Tax Awareness Session by FATE Wing*
- *Taxpayer Facilitation*
- *New Complaint Redressal Forum*
- *Resolution of Disputes through Alternate Dispute Resolution Committees*
- *Hilal-i-Imtiaz award for Chief Collector Customs*
- *Contract signed between FBR and AJCL Consortium for Track and Trace System*

# Unprecedented growth epitomizes FBR's transformation

Federal Board of Revenue (FBR) has released the provisional revenue collection figures for the first nine months of current fiscal year. According to the provisional information, FBR has collected net revenue of Rs.3394 billion during Jul-March period, which has exceeded the target of Rs.3287 billion by more than Rs.100 billion. This represents a growth of about 10% over the collection of Rs.3076 billion during the same period last year.

The net collection for the month of March was Rs.475 billion, against a required increase of Rs.367 billion, representing an increase of 46% over Rs.325 billion collected in March 2020 and 129% of the target. The year-on-year growth of 46% is unprecedented. The provisional figures would further improve after book adjustments have been taken into account.



On the other hand, the gross collections increased from Rs.3178 billion during this period last year to Rs.3571 billion this year, showing an increase of 13%. The amount of refunds disbursed was Rs.177 billion compared to Rs.102 billion paid last year, showing an increase of 74%. This is reflective of FBR's resolve to fast-track refunds to prevent liquidity shortages in the industry.

The improved revenue performance is a reflection of growing economic activities in the country despite facing the challenge of third wave of COVID-19. During April-June 2021, it is expected that this revenue performance would be improved substantially compared to 2020 when economic activities were disrupted due to COVID.

Meanwhile, FBR's efforts to broaden the tax base are expending apace. Early signs suggest such efforts are bearing fruits. As on 28-2-2021, Income Tax returns for Tax Year 2020 have reached 2.8 million compared to 2.6 million last year, showing an increase of 8%. The tax deposited with returns was Rs.51 billion compared to only Rs.33.0 billion, showing an increase of 54%. It may be recalled that last year the final date for submission to returns was 28th February.

FBR's decision to adhere to 8th December as the last date has been vindicated as more returns and higher tax payments have been recorded during the Tax Year 2020 compared to 2019. Moreover, a number of 123,680 new Income Tax Returns have been received for Tax Year 2020 resulting into collection of additional tax of Rs. 511 million.

Sales Tax Returns for the period from July 2020 to February 2021 have reached 179,584 whereas they were 167,769 in the corresponding months last year, showing an increase of 7.04 %. The Sales Tax paid with returns is 624 billion this year which was 536 billion last year, showing an increase of 16.41 %. FBR has also released the information about Tier-I retailers who have been integrated with POS system. According to the information, 10,283 sales points have been integrated with Point of Sales Linked Invoicing System.

جولائی 2020 تا مارچ 2021	
بلند ترین نیٹ محصولات	
حاصل کردہ محصولات:	3394 ارب روپے
ہدف:	3287 ارب روپے
اضافہ:	107 ارب روپے
گزشتہ مالی سال کے مقابلے میں اضافہ:	10 فیصد

ماہ مارچ 2021	
بلند ترین نیٹ محصولات	
حاصل کردہ محصولات:	475 ارب روپے
ہدف:	439 ارب روپے
اضافہ:	35 ارب روپے
گزشتہ مالی سال کے مقابلے میں شرح اضافہ:	46 فیصد

Pakistan Customs has initiated a focused counter-smuggling drive. During March 2021, smuggled goods worth Rs.3.634 billion have been seized while in March 2020; smuggled goods worth Rs. 2.74 billion were seized, thus showing a monthly increase of 39 %. Similarly, during last 9 months (July 2020-Mar 2021) of current financial year smuggled goods worth Rs. 45.98 billion have been seized as compared to Rs. 27.7 billion from July 2019 to March 2020 of the last financial year thus showing an increase of 66 %. Moreover, the value of seized goods of Rs. 46 billion in 9 months of current FY has crossed the total value of seized goods of last year. In FY 2019-20, smuggled goods worth Rs.36 billion were seized.

Directorate General of Intelligence & Investigation-IR showed commendable performance during July to March 2021. During this period, Directorate General forwarded 846 Investigation Reports to the field formations involving revenue amounting to Rs. 147 billion. Directorate General filed 136 complaints under Anti-Money Laundering Act, 2010 against 175 accused persons involving revenue of Rs. 50 billion during the period from October 2018 to March 2021. Further, Directorate General seized 5057 cartons of illicit cigarettes containing 50,570,000 cigarette sticks during July to March 2021.

## Ambassador of Qatar calls on Chairman FBR

Ambassador of Qatar in Pakistan H.E. Sheikh Saoud Abdul Rahman Al-Thani called on Chairman FBR Muhammad Javed Ghani at FBR Headquarter. Matters of mutual concern pertaining to cooperation on Customs and Tax were discussed in the meeting. It was agreed in the meeting that relevant departments of both countries would further promote the cooperation in the field of Customs and Tax and would learn from each other's best practices which would result in increasing the trade volume between the two countries.



Chairman FBR briefed the Qatari Ambassador about the recent measures taken by FBR for the mobilization of revenue and facilitation of taxpayers. Qatari Ambassador appreciated the recent performance of FBR in the first seven months of current Financial Year and hoped that FBR would successfully achieve the revenue target set for the current year.

## Hilal-i-Imtiaz award for Chief Collector Customs



Mr. Asif Mahmood Jah, Chief Collector Customs has been conferred Hilal-i-Imtiaz award by the President of Pakistan in recognition of his meritorious services for the country.

## Chairman FBR holds E-Kachehri in FBR HQ

As a sequel to E-Kachehries held on monthly basis to comply with the directions of the Prime Minister of Pakistan, Chairman Federal Board of Revenue (FBR)/Secretary Revenue Division, Muhammad Javed Ghani held an E-Kachehri at FBR HQ on Friday to listen to the complaints and issues of taxpayers. The complainants interacted directly with the Chairman FBR.



Chairman FBR listened to the complaints of the taxpayers and issued on spot directions for resolution of complaints. Chairman FBR appreciated the suggestions put forth by the taxpayers and assured them that their comments and suggestions would be looked into. Chairman assured that FBR was taking all possible steps to facilitate the taxpayers. He also requested the taxpayers to visit their nearest RTO and Collectorate for redressal of any problem confronted by them.

Chairman FBR has already strictly instructed all the field offices to resolve all outstanding issues of taxpayers'.

## Martyrs' Monument inaugurated in FBR HQ

Chairman, Federal Board of Revenue has inaugurated the Martyrs' Monument in FBR HQ to pay tribute to the services of all those employees of FBR who lost their lives in the line of duty. FBR Members and other senior officers and officials were present on the occasion. Chairman FBR placed the floral wreath at the site of Martyrs' Monument.

The Martyrs' Monument also contains the names of those employees who lost their lives due to covid-19 during performance of official duties. Out of total 80 martyrs, 32 belonged to Inland Revenue Service and 48 were Pakistan Customs employees. In the end, special prayer was held for the martyrs.





**Federal Board of Revenue** Government of Pakistan

**MARTYRS OF FBR**

**Pakistan Customs Service (PCS)**

S.No.	Name	Designation	Date
1	Mansoor Ahmed	Inspector	27.07.1980
2	Sabir Hussain	Inspector	27.07.1980
3	Muhammad Bashir	Sepoy	27.07.1980
4	Mujeed Khan	Sepoy	06.11.1982
5	Rahim Khan	Sepoy	05.05.1983
6	Afzal Khan	Driver	31.07.1983
7	Gul Muhammad	Sepoy	13.12.1985
8	Gula Khan	Havaldar	16.11.1986
9	Shamsul Islam	Havaldar	02.11.1989
10	Abdul Qayyum	Sepoy	03.12.1991
11	Aslam Khan	Sepoy	04.12.1991
12	Dilawar Khan	Inspector	07.10.1993
13	Gul Sahib Khan	Sepoy	07.02.1996
14	Sher Zamin	Sepoy	26.03.1996
15	Muhammad Ashraf	Inspector	28.10.1998
16	Abdul Malik	Havaldar	17.06.1999
17	Asal Khan	Sepoy	14.03.2001
18	Mehmood Khan	Inspector	28.10.2001
19	Noor Ullah	Sepoy	21.10.2002
20	Maqbool Shah	Sepoy	21.10.2002
21	Munawar Jalal	Sepoy	21.10.2002
22	Javaid Shahid	Sepoy	20.10.2004
23	Qazi Haseeb ud Din	Superintendent	05.12.2013
24	Abdul Wahab	Inspector	03.02.2015
25	Hidayat Ullah Khan	Havaldar	03.02.2015
26	Hafeez Shah	Sepoy	03.02.2015
27	Shamim Iqbal	Sepoy	03.02.2015
28	Zia Hussain	Driver	16.07.2015
29	Abdul Ghaffar Shaikh	Inspector	05.03.2016
30	Allah Bukhsh	Driver	23.06.2016
31	Muhammad Qadeer	Havaldar	25.06.2016
32	Ali Akbar	Sepoy	03.08.2016
33	Nisar Ahmed	Sepoy	24.10.2016
34	Muhammad Shoab	Sepoy	24.10.2016
35	Mumraiz Ali	Inspector	30.10.2017
36	Mian Iran Ullah Khan	Sepoy	09.06.2018
37	Dr. Abdul Qudoos	Dy. Collector	09.07.2019
38	Haji Muhammad Yousaf	Superintendent	19.08.2019
39	Khurram Fazal	Superintendent	18.05.2020
40	Nadeem Ahmed	Inspector	09.06.2020
41	Syed Hassan Ali	LDC	11.06.2020
42	Muhammad Zahid Khokhar	Director General	15.06.2020
43	Zulfiqar Ali Abro	Inspector	15.06.2020
44	Asad Mirza	Dy. Supdt.	20.06.2020
45	Ghulam Abbas Soomro	Superintendent	29.06.2020
46	Syed Rashid Khurshed	Sepoy	06.07.2020
47	Muhammad Khurshid	Inspector	25.12.2020
48	Nazir Ahmed Bangulzai	Inspector	29.12.2020

**Inland Revenue Service (IRS)**

S.No.	Name	Designation	Date
1	Saifuddin	N/Q	31.07.2007
2	Syed Feroz Uddin	Supervisor	25.08.2014
3	Akhtar Ali Malik	Superintendent	24.11.2015
4	Ijaz Ahmad	IRAO	31.12.2015
5	Ilam Din	APS	06.01.2016
6	Mumtaz Baig	Supervisor	17.03.2016
7	Muhammad Asif	Driver	13.02.2017
8	Tanzeeb-ul-Huda	Sepoy	28.08.2017
9	Sarfraz Ahmad	IRAO	02.07.2018
10	Muhammad Akhlaq	UDC	06.09.2018
11	Muhammad Aslam	Supervisor	14.09.2018
12	Mirza Shahab Baig	Steno typist	21.05.2020
13	Naeem Iqbal	IRAO	28.05.2020
14	Shakeel Ahmed	APS	31.05.2020
15	Khawar Mansoor	Senior Auditor	01.06.2020
16	Islah-ud-Din Khan	Assistant Commissioner	04.06.2020
17	Muhammad Arif	N/Q	04.06.2020
18	Masood Anwar	UDC	05.06.2020
19	Abdul Karim Bugti	Assistant Director (Audit)	08.06.2020
20	Samiuddin	Steno typist	08.06.2020
21	Muhammad Ashraf	Assistant	10.06.2020
22	Tariq Ateeq	Driver	13.06.2020
23	Muhammad Ashraf	UDC	14.06.2020
24	Syed Safdar Hussain Gilani	Administrative Officer	15.06.2020
25	Muhammad Shafique	Assistant Director (Audit)	16.06.2020
26	Naseer ud Din Malik	Supervisor	18.06.2020
27	Muhammad Arif Aziz	Inspector IR	26.10.2020
28	Liaqat Ali	Private Secretary	02.11.2020
29	Syed Abdul Basit Shah	Assistant Director (MIS)	26.11.2020
30	Masood Ashiq Gillani	Inspector IR	07.12.2020
31	Imran	UDC	
32	Khawaj Muhammad	N/Q	

## New Complaints Redressal Forum

Federal Board of Revenue (FBR) has intensified the zero tolerance policy against corruption and irregularity by issuing a Circular whereby a new complaint redressal mechanism has been devised to address the complaints of taxpayers against corruption and rent seeking. This new mechanism will hide the identity of the complainant there by allaying his fears of any possible reaction by the officer or official who has been complaint against.

FBR has added that the important element of this new system is that all complaints would be received by Member (Inland Revenue-Operations) himself on an especially dedicated cellphone +92-345-5555507 which would be in his own possession, exclusively. The complaints would be opened, acknowledged, and treated as per law in a highly confidential manner. The identity of the complainants would be immediately masked and encoded to safeguard them against any undue consequences.



**WhatsApp**  
+92 345-5555507



The standard operating procedure (SOP) for lodging and handling of complaints against IR field functionaries include lodging of complaints by the complainant through a text message at above mentioned cell number on WhatsApp, preferably. In WhatsApp text option, the complainant would identify himself by writing his name, address, CNIC, the case particulars and his cell phone number. The complainant would write the name(s) of the official(s) or officer(s) against whom the complaint is directed along-with his/their designation, place of posting, and any other particulars, if available.

The complaint must be supported by some evidence such as audio or video recording, text message exchanged with the FBR functionary or any other documents, which could be attached with the text message, or subsequently sent by hard mail. If no such evidence is readily available, an affidavit on a legal paper, clearly spelling out the allegation and the person against whom the allegations are levelled would suffice. Upon receipt of the complaint, a code number would be allotted to each complainant and his back-end identity data would be hidden beyond the access of field officers. This code number would help a complainant track progress on his complaint and the outcomes on it. Depending on the nature of the complaint and the evidence provided, the matter would be taken to a logical consequence in the shortest possible time. Non-specific, unsupported or generalized complaints will not be processed.

FBR has clarified that this SOP is exclusively targeted to attack corruption and rent-seeking in the IR Field Formations, and not address complaints of routine nature. Maladministration-related grievances pertaining to tax assessments, delay in processing or payment of refunds, or issuance of exemption certificates etc. need to be brought to the notice of Chief Commissioner concerned who, vide FBR's Order dated 16.11.2020, have already been designated as Inland Revenue Ombudspersons and assigned the task of redressing taxpayers' grievance in the quickest possible time.

## Narcotics worth Rs. 49 Million seized by Customs staff at Karachi Airport

In line with the vision of Prime Minister to combat smuggling, Customs staff posted at Jinnah International Airport, Karachi has continued crackdown against illegal movement of narcotics and contraband goods. These consistent efforts resulted in seizure of 2.4 kilograms of Narcotics (Pure Cocaine) skillfully concealed in body cavities containing 161 capsules which were recovered from two passengers arriving from an African Country via Qatar. Total value of narcotics seized is expected to be Rs.49 million. Further legal proceedings against two foreign nationals are underway.



## FBR continues crackdown against Smuggled Non-Duty Paid Cigarettes

Inland Revenue Enforcement Network (IREN), FBR has intensified countrywide operations against smuggled and Non-Duty paid cigarettes. IREN Rawalpindi Team has confiscated 1,800,000 cigarettes contained in 180 cartons worth Rs. 5,670,000 involving duty and tax evasion of Rs. 3,793,800.

## 10.34 KG of Narcotics valuing Rs. 100 Million confiscated at Torkham



Model Customs Collectorate, Appraisalment & Facilitation, Peshawar has foiled an attempt to smuggle huge quantity of narcotics from Afghanistan. A trailer carrying consignment of sulphur being imported from Afghanistan was searched at Customs Station, Torkham. Upon scanning and suspicion, the doors of driver cabin were searched which led to recovery of 10.34 kg of white heroine powder packed in 10 packets which was concealed in the inner packing of driver cabin doors. The consignment along with Narcotics has been detained and the driver is arrested for criminal prosecution under relevant laws. The estimated market value of seized heroine is around Rs. 100 million.

## 6 Million sticks of illicit cigarette confiscated near Burhan Interchange

The Directorate of Intelligence and Investigation-Inland Revenue, Islamabad's team has seized 600 packrites (6,000,000 sticks) of local brands of illegal cigarettes valuing more than Rs. 40 million after intercepting two vehicles at Burhan Interchange of Motorway. On inquiry it was also found that FED amounting to Rs.9.9 million and Sales Tax amounting to Rs. 2.756 million was not deposited in Government Exchequer against supplies of aforesaid cigarettes. The Directorate of Intelligence and Investigation-Inland Revenue, Islamabad has confiscated the cigarettes and mandatory legal proceedings are underway for recovery of due taxes.

## 1665 cartons of illegal, non-duty paid cigarettes seized by Directorate of Intelligence & Investigation, Inland Revenue

During the current ongoing month, Directorate of Intelligence and Investigation-Inland Revenue, Islamabad's team has confiscated 900 cartons of illegal cigarettes in two raids conducted on GT road on the basis of intelligence tip. In an operation, 48 cartons of illegal cigarettes were confiscated through a raid on godown in Karachi. Similarly, 406 cartons of illegal cigarettes in two separate raids on different godowns and trucks carrying illicit/counterfeit /non-duty paid cigarettes were confiscated in Multan. The Directorate's Peshawar team confiscated 25 cartons of illegal cigarettes and the Faisalabad's team confiscated 286 cartons of illegal non-duty paid cigarettes in two separate raids. In total, 1665 cartons of illegal cigarettes containing 16,650,000 cigarette sticks have been seized so far in the current month.

## Customs Intelligence seizes 450 KG narcotics valuing RS. 4 Billion

The Directorate of Customs Intelligence, Karachi in an intelligence based operation has seized huge quantity of high value narcotic substance. While following the intelligence at coastal line of Ibrahim Hyderi, Port Qasim Town, Karachi, the Customs Intelligence team apprehended four persons along with the boxes and packets containing methamphetamine (Ice Crystal) with the coordination of Naval Intelligence. The recovered narcotics weighed 450 kgs with a value of around Rs.4,0121 million (Rs.4 billion) in International market. Further investigation is underway to ascertain the real owners / culprits of these hazardous narcotics.



## RTO Faisalabad unearths huge scam

Regional Tax Offices' Investigation and Prosecution Cell has registered an FIR against M/s Amin Traders on account of issuance of fake and flying invoices. During search operation, truck load of record of various businesses, Invoices and hundreds of stamps used in generation of fake invoices have been confiscated. So far, from investigations, it appears that the accused is involved in huge scam of hundreds of millions of tax fraud by means of being the epicenter of notorious business of fake/flying invoices. Separate teams have been constituted to unearth the whole scam.

## Tax Refunds through Automated System of Centralized Income Tax Refund Office (CITRO)

### Centralized Income Tax Refund Office (CITRO)

The CITRO system will facilitate taxpayers by releasing income tax refund payments directly into their bank accounts in an expeditious and transparent manner

In line with the vision of the Prime Minister to provide maximum facilitation to the taxpayers and under the guidance of Chairman FBR, a Centralized Income Tax Refund Office (CITRO) has been established at FBR in order to facilitate taxpayers by releasing Income Tax Refund payments directly into their bank accounts in an expeditious and transparent manner. This would work in an end-to-end automated manner.



Member IR (Operations) inaugurated the launch of CITRO today by processing the 1st batch of Income Tax Refund claims for payment through dedicated VPN tunnel established between FBR and State Bank of Pakistan. This is indeed another milestone achieved by the organization through incessant efforts of Member IR Operations and Member IT of FBR. This system would eliminate human interaction between tax authority and taxpayers as well as ensure quick relief to business community.

FBR is in process of enhancing this automation process to the next level by creating linkages between all Federal and Provincial departments as well as large numbers of withholders so that verification and processing of Refund claims can also be made in a machine-enabled environment.

## Tax Awareness Educational Session held in F.G Liaquat Ali Degree College for Boys, Rawalpindi

In continuation of holding Tax Awareness Educational Sessions in different educational institutes under Directorate of Federal Government Educational Institutions Cantt. Garrison, Ministry of Defense, Federal Board of Revenue held a session in F.G Liaquat Ali Degree College for Boys, Peshawar Road, Rawalpindi.

Different activities for the students were arranged in the Tax Awareness Educational Session which greatly helped the students to understand the Tax structure and importance of Tax payment responsibility. The officers of FATE Wing made the students to understand Tax system in a very easy to understand manner. Secretary FATE, Rashid Javaid Rana in his presentation informed about the structure of FBR, types of Taxes and benefits of Tax returns filing. The students were informed about Tax Asaan App as well. A quiz competition was also arranged to gauge the understanding of the students on the subject after the session. The students had performed a parody to highlight the significance of paying taxes.



Chief Facilitation and Taxpayers' Education (FATE) of FBR Tehmina Aamer in her speech highlighted the significance of Tax payment and the role of young generation for promotion of tax culture. The students and staff of the college asked questions on Tax system during the session which were comprehensively answered by Chief FATE.

Sonia Anwar, Adnan Akram Bajwa and Alam Zaib Khan, officers of FATE Wing distributed prizes among the winning students of quiz competition. Students showed great enthusiasm in all the activities. The Principal of the college Professor Imadudin Hashmi thanked FBR Team for sensitizing students on such national importance subject. Chief FATE presented shields to the Principal of the college.

## Alternate Dispute Resolution Committees (ADRCs) successfully decide the referred disputes



### Chief Commissioner- IR, RTO Faisalabad with ADRC Members

Federal Board of Revenue (FBR) is making all out efforts to restore taxpayer's trust by taking several steps including resolution of tax disputes through constitution of Alternative Dispute Resolution Committees (ADRCs). Responding to the applicants' grievances on fast track basis, IR-Operations Wing, FBR, during the period July, 2020 to Feb, 2021, has constituted eighteen (18) Committees, under the Sales Tax, Federal Excise & Income Tax heads. Out of the said ADRCs, fourteen (14) Committees have so far successfully decided the disputes referred to the Board.

FBR has stated that the said mechanism, as part of out of court settlement and revenue mobilization, has been mobilized to enable taxpayers to get their disputes settled in lesser time and without incurring litigation cost.

While explaining, FBR has stated that by virtue of major facilitative change introduced through Finance Act-2020, an applicant, in order to avail ADRC, is not required to withdraw his case pending before any appellate forum. To make the process more transparent and trust-worthy, ADRC is composed of three (03) members including Chief Commissioner-IR from the department's side and notable Chartered Accountants/ Lawyers & Businessmen from the private sector. The committee is also empowered to stay the process of recovery in case of hardship. Taxpayer's application has to be finalized by the Committee within a short period of 120 days which in itself is a big relief considering the usual time taken in various appellate fora before a case attains finality.

## Contract signed between FBR and AJCL Consortium for Track and Trace System

A contract has been signed between Federal Board of Revenue (FBR) and AJCL along with its lead partner Authentix Inc. USA and Mitas Corporation of South Africa to operationalize Track & Trace Solution on Tobacco, Cement, Sugar and Fertilizer Sectors here at FBR Headquarters, Islamabad on 5th March, 2021.

Dr. Muhammad Ashfaq Ahmed, Member (IR-Operations), FBR, Mr. Kevin McKenna, CEO and President of Authentix Inc USA, Sten Bertelsen, from Mitas Corporation (Pty) South Africa and Mr. Omer Jaffer CEO of AJCL Private Limited signed the contract on behalf of their respective organizations.



The Track and Trace Solution is to be rolled out across the Tobacco, Cement, Sugar and Fertilizer Sectors from 1st July 2021 in Pakistan with a view to enhancing Tax revenue, reducing counterfeiting and preventing the smuggling of illicit goods through the implementation of a robust, nationwide, electronic monitoring system of production volumes and by the affixation of more than 5 billion Tax stamps on various products at the production stage, which will enable FBR to track the goods throughout the supply chain.

Dr. Muhammad Ashfaq Ahmed, Member (IR-Operations), FBR welcoming the CEO Authentix and other members of the Consortium remarked that FBR shall be working closely with AJCL Consortium during the rollout of the program across different industries on very aggressive timelines.

Mr. Kevin McKenna of Authentix stated that like in other countries, it is expected that the Program would help provide a transformational boost to the local economy, enhance revenue and make the Tax collection process more transparent for the benefit of industry.

Mr. Omer Jaffer, CEO AJCL, remarked that the Consortium was looking forward to working with FBR to configure and implement the various components of the solution, including the Tax stamp application and production monitoring equipment and ramping up the production of the specialized Tax stamps that will act as unique identification marks on the products.

It is believed that installation of the Track and Trace System in the specified sectors would be a game changer and would bring more than 45 million tons of cement, more than 4 billion sticks of tobacco cigarettes, more than 4million tons of sugar and more than 30 million tons of fertilizer into the Tax net as well enhance digitization of economic activity, improve revenue forecasting and curb counterfeit products in the market.

# Taxpayer Facilitation

## Prime Minister Delivery Unit (PMDU)

Prime Minister Delivery Unit (PMDU) is pioneering a nation-wide complaints and grievance redressal mechanism with special emphasis on facilitation of overseas Pakistanis, women, special persons and foreigners. The primary objective of the unit is to provide citizens' an opportunity to seamlessly communicate with all government entities and have their issues resolved with priority, in accordance with the vision of the Government.

The Unit will put forward recommendations for amendment and simplification of cumbersome official procedures as evidenced from the database for the purpose of assuring public facilitation. The Unit strives to assure that the registered citizens/members on Pakistan Citizen's Portal (PCP) get every possible relief from the Government Organizations being interacted.

The citizens/members may have suggestions to put before the authorities or personal complaints and grievances or to report violations of laws by the people or to seek guidance etc. The Unit takes it as a prime responsibility to ensure that all complaints and suggestions are handled fairly and efficiently through concerned organizations.

So far PMDU Cell of FBR has worked on the resolution of **1951** complaints in the month of March.

Another feather in the cap of PMDU is the successful session of E-Khuli Kachehri conducted by worthy Chairman FBR. A golden opportunity on monthly basis for the aggrieved taxpayers to narrate their problems/issues in front of the highest office of FBR. Issues were resolved and relief was granted to the callers on the spot.

## FBR Helpline (+92 51-111-772-772)

FBR's Helpline is a free, fast & reliable service that is committed to provide the very best service to the public. FBR's Helpline not only educates the public but also provides them a forum through which the public can put forward their queries and seek resolution to most of their issues via phone, email or website.

Helpline team has been at the forefront in resolving issues that come up from time to time such as Income Tax Return information, Filing of Tax Appeals, Computerized Payment Receipt (CPR) Correction queries, Registration/De-registration (Sales Tax, Income Tax, Non Profitable Organizations (NPOs), Greenfield Status, Builder/Developer and change in particulars in profile) related queries, Designated Non-Financial Businesses & Professions (DNFBPs) registration related queries, Refund related queries and matters pertaining to Customs.

In the month of March, FBR Helpline resolved **18,873** queries from email (helpline@fbr.gov.pk) and **40,608** queries through its helpline number (051-111-772-772).

# Annual Dinner of the Pakistan Taxation Club - Rawalpindi Chapter

The Pakistan Taxation Club/Rawalpindi Chapter arranged an annual dinner in the honor of the serving IRS officers of FBR & Islamabad/Rawalpindi field formations as well as in honor of the retired officers of FBR on 5th March, 2021 in Gun & Country Club, Islamabad.



A large number of serving and retired officers of FBR and Islamabad/Rawalpindi's field formations attended the annual dinner. The Chief Commissioner-IR, RTO, Islamabad/President Taxation Club, Islamabad/Rawalpindi Chapter welcomed the guests and expressed his well wishes to everyone. The officers were appreciated and presented with Shields/Souvenirs. The event was managed in an open environment where all COVID SOPs were observed.

## Your Contribution

You can also be part of this newsletter by sharing contribution relevant to your office that has helped FBR propel towards its goal of becoming an organization that values a service oriented culture, where the taxpayer comes first.

You can share your contribution via email @ [fbrnewsletter@fbr.gov.pk](mailto:fbrnewsletter@fbr.gov.pk)



## Feedback

Your feedback is extremely important in helping us improve the communication process between FBR and its family. We would like your suggestions, comments and valued advice in helping to further improve the newsletter.

You can send in your feedback to [newsletterfeedback@fbr.gov.pk](mailto:newsletterfeedback@fbr.gov.pk)



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