

FEDERAL TAX OMBUDSMAN SECRETARIAT  
ISLAMABAD

OWN MOTION No.02/2015

Dealing Officer : Sardar Irshad Shaheen, Advisor  
FBR's Representatives : Ms. Raana Ahmad, Member Automation,  
FBR/CEO PRAL  
: Mr. Shaukat Mahmood, DG, Withholding Tax  
Mr. Badar Zaman, Postmaster General  
: Mr. Muhammad Nawaz, Chief Postmaster,  
: Islamabad  
Mr. Naeem Ahmad, Director, PPO

ORDER

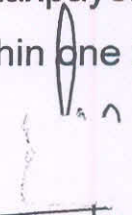
Various complaints were received by this office alleging that taxpayers were facing difficulties in the post offices while depositing withholding tax during annual renewal of registration of vehicles. It was alleged that even regular taxpayers were treated as **non-filers** and additional tax was charged from them as there is no mechanism to prove that they were on Active Taxpayer List (ATL) of the FBR as regular **filers** of income tax return.

2. During the hearing, the representatives of the FBR admitted that taxpayers were facing difficulties in depositing withholding tax in the post offices. The representatives of the Pakistan Post also complained that in the absence of proper mechanism for evidence regarding **filers** and **non-filers**, post office authorities had to ask the taxpayers to deposit the amount of tax applicable for **non-filers**.

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3. The Member Automation/CEO PRAL informed that automated system has now been developed whereby any taxpayer, who filed return of income, would get the ATL activated through SMS. For this purpose, an advertisement has been published in the national dailies. The Postmaster General appreciated this measure adopted by the FBR and requested that Toll Free access of such SMS should be allowed to the post office authorities as well as to the taxpayers for prompt verification of **filers**. It was further claimed that FBR has decided to accept manually filed returns also. The FBR functionaries were directed to get the date of depositing withholding tax in post offices extended up to 31-08-2015 to facilitate the taxpayers for verification of **filers** through ATL system. They were also directed to create awareness among the public through publicity in the press and electronic media so that the taxpayers may enable themselves to avail the facility of knowing their status as active taxpayers/filers.

3. The Member Automation/CEO PRAL and DG Withholding Tax committed to get the date extended for one month and to adopt measures through publicity for awareness of the taxpayers. They were also directed to submit a report in the matter within one month.

  
(Abdur Rauf Chaudhry)  
Federal Tax Ombudsman

Dated: 03 - 8 - 2015

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