

FEDERAL TAX OMBUDSMAN SECRETARIAT
Regional Office, Lahore

Complaint No.448/LHR/IT(318)/1473/2015

Dated: 22.12.2015 *

Mr. Abdul Hamid Khan Darbari,
Darbar Alia, Amir us Salekeen, ... Complainant
Bhera, Distt. Sargodha.

Versus

The Secretary,
Revenue Division, ... Respondent
Islamabad.

Dealing Officer : Mr. Muhammad Munir Qureshi, Advisor
Authorized Representative : -
Departmental Representative : Mrs. Bushra Fatima, DCIR

FINDINGS/RECOMMENDATIONS

This is a complaint filed under section 10(1) of the Establishment of the Federal Tax Ombudsman Ordinance, 2000 against problems faced by taxpayer in electronic input of particulars through IRIS pertaining to payment of motor vehicle tax u/s 234 of the Income Tax Ordinance, 200 (the Ordinance).

2. The Complainant contends that he could not enter the relevant particulars at the time of filing return for Tax Year 2015 as the relevant field was statedly blocked by the e-system. He stated that he sent a message to Member I.T for clarification and assistance but elicited no response.

3. When confronted, the competent authority in FBR submitted a reply to state that the Complainant's problems were due to the fact

*Date of registration in FTO Sectt.

that he did not refer to the Audio / Video Help available in the IRIS system for e-filing of returns of income and related documents.

Findings:

4. The IRIS e-system is the cause of many problems faced by taxpayers with regard to filing of returns and related documentation. The tax facilitation wing of FBR has evidently not been able to explain the system properly to taxpayers and the public at large. It is high time that a concerted campaign be launched to de-bug the IRIS system and educate the public on all aspects of its utilization. Dept'l maladministration is evident in this case.

Recommendations:

6. FBR to-
- (i) direct PRAL to de-bug IRIS;
 - (ii) direct tax facilitation wing of FBR to launch campaign to educate taxpayers on all aspects of IRIS; and
 - (iii) report compliance within 30 days.

Dated: 12-02-2016.
mmq/AH


(Abdur Rauf Chaudhry)
Federal Tax Ombudsman