



# NEWSLETTER FEDERAL TAX OMBUDSMAN



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**Patron-in-Chief  
Dr. Asif Mahmood Jah (FTO)  
(Hilal-i-Imtiaz)(Sitara-i-Imtiaz)**

**Editors  
Mr. Majid Qureshi  
Mr. Khaldun Ul Haq (DG)**

**Editorial Board:  
Zoyina Ali Pasha  
Designer: Muhammad Mushtaq**

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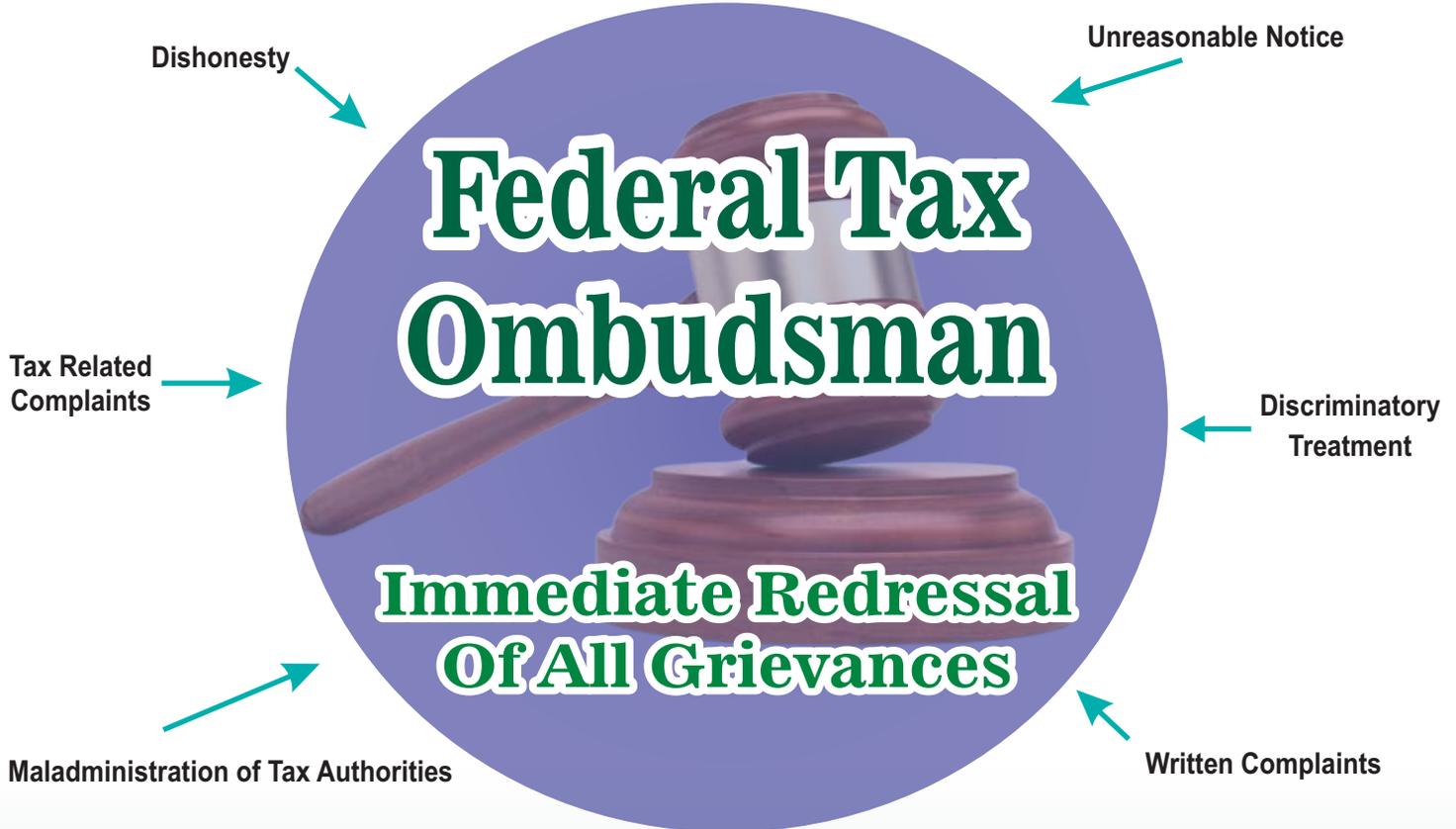
FTO

**Ph: 051-9212437 / 042-99202454**  **0334-0544460**

**Email: media@fto.gov.pk / Web: www.fto.gov.pk**



## Quick Redressal of Complaints Against Federal Tax Authorities: Justice at Your Door Step



Written Complaints
  FTO Portal
  Mobile App
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### Contact/Registration of Complaints

#### Federal Tax Ombudsman Secretariat Headquarter Islamabad

5-A, Constitution Avenue, Islamabad Tel: 051-9212316, 051-9217767  
Fax: 051-9205553, E-mail: info@fto.gov.pk

#### Regional Office Karachi

8th Floor (NICL) Building, Sharah-e-Faisal Towards DHA, Karachi.  
Tel: 021-99225059, Fax: 021-99225058, E-mail: ftokhi@fto.gov.pk

#### Regional Office Lahore

Bungalow No. 186-A Scotch Corner, Upper Mall, Lahore  
Tel: 042-99201894, Fax: 042-99201893. E-mail: ftolhr@fto.gov.pk

#### Regional Office Peshawar

H # 9A-B/2, Old Jamrud Lane Road, University Town, Peshawar.  
Tel: 091-9224200, Fax: 091-9224201. E-mail: adminpwr@fto.gov.pk

#### Regional Office Quetta

1st Floor, Mashriq Plaza Opposite FC HQ, Hali Road, Quetta.  
Tel: 081-9202653, Fax: 081-9202841. E-mail: ftoqta@fto.gov.pk

#### Regional Office Faisalabad

House No. 35, Canal Park East Canal Road, Faisalabad  
Tel: 041-9230241, Fax: 9230244. E-mail: ftofaisalabad@gmail.com

#### Regional Office Multan

House No.98A, Ibrahim Avenue, Gulgasht Colony, Multan Tel:  
061-9210348, Fax: 061-9210349. E-mail: ftomultan@gmail.com

#### Regional Office Gujranwala

House No.68, Climax Town, G. T. Road, Gujranwala.  
Tel: 055-9330590 Fax: 055-9330589. Email: fto.gwl@gmail.com

#### Regional Office Sialkot

House No. 5, Nishat Park, Col. Sher Ali Road, Off Paris Road,  
Sialkot. Ph: 052-9250725-26, Email: ftockt@gmail.com

#### Regional Office Sargodha

House No. 62/72, Peer Muhammad Colony, University Road,  
Sargodha. Telephone: 048-9330147

#### Regional Office Sukkur

Bangalow No. 32, Sukkur Cooperative Housing Society,  
Sukkur. Telephone: 071-5825222

#### Regional Office Abbottabad

House No.01, Street No. 01, Moosa-zai Colony, Abbottabad.  
Telephone: 0992-920200

## MESSAGE OF FTO

### Let us make a strong Pakistan !

By the grace and blessings of Almighty Allah, 75<sup>th</sup> Independence Day of Pakistan is being celebrated on 14<sup>th</sup> August, 2022. The month of August is the month of re-commitment. Pakistan became independent on 14<sup>th</sup> August, 1947 owing to the everlasting sacrifices and untiring efforts of the Quaid-e-Azam and his companions, and was created on the foundation of La ilaha illallah. Inshallah, this country would exist for ever till eternity. Our responsibility being Pakistanis is to play our role to strengthen Pakistan. My revered father Mr. Bashir Ahmad (85 years old) stated to me that when we migrated from India in August, 1947, there was nothing in our possession. It took three months to travel from Hoshiarpur, Indian Punjab to Lahore. While walking on foot and travelling by carts, several persons breathed their last. Pakistan was achieved by offering sacrifices of several hundred thousands of lives. My son! Whatever honour, fame and stature Allah has bestowed upon us, is entirely because of Pakistan. If Pakistan exists, then so do we. You are required to serve Pakistan and its people. You owe an eternal debt to serve this country. Alhamdulillah, for the past 30-35 years, the mission to repay this debt as well as to serve Pakistan and its masses continues unabated. Allah Almighty has given me the strength and vigour to alleviate the hardships of refugees all over the world. Their plight was addressed in the camps. Those, who are displaced from their country, have no life. They remain in a state of death and life every day. We should attach utmost value to Pakistan and discharge our role to make it strong and formidable. While celebrating 75<sup>th</sup> Independence Day of Pakistan, let us make a firm resolve:

- That we shall make Pakistan strong in all fields of national activity;
- That we shall work day and night to improve the economy of the country;



- That we shall pay our due taxes in order to build up Pakistan economically;
- That we shall prefer national interest over personal interest;
- That we shall engage in honourable business by rejecting corrupt practices.

Thank to Almighty Allah, the confidence of the taxpayers and common people in the Federal Tax Ombudsman is consistently on the rise. The numbers of complaints are increasing, because these complaints are addressed immediately. All our efforts aim at transforming the Federal Tax Ombudsman as a public friendly institution. The taxpayers are requested to spread the message of the FTO to all areas and far off places of the country.

Federal Tax Ombudsman is your institution. If you face any hardship or someone is unnecessarily doing highhandedness to you, you may visit the nearest office of the Federal Tax Ombudsman or contact online and on WhatsApp. Inshallah, your grievances would be redressed immediately and those found responsible would be dealt with strict action.

May Allah be your guide and protector!

**Pakistan Zindabad**



**(Dr. Asif Mahmood Jah)**  
(Hilal-i-Imtiaz) (Sitara-i-Imtiaz)  
Federal Tax Ombudsman



Interns at FTO's Head Office, Islamabad with Hon'ble Federal Tax Ombudsman

## Banking on Ombudsman

It was by sheer accident that I visited the office of Honourable Dr. Asif Mehmood Jah, the Federal Tax Ombudsman. While I walked into his office, I came across a young lawyer volunteer photographing the van of the FTO on the move to provide relief to the tax payers' complaints at their door steps.

Pakistan has many poor but none as man of the poor men and the gap is filled by this humble civil servant rightly decorated with the highest civil award twice conferred on him. Federal Tax Ombudsman is the man for the poor ordinary tax payers harassed by the system as opposed to the rich who through their well paid legal aids knock at the tribunal for relief.

A quick glance at the FTO's help to the poor shows that the people's trust is increasingly restored in the FTO office



after the number of complaints increased manifolds with disposal of 1251 cases last fiscal year ending 30th June 2021 as opposed to relief granted to 2650 complainants alone in the ongoing 2022. Dr. Asif works round the clock to serve humanity and Pakistanis above all political, religious or ethnic considerations.

I must buck up the youth who serve as the legal team in assistance of the FTO to give relief to the poor headed by Basim Nasar Youth Ambassador Abbas Kazimi Legal and Social Media, Habib Hanzalah, Waniya Ahmed kamal, Aroosha and Hareem. Well done youth! Pakistan belongs to you and

you have to take the charge from the right people at the right time to ensure Pakistan survives all political and economic storms amid the sea of problems at face.

Long Live Pakistan!

By: Asim Effendi

## FTO Takes Notice of Non-compliance of ECC Decision by FBR

The Federal Tax Ombudsman (FTO) has taken notice of the non-compliance with a major decision of the Economic Coordination Committee (ECC) of the Cabinet by the Export-Oriented Sector Registration Cell (ESRC), FBR in the processing of the cases of export companies for availing concessionary tariff regime.

According to the FTO order, the ECC had directed the FBR, the Ministry of Commerce, and other stakeholders to devise a standard operating procedure (SOP) for the enrolment of registered persons under the export-oriented sectors (erstwhile zero-rated sectors) to qualify concessionary regime of electricity, RLNG and gas tariff.

Under the scheme, a designated cell, i.e., the Export-Oriented Sectors Registration Cell (ESRC) was established and mandated to examine the particulars and recommendations of the respective Associations and counter-verify particulars of the taxpayers including declarations in the registration profile, etc.

The said circular 4 of 2020 though provides that discrepancies spotted by the ESRC during scrutiny/verification of data forwarded by concerned trade associations with the registration profile maintained by FBR, will be referred to field formation for ground check, report and recommendation, yet the complainant alleges that instead of expeditious processing of the claims of export concerns ESRC has indulged into an unauthorized exercise, which is tantamount to audit, the FTO said.

It has been observed that in a number of cases after the removal of objections raised by the ESRC the cases were recommended for concessionary tariff but delay caused in such cases took heavy toll of exporters as they had to suffer the burden of standard tariff during the period of pendency of case at ESRC.

Understandably this regime is exposed to the threats of misstatements, mis-declarations and even tax fraud but such risks must not overshadow the underlying priority of the ECC, i.e., expeditious processing of genuine cases. Cases suffering from some procedural lapses and other discrepancies in return profile need to be shared with concerned field formations having legal jurisdiction and powers to address the said hazards through legal ways and means, the FTO order said.

The export sector being the lifeline for Pakistan's economy merits the highest attention, compassion and care. By no means should it be hostage to any delay due to routine official rigmarole, it said.



During the hearings, the complainants vehemently reiterated their allegations and shared details of delay caused by the ESRC in forwarding of their cases to Ministry of Commerce, Government of Pakistan. They also agitated that during the time taken by ESRC they have to pay standard tariff which not only put an extra burden on exporters but it reduces their competitiveness in the market, as well.

The findings of the FTO revealed that the instant case facts clearly indicate that while processing the case of the complainant, ESRC has failed to conduct the proceedings in the spirit envisaged by ECC.

The ESRC instead of forwarding the case to the Ministry of Commerce had referred the case of the complainant to LTO Karachi on 19th April 2022 and till 8th June 2022 there was an unabated delay. Ultimately this case was forwarded onwards on 22nd June 2022 only after the intervention of this office. Such a delay, inattention and ineptitude is tantamount to maladministration in terms of section 2(3) (ii) of FTO Ordinance, 2000.

The FTO has directed the FBR to ensure that cases, received by the ESRC from trade bodies/ associations are processed on fast track, conducting proceedings on a day-to-day basis. The ESRC strictly confines itself to the dictates of Circular No 4 of 2020, and processes the cases without any delay, forestalling any irretrievable loss to the exporters; (Discrepancies, if any observed by ESRC during the processing may be shared with the concerned field formations without delaying the process; Cases of glaring tax fraud may be shared with the concerned trade bodies, IR field formations in a transparent and fair manner, the FTO directed the FBR.

Instead of indulging in time-consuming correspondence, the ESRC must hold frequent consultative sessions and meetings with the concerned trade associations for expeditious processing; and report compliance on a monthly basis, the FTO order added.

by: Business Recorder

## Over 75 Suo Motu Cases Taken Up By FTO in Six Months Successfully Completing the Second Quarter

The Federal Tax Ombudsman (FTO) Dr Asif Mehmood Jah took up over 75 suo motu cases pertaining to maladministration in the tax machinery in the last six months, which is a record. Senior officials disclosed details about the performance of the Ombudsman at the FTO's office. According to them, about 3,134 complaints were received, out of which 2,650 were redressed. The time for redressal of complaints has been reduced from 68 days to 40 days, they said.

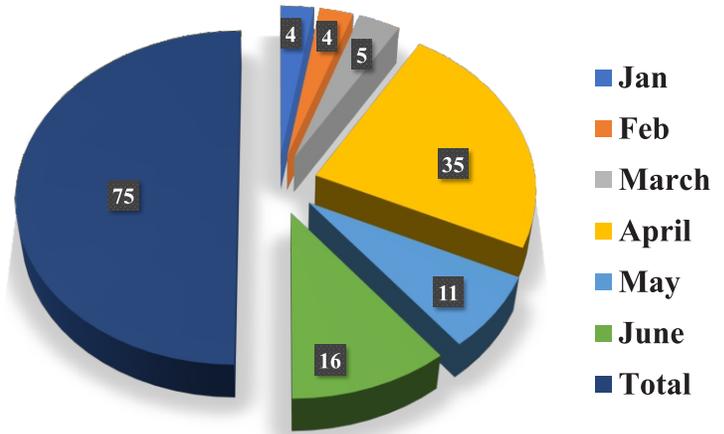
The FTO office is not only handling taxpayers' complaints but is also taking cognisance of maladministration in tax matters through suo motu cases and inspections, they said.

There was a wide range of systemic issues that were addressed through the suo motu cases. For instance, the intervention of the FTO office resulted in the creation of huge tax demand and recovery of over Rs. 660 million in six mega-cases of international non-governmental organisations operating in Pakistan.

In the case about the sugar sector, the FTO ordered that unregistered persons were easily identifiable because sugar mills were required to maintain records of supplies made during the tax period and issue tax invoices indicating names, addresses, description, quantity, values of goods, and CNIC or NTN of persons to whom the supplies were made under the Sales Tax Act of 1990.

The FTO is bound to dispose of a complaint within 60 days of its filing. "Sometimes, I reach a conclusion within one hour of the filing of a complaint. Only a telephone call to the relevant office is sufficient to

Suo Moto Cases Taken up by FTO



resolve the issue in hand," said Dr Jah. He said there is no fee for filing a complaint which can be filed through a printed form or through the mobile app of the FTO office. Status of the pending complaints could be checked by dialing 9386. Cost-free dispensation of justice is the sole objective of his office, Dr Jah emphasised. He said the FTO enjoys the status of a Supreme Court judge and "Only the president of Pakistan can hear an appeal against my decision."

According to him, he recently decided that the FBR should not deduct tax from the income of daily wagers and contract employees whose wages fall below the minimum threshold of taxable income. Similarly, he ordered that the tax difference in booking and delivery of cars be returned to around 10,000 buyers.

by: Business Recorder

## On FTO's Directives Customs Collect More Than Rs. 5 Billion Through Auctions

In a landmark finding, the Federal Tax Ombudsman (FTO), in pursuance of its motion investigation, has ordered the customs authorities to do away with the huge pendency of auctionable goods and vehicles. In compliance with the above-said directives, Customs has so far collected Rs. 5.34 billion by disposal of goods through auction in revenue.

The own motion investigations were initiated by the FTO on the reports regarding a large quantity of confiscated or otherwise uncleared goods and vehicles laying un-disposed at Customs formations all over the country, involving stuck up revenue of billions of rupees.

The data pertaining to the un-disposed lots ripe for auction were collected for analysis purposes by the FTO which revealed that a total of 8,522 lots are un-disposed and still pending in auction.

Furthermore, Member Customs (Operations) was to personally monitor the above activity and disciplinary action to be initiated under Efficiency and Discipline (E&D) Rules 2020 against the Collectors and Directors who fail to comply with this direction. In compliance with the above instructions, goods worth Rs. 5.34 billion have been auctioned by Customs in recent months.

by: PRO PAK Staff

## FTO Directs FBR to Devise Simple Return Form for Salaried Class

The Federal Tax Ombudsman has directed the Federal Board of Revenue (FBR) to devise a simple return form for persons earning income exclusively from salary. According to the FTO's order, the simplified form supported by the employer's salary certificate may include an undertaking to the effect that the taxpayer is earning no income other than salary.

Pakistan Revenue Automation Limited (PRAL) may also develop dedicated/simplified software for those persons who are earning income from multiple sources but more than 50 percent of the total income is derived from salary, FTO order added.

The findings of the order states that the complaint was filed by a federal government employee in BS-16. He claimed that he cannot afford to pay Rs. 3,000 for filing his tax return, therefore his pay slip may be considered an NTN certificate. The Accountant General of Pakistan (AGPR) issues monthly pay slips after the deduction of tax. Since the filing of income tax return



form appears very complicated and cumbersome to the complainant, therefore, he has to hire the services of a tax consultant/accountant. Being a low-paid employee, he cannot afford to pay the consultant's fee, therefore, requested that low-paid salaried employees may be exempted from filing income tax returns and may be treated as Active Taxpayers on the basis of the annual salary statement issued by the AGPR/employer.

by: PRO PAK Staff

## Tax Ombudsman Directs FBR to Fix Responsibility in Provisional Assessment of Tyres and Tubes Case

The Federal Tax Ombudsman (FTO), while disposing of a complaint relating to non-finalization of provisional assessment within the prescribed time, has directed the Federal Board of Revenue (FBR) to ensure systemic improvements in Web Based One Customs (WeBOC) to enable the Assessing Collectorates of Customs to monitor the progress of provisional assessments on regular basis. Brief facts of the case are that the complainant (M/S A.M Corporation) imported eight consignments of tyres and tubes and filed Goods Declarations (GDs) during the period December 2020 to February 2021, which were provisionally assessed under section 81 (1) of the Act, as the complainant's request for revision of valuation ruling was pending with the Director General (Valuation) Custom House, Karachi. As per details, the provisional assessment was supposed to be finalized within the time frame prescribed (six months), which had not been done despite a lapse of more than two years in similar cases. The Collector of Customs, MCC Karachi, informed the FTO that the request for revision of valuation ruling was pending with the Director General (valuation), as no response was received. It was also further informed that once the goods are provisionally assessed by the appropriate officer, the goods declaration on the WeBOC window is transferred to the Directorate of

Valuation for necessary action without leaving any trace or link for the assessing officer to monitor progress.

Thus, it was evident that the Directorate failed to respond to the complainant's request for the revision of the valuation ruling despite a lapse of almost two years and had returned GDs to the Collectorate without any advice for the final determination of value. the FTO observed that 280 cases of provisional assessment, including those under the instant complaint, remained unattended and were returned to the Collectorate without any input/advice even though a substantial amount of revenue was involved in these cases. The FTO's order also recommended that the Director Reforms & Automation should address this shortcoming in the WeBOC system and fix the same on priority. The Collectorate should immediately develop a Change Request Form (CRF) and send the same to the Director, Reforms, and Automation for systemic updating enabling the Assessing Collectorate to monitor the progress regularly.

The Tax Ombudsman further directed the FBR to fix responsibility on delinquent officials who had failed to discharge their responsibility as per law and could not finalize the provisional assessment resulting in the blockage of substantial amounts of government revenue.

by: PRO PAK Staff

## President Directs FBR To Adequately Compensate Importer

The President of Pakistan has rejected a representation filed by the Federal Board of Revenue (FBR) and directed the tax department to compensate the importer at market value of lawfully imported digital receivers later destroyed by declaring them smuggled goods. The lawfully imported digital receivers were destroyed as allegedly considered as smuggled, should be compensated at market value, according to the order of the President of Pakistan.



Dr. Arif Alvi rejected a representation filed by the Federal Board of Revenue (FBR) against an order made by the Federal Tax Ombudsman (FTO) in a complaint against the Collector, Model Customs Collectorate (MCC) (Enforcement and Compliance), Peshawar, for failing to release seized goods under the Order-in-Remand passed by the Collector (Adjudication), Islamabad.

Brief facts of the case are that the joint Team of MCC, (Enforcement and Compliance) Peshawar, the Directorate of Intelligence and Investigation (Customs), FIA and PEMRA seized foreign origin digital receivers from the shop of the complainant. The complainant filed an appeal before Customs Appellate Tribunal, (CAT) Peshawar that remanded the case back to the Collector, (Adjudication), Islamabad.

The Collector (Adjudication) ordered unconditional release of those digital receivers, which were lawfully imported on the basis of GDs provided by the complainant, while ordered confiscation of those

receivers, which could not be verified.

The complainant approached the FTO for the release of seized goods and he also prayed that if the goods were not available/illegally destroyed, compensation equal to the market value of the seized goods should be paid to him.

The FTO had ordered the apex revenue body to pay compensation to the complainant equal to the market

price of the receivers of the destroyed goods with valid No Objection Certificates (NOCs) that were imported lawfully into the country. The FTO further observed that the department had acted hastily and destroyed the seized goods without waiting for the outcome of the remand proceedings. Also, no evidence had been furnished to establish that the goods had not been matched with the GDs/NOC provided by the complainant.

The seized goods were not perishable items, and they had not become unfit for human consumption, which had allowed for the invocation of Section 169 (4) of the Customs Act as their disposal before the finalisation of adjudication proceedings was not justified. The FTO's order further stated that the goods had been destroyed unlawfully. The complainant is entitled to compensation equal to the market price in respect of the lawfully imported receivers with valid NOCs. The Tax Ombudsman also directed the FBR to investigate the irregularities committed by the senior officials in this regard.

by: Business Recorder

## FTO Directs FBR to Improve System of Giving Prizes to Winners

While disposing of complaint, the Federal Tax Ombudsman (FTO) has directed FBR to improve the payment of prizes to the winners of monthly lucky draw. Briefly, the complainant won a price of Rs50,000/- in Point Of Sale (POS) lucky draw scheme but the prize money had not been paid to him after a lapse of considerable time.

As per details, the lucky draw was conducted on 15th March 2022 and the sanction for payment of prize money was issued on 23rd of May, 2022 which had not been paid to the complainant. No explanation had been given to the complainant by the department. And accordingly, he took up the matter with the Federal Tax

Ombudsman. While responding to the above complaint FBR informed FTO that sanction of Member –IR (Operations) for payment of prize money had been forwarded to Drawing and Disbursing officer. The sanction had been further submitted to AGPR for disbursement of prize money to the winner.

To rectify the systemic maladministration, FTO has directed the FBR to ensure that the prize money won by the complainant should be paid without any further delay and the system of payment of prizes to the winners of monthly lucky draw needs to be improved for quick distribution of such prizes to the consumers.

by: The News

## Sales Tax Evasion: FBR Asked to Take Action Against Big Retailers

The Federal Tax Ombudsman (FTO) directed the Federal Board of Revenue (FBR) to take action against big retailers involved in sales tax evasion through non-issuance of verifiable tax invoices. In this regard, the FTO has issued instructions to the FBR to enforce effective monitoring and enforcement mechanism plugging all loopholes in the point of sale (POS) regime.

The FTO's recommendations were made while concluding a complaint lodged against FBR's negligence and inefficiency in the POS system. The complainant pointed out a few post-paid tax transaction receipts which were not verified.

Besides, in POS the tax was being charged on eatables too despite being non-scheduled items as per price control Act, 1977. Not only was the tax illegally being charged, it was not being paid into government exchequer as well. The complainant believed that it was the prime responsibility of FBR to plug loopholes in tax collection.

The hearing at FTO was attended by Chief POS FBR, Chairman PRAL, and Second Secretary IT, FBR and the complainant. The representatives of FBR/ PRAL/ RTO stated that system up-gradation is an ongoing process

which PRAL is already doing. Its enforcement is responsibility of field formations which need to be more vigilant, whereas, the Secretary POS informed that the points raised by the complainant regarding post-paid vs. prepaid tax system are a policy issue and cannot be commented upon by the FBR.

However, it has been observed that after putting in place a system of post-paid tax by PRAL, FBR could not train and motivate its field officers to monitor and enforce system effectively. The FBR's statement that procedure for tier-1 retailers had been introduced without reporting incidents of enforcement of such rules, was mere eye wash, FTO observed.

Mere installation of a system or rolling out defective software was not enough, unless effective and efficient monitoring and enforcement follow-up was put in practice; the FBR's negligence in enforcing the POS system was thus obvious, FTO added. FTO had further directed the FBR to evolve an efficient mechanism in POS regime; a list of credible authorized vendors for sale/ installation of software should be published.

by: Business Recorder

## President Rejects FBR's Review Representation Against FTO's Order

President Dr. Arif Alvi has rejected a review representation made by the Federal Board of Revenue (FBR) against Federal Tax Ombudsman (FTO) order to refund excess amount of 4.5 percent Sales Tax charged from the purchasers of the locally-manufactured cars up to 1000cc.

Declaring the FBR's representation as illegal, President Arif Alvi has declared that there is no provision under the Federal Ombudsmen Institutional Reforms Act, 2013 for filing a review against orders of the President of Pakistan passed on any representations.

The President has rejected a review representation made by the FBR against a landmark judgment of the President dated March 10, 2022, wherein the recommendations of the FTO in 24 complaints were upheld and the FBR's representation regarding order of refund of excess amount of 4.5 per cent of sales tax in favour of the taxpayers was made, who were charged 17 percent sales tax as against 12.5 per cent on purchase of new motor cars of up to 1000cc.



Instead of implementing the FTO's recommendations, upheld by the President of Pakistan for providing relief to the aggrieved taxpayers who were over charged by illegally collecting excess sales tax, the FBR without any legal authority again filed a review representation.

The same has been rejected by the President on the grounds that there is no provision under the Federal Ombudsmen Institutional Reforms Act, 2013 for filing a review against orders of the President of Pakistan passed on any representations.

by: Business Recorder

## FTO Asks FBR to Install Mobile Scanners at Chaman Customs Station

While conducting an own motion investigation relating to installment of weighbridges at Customs Station, Chaman, the Tax Ombudsman has observed that till installation of proper scanning facility under the ITTMS Program, mobile scanners should be installed at Chaman Station in order to avoid the instances of mis-declaration of cargo, specially under the transit scheme. Briefly, a new weighbridge had been notified by the DG (Transit Trade), Karachi with directions that weightment reports from the new weighbridge viz Halting Station Chaman would be acceptable to Customs authorities in exclusion of the existing two weigh stations viz Afghanistan handling Chaman.

The FTO was informed by the Directorate of Transit Trade Quetta that NLC Terminal Operator at Chaman had been unable to provide space infrastructure, weighbridge required for processing of Afghanistan bound transit cargo due to disruption caused by the ongoing Integrated Transit Trade Management System ITTMS; therefore, the Directorate was constrained to process such forward transit cargo under an ad-hoc arrangement at halting station Chaman.

In order to improve custom controls at halting station, operator, thereof was required to improve facilities at the premises including provision of a proper weighbridge.

The relevant authorities authorized installation of weighbridge to the owner of the halting station on profit-sharing basis and accordingly a proper weighbridge had been installed whereon customs supervision was easily possible. Before that, weightment of transit cargo was



being carried out at two privately-owned weighbridges located 7-8 Km away from the halting station which made it impossible to supervise.

In view of the above, no maladministration had been committed by the Transit Directorate. It was also evident that the department has got weightment and examination yard established just next to the friendship gate at Chaman Boarder, which was physically supervised by Customs staff.

Since there was no maladministration, the investigation was disposed of with the FTO's directions to the FBR to make immediate efforts for installing mobile scanner temporarily at halting station, Chaman till the operationalization of the ITTMS facility at Chaman, Quetta.

by: Business Recorder

## FTO Asks FBR to Formulate Proper Rules for Small Gift Parcels

The Federal Tax Ombudsman (FTO) has directed the Federal Board of Revenue (FBR) to adopt a more facilitative approach and rationalise the duties/ taxes exemption threshold for small gifts parcels sent by the overseas Pakistanis. The Tax Ombudsman has disposed of a complaint relating to the clearance of a small gift parcel by an overseas Pakistani and has directed the FBR to formulate proper rules for such small gifts parcels.

Briefly, the case was related to a small gift sent to the complainant by a cousin residing abroad and expected a compassionate treatment by the FBR.

The complainant requested to exempt the goods from payment of duty and taxes that are quite high or return the goods back to the sender abroad. The

complainant was referred to the Secretary Revenue Division for comments. In response, the Collectorate of Customs, Islamabad informed the FTO that the complainant was requested to file Goods Declaration (GD) to examine his request for clearance of goods on payment of duty and taxes.

It was further averred that the subject consignment cannot be exported back to the country of origin in view of the fact that Section 138 of the Customs Act, 1969 only allows re-export of frustrated cargo that has been brought into the country by way of inadvertence, misdirection or untraceability of the consignee, which is not the case in present complaint.

by: Business Recorder

## FTO Directs FBR to Dispose of Pending Tax Refund Claim for Tax Year 2018

Federal Tax Ombudsman (FTO) has directed the Federal Board of Revenue (FBR) to dispose of pending tax refund claims for the tax year (TY) 2018 and ensure that the concerned commissioner revisits the case.

The complainant in the case was a government servant whose application for tax year 2018 was rejected on the basis that evidence of tax deduction was not attached with the application.

FTO sought comments of Secretary Revenue Division. The Chief Commissioner – Inland Revenue Regional Tax Office informed that complainants' application for refund had already been rejected as there was no refund application pending.

During the investigation of the subject complaint, FTO made the observation that the case order u/s 170(4) is a classic example of departmental inattention and incompetence as the one-page order dated August 19, 2020, for tax year 2018 categorically states at Para 3 of the order that "Necessary evidence of tax payments is placed on record."

However, in the concluding para of the same order, the officer says that the taxpayer neither furnished any evidence regarding tax deduction manually nor attached any evidence



in support of the refund claimed. In view of the above facts of the case, the refund application is rejected.

Contradiction and carelessness are more than evident, no opportunity for a hearing was given to the aggrieved taxpayer prior to passing the rejection order. In addition to departmental attention, tax deduction mainly relates to section 236K which was CNIC based and internally verifiable from FBR's portal.

In view of the above, the Ombudsman directed FBR to pay the tax refund for the tax year 2018 to the aggrieved taxpayer as per law and directed that the concerned commissioner revisits the impugned order.

by: PRO PAK Staff



Mr. Majid Qureshi, Advisor, meeting with doctors and paramedics of Jannah Medical Institute, Abbottabad

## Countrywide wide FTO Awareness Programmes

### FPCCI Wants out-of-box Actions by FTO to Make FBR Businesses Promoting Body

FPCCI leadership have urged the Federal Tax Ombudsman for out-of-box actions to stop FBR officials from alleged mis-interpretation of rules, misuse of discretionary powers, unjustified notices and engagement in other malpractices as business community stay sensitized that they would be hammered one way or another on being vocal and getting relief from FTO.

During the visit of the FTO, Dr. Asif Mahmood Jah to the Federation House here on Thursday evening, President, Federation of Pakistan Chambers of Commerce and Industry, Irfan Iqbal Sheikh and other senior business leaders appreciated the relief provided to the taxpayers on filing of complaints with FTO against the malpractices or undue taxation by the Federal board of Revenue officials.

However, President FPCCI maintained, getting relief from FTO on filling complaints against the tax-collecting machinery was not the ultimate solution. The systemic changes in the statutes and its fair application would include some of the solutions to provide business friendly taxation environment. No doubt, he acknowledged, the taxpaying business community had morale up with easy access, proper hearing and remedy they got from the much-needed prestigious forum of the FTO.

However, he emphasized on legal protection that against all kind of alleged malpractices by the FBR officials that hampered growth of businesses and to stop retaliation by tax authorities when the complaints are filed with FTO. These complaints would increase multifold if the complainants were provided with legal protection.

The business leaders also requested the FTO to intervene in the capacity building of the tax collectors to escape unnecessary litigation, embarrassment of taxpayers and disruptions to businesses. Also, they pointed out that in many cases FBR field officials remained posted on same post or station for long years which needed rationale.

President FPCCI regretted that the FBR was a multiple functional organization i.e. investigator, prosecutor, tax collecting machinery, adjudicator, appellant authority, which, what he said, was even against the doctrine of the Constitution where the tax collection machinery could not simultaneously act as an executive and judicial authority. The judicial functions



should be separate from the tax collection machinery as per constitutional requirement and as well as to increase trust in the tax collecting and administration system.

In 2001, he referred to his budget speech when then Federal Finance Minister announced that the adjudication functions were being separated from tax collecting machinery to align with obligation of the Constitution in this regard.

The Minister had also announced complete revamping of the taxation machinery, but the FBR did not move any working paper for implementing the separation of tax judicial system from the executive machinery excluding the consideration of same in the Finance bill before its approval.

"We think, FTO office can analyze such multiple functions with taxation machinery and recommend as how the same should be restructured and functionally segregated as per need of the rules of business and the constitution of Pakistan," FPCCI President said adding that FTO office should also suggest reforms in taxation system to off- load the size of complaints against malpractices by tax-collecting officials at large not included in the formal lodging of complaints with FTO.

Since long, FPCCI, the apex trade body representing private sector of the country, had been strongly advocating for the legislation of the office of the Federal Tax Ombudsman to place a powerful independent constitutional watch-dog to stop maladministration causing harassment of taxpayers and ultimate damages to the national economy.

FPCCI struggle yielded and in 2000 the then government decided to constitute the office of Federal Tax Ombudsman with lot of resistance faced from the FBR during the time, President FPCCI said.

FPCCI President assured that through this apex trade forum the awareness about the scope of FTO and mechanism of getting remedy would be promoted among the business community of the country in order to promote the available potential for increasing the business and economic activities in the country.

FTO, Dr. Asif Mahmood Jah, who was accompanied by a team of his senior officers, reassured his commitment to protect and provide quick justice to the taxpayers against all kind of malpractices, misinterpretation of rules and harassment by tax collecting officials.

He said the FTO Secretariat wanted to meaningfully do its great task of protecting taxpaying business

community against the malpractices and harassment by tax collectors only with the support and partnership of representative trade bodies, especially FPCCI.

He sought assistance by the business community to FTO and his team working in the main Secretariat in Islamabad and the regional offices in different cities of the country as " we do our best for your advocacy and for protection. "Any aggrieved taxpayer could file a complaint by post on Form-A , online or through FTO mobile App available on FTO website, said the FTO.

Federal Tax Ombudsman was an institution for prompt, quick and cost free justice at door-step of taxpayers, FTO concluded.

## FTO Visits Rawalpindi Chamber of Commerce & Industry



The Federal Tax Ombudsman (FTO) Dr. Asif Mahmood Jah addressed a meeting of traders on 19<sup>th</sup> of July, 2022. Chamber President, Mr. Nadeem Rauf, Group Leader, Mr. Sohail Altaf, Senior Vice President Mr. Asim Malik, Vice President Mr. Talat Awan, former Presidents, Executive Committee members, Anjuman Tajran representatives, FTO officials, and Chamber members were also present on the occasion.

A presentation on six months performance of FTO was also made on this occasion. Dr. Asif Mahmood Jah while giving briefing to media said that the performance has been good in six months.

About 3,000 complaints were received, out of which 2,650 were addressed. The time for redressal of complaints has been reduced from 68 days to 40 days, he added. He said that the FTO office was not only handling taxpayers' complaints but was also checking maladministration in tax matters through suo motu cases and inspections. More than 75 suo motu cases were taken up during the last sixth months, he further added.

To provide quick and cost free justice to the taxpayers, the FTO is making all efforts including a robust awareness campaign through social media. He said that I am the advocate of the taxpayers. The media has carried our message in a better way. Hundreds of point-of-sales cases and daily wages issues have been resolved and six new regional offices have been established, he said. On this occasion, Chamber President Nadeem Rauf said that FTO's communication and contacts with the business community have improved. This is the fourth time that the Federal Tax Ombudsman visited the Rawalpindi Chamber.

Group Leader RCCI Sohail Altaf said that the appointment of Business Advisor by FTO has proved to be a welcome initiative which has not only helped in resolving tax issues but also brought the business community together with FTO. A partnership relationship has been developed. It has helped in promoting a favorable and conducive tax culture. A question and answer session was also held on this occasion.

## Visit of the Honorable Federal Tax Ombudsman to Karachi Office and Allied Engagements

As part of the ongoing campaign of creating awareness about the role and functions of the office of the Federal Tax Ombudsman amongst the trade bodies in general and public at large in particular, the honorable FTO visited Karachi to personally spearhead the efforts towards creating awareness. The tour spanned over three days of pre-scheduled meetings with various associations, trade bodies, senior officers of Inland Revenue and Customs and representatives of print and electronic media. A brief account of the these engagements during the visit is given here under:



### Formal Inauguration of New Office Premises of Regional Office, Karachi on 05-07-2022

Since it was the first visit of honorable FTO to the new office premises, a simple ceremony to formally inaugurate the Regional Office, Karachi was held and the honorable FTO offered special prayers for the success of Karachi office which was followed by cutting the welcome ribbon. The ceremony was attended by the advisors and officials of the Karachi office. The FTO impressed upon the advisors about the importance of their role in helping the tax payers by quick redressal of grievances through formal and informal channels. The FTO also apprised about the trust and faith the honorable President of Pakistan has posed in the Institution of the Federal Tax Ombudsman. He also emphasized the need for developing a healthy and cordial relationship with the tax machinery for smooth working of the organization for the benefit of tax payers.



### Meeting with Chief Commissioners (IR) and Chief Collectors (Customs) on 05-07-2022

A meeting with Chief Commissioners IR and Chief Collector Customs was held in the office of honorable FTO which was duly attended by all the Chief

Commissioners and Chief Collector based in Karachi. The honorable FTO apprised the senior tax officers about the role of FTO's office and its mandate under the FTO Ordinance 2000 for resolving the grievances of the tax payers in cases of maladministration by tax officials. The FTO emphasized the need for developing a cordial relationship instead of taking the institution as adversarial to tax authorities. It was also highlighted that the very purpose of the establishment of FTO office is to offer free of cost dispute resolution to tax payers and to suggest systemic improvement in the tax machinery. The senior tax officers appreciated the role of FTO office and stated that in more than 90% of the cases, the recommendations by FTO are implemented whole heartedly. The participants assured the FTO of further improvement in already existing cordial working relationship between the two organization.

### Visit to Karachi Tax Bar Association on 05-07-2022

A meeting with the office bearers of Karachi Tax Bar Association was held at the office of KTBA. The FTO and his team were received by the President KTBA Syed Rehan Jafri, Mr. Abdul Qadir Memon and Mr. Zeeshan Merchant ex-presidents of the Tax Bar. Besides the President and ex-Presidents of the Bar, the meeting was attended by a large number of Tax Practitioners enrolled with the KTBA. The President KTBA welcomed the FTO team and discussed issues of mutual interest and concern. He emphasized the need for frequent interaction between the Bar and FTO office so that problems faced by tax payers are identified and proposals for systemic improvements are made to the FBR. Members of the Bar were of the view that there are frequent complaints of harassment by the lower staff which need

to be fixed. The FTO advised the Bar to bring such complaints into the notice of the FTO office as under the Ordinance 2000, FTO is empowered to investigate cases of corruption and harassment by the tax officials and in number of cases has already given findings against the corrupt officers resulting in disciplinary proceedings and denial of promotions to such elements. The FTO further stated that the complainant should come forward without any fear of reprisal by the tax authorities. As such, the complaints are taken very seriously and the senior management at the FBR is committed to not ignoring such highhandedness. The FTO highlighted the major cases where across the board relief was provided as a result of recommendations made by the FTO office. The members of the KTBA were appreciative of the relief provided to Pak Suzuki

Customers and low paid employees in two different cases and stated that such decisions will increase the confidence and trust in FTOs office and its effectiveness. The Tax Bar also pointed out various anomalies cropping up due to new budgetary measures and were skeptical about any sea change in the behavior of tax officials. The age old complaints of repeated notices, holding back of due refunds without any plausible reason, problems faced in handling the IRIS software etc. are some areas of concern identified during the meeting. The KTBA further informed that notices and correspondence etc. served through IRIS should also be sent through registered post or courier service. The honorable FTO assured the Bar that such systemic issues will be taken up with FBR for further improvement in the system and to make it user friendly.

## Visit to Lasbella CCI, Hub, Balochistan on 06-07-2022 and Establishment of new Regional Office

The honorable FTO along with his team of advisors visited Hub, Balochistan to meet the Members and office bearers of Lasbella Chamber of Commerce and Industry. The team was welcomed at the Lasbella Chamber by its President Mr. Irfan Sattar, Mr. Anjum Rafatullah and other office bearers. The President of Lasbella Chamber informed about the variety of industries located at Hub and the problems faced by them on a daily basis. He also briefed about the potential

of Balochistan especially various minerals which are available in abundance waiting to be explored. He was of the opinion that few of these minerals if explored/mined and processed, have the export potential of billions of dollars and Lasbella Chamber is working hard to create awareness amongst domestic and international entrepreneurs in this regard. The need for establishing FTO's office at Hub was also highlighted by Mr. Irfan Sattar as the local industry finds it difficult to approach the FTO office at Karachi or Quetta, hence they are reluctant to file any complaint against mal administration by field offices of FBR. The honorable FTO while appreciating the genuineness of the problem agreed to establish FTO's sub office at Hub with a full time Advisor to cater for the complaints filed by local businesses and tax payers. The President of the Lasbella



Chamber assured providing logistic and other support for establishing the FTO office at Hub. The honorable FTO also announced appointment of Mr. Irfan Sattar as member of the Advisory Committee and Business Coordinator of the FTO at Lasbella, Balochistan. The Annual Report and the latest newsletter was also

presented by the honorable FTO amongst the participants. The meeting ended with exchange of memorabilia from both side and assurance by honorable FTO to visit Hub in near future.

## RWCCI President, Ms. Uzma Shahid Butt Appointed as Honorary Business Coordinator of FTO

The Federal Tax Ombudsman, Dr. Asif Mahmood Jah has appointed President Rawalpindi Women Chamber of Commerce & Industry, Ms. Uzma Shahid Butt as honorary Business Coordinator on 29<sup>th</sup> of July 2022. the FTO urged promotion of women entrepreneurs and workforce, saying “their inclusion would significantly contribute to economic growth in the country”.

This is the first time that a woman representative of trade bodies has been associated with the Office of the Federal Tax Ombudsman, said President RWCCI Ms. Uzma Shahid Butt. She also said that it would be beneficial for business activities and also for the

business environment of the country.

Mr. Sohail Altaf, Group Leader of RCCI and Honorary Advisor Coordinator of FTO stated that, the FTO was established to provide speedy and cost free redressal of any person’s grievances arising out of corruption or maladministration of tax functionaries.

Mr. Nadeem Rauf , President of RCCI expressed that Ms. Uzma Shahid Butt will build an effective relationship and bridge between the private sector and the Federal Tax Ombudsman and solve the problems of the business community, especially the aggrieved taxpayers.



## Pakistan Tax Bar's Summer Camp at Bhurbhan: FTO's Role to Curb Maladministration Among Tax Authorities



Pakistan Tax Bar arranged its annual "Summer Camp" at Bhurbhan and the Honorable Federal Tax Ombudsman, Dr. Asif Mahmood Jah chaired the session, held on 22<sup>nd</sup> July, 2022. Pakistan Tax Bar emblemizes 36 regional Tax Bar Associations and is verve of more than 12000 members across the country. PTA and Lahore Tax Bar regularly but customarily arrange interactive sessions with the stake holders to discuss policies relating to Tax, its implications and legal remedies.

This session at Bhurbhan, was attended by the prominent leadership of Tax Bars and its members from different parts of the country. the Honorable FTO emphasized the role of tax consultants to help facilitate tax payers seeking legal remedies against the

maladministration of FBR officials.

He informed the audience about FTO's achievements in last 6 months, whereby complaints and its disposal crossed the numbers achieved in the entire 2021.

He spoke of highest work ethics and professionalism being observed at the FTO and 90% of FTO's recommendations being upheld by the Honorable President of Pakistan and implementation has reached the pinnacle of all times.

President Pakistan Tax Bar, Rana Munir Hussain & Secretary PTA Ch. Qamar Uz Zaman along with other speakers highlighted issues of tax payers and suggested ways and means to strengthen the efforts of the FTO to make it a true public relief organization.

## Meetings Held to Expand Outreach of Tax Ombudsman Secretariat

In order to expand outreach of Tax Ombudsman Secretariat, three meetings were held during July 2022.

1) A joint meeting was held on 7<sup>th</sup> July 2022 at Regional Office Abbottabad, attended by representatives of Hazara Tax Bar Association, Abbottabad Chamber of Commerce, Chief Commissioner and Commissioner of Inland Revenue. Mr. Majid Qureshi Advisor said that the Tax Ombudsman, Dr Asif Jah's objective is to "Show Respect to Taxpayer" and assured the participants that his office will provide maximum facilitation to taxpayers. President Chamber of Commerce Abbottabad, Sheikh Asif, Rashed Javed, Consultant Hazara Tax Bar Association, Mansoor Sattar Lodhi, Advocate and Sarmad Bashir Advocate also participated in session and shared their tax related

complaints/suggestions.

2) Two outreach sessions were held in Ayub Teaching Hospital on 14<sup>th</sup> July and at Jinnah Medical Institute on 28<sup>th</sup> July 2022. After a general introduction of the participants, Advisor In-Charge, Majid Qureshi, spoke about role of the Tax Ombudsman, its effectiveness in disposal of taxpayers' complaints and desire to achieve the status of 'Relief Oriented Body'.

The Advisor stated that the above-mentioned desire was evident from the figures. During first six months of current year, the number of complaints registered and disposed of have exceeded the number during previous whole year. Mr. Majid Qureshi, Advisor invited proposals/suggestions for further improving the effectiveness of FTO office.



## FTO Awareness Session in Quetta

As part of awareness campaign, Mr. Tausif Ahmad Qureshi Advisor, FTO Regional Office, Quetta held an interacting session with a delegation of Balochistan Tax Bar Association led by its President Mr. Asif Ali Advocate and Vice President Fahad Hashmi Advocate. They were briefed about the role of this institution for curbing excesses and irregularities

in Federal Board of Revenue, Islamabad's field formations of Customs, Income Tax and Sales Tax. They were apprised that their genuine issues would be resolved promptly. They highlighted their hardships and problems concerning IRS and Customs. They were assured that their difficulties would be addressed without any delay.

## Acknowledgment / Appreciation of FTO by Tax Payers

**Dr. Asif Mahmood Jah**  
(Hilal-I-Imtiaz) (Sitara-I-Imtiaz)  
Federal Tax Ombudsman Pakistan  
5-A Constitution Avenue, Islamabad.

### **Subject: Role of FTO – Tax Reforms**

Honorable Dr. Asif Mahmood Jah,

I had the opportunity to attend seminar organized by ICMA regarding the "Role of FTO" on 2 June, 2022.

I was deeply impressed with the exemplary role that you are playing not only in prompt redressal of complaints against Tax Authorities but also in streamlining working of concerned institutions and departments.

Your role entails dispensation of fair and equitable justice while ensuring much desired ease of doing business in Pakistan. No doubt, the justice delayed is justice denied and that justice without compassion is tyranny. Compassion and sincerity are the hallmark of your approach in dealing with taxpayers complaints. But it is not possible without fear of ALLAH SWT and love for the humanity. The myth busting and visionary role that you as FTO are playing, would go a long way in creating a new organizational culture and values that will serve to guide other institutions in the right direction, especially the judiciary.

I must acknowledge that I immensely benefited from your valuable, courageous and bold ideas about the need for a fair tax system in Pakistan. It is encouraging to note that your role as FTO is instrumental in bringing into check the existing system of harassment and exploitation.

Kind Regards,

**Tipo Sultan**

MSC (Pb), MBA (OKLA-USA)

بخدمت جناب وفاقی ٹیکس محتسب اعلیٰ صاحب۔ اسلام آباد

عنوان! دادری بسلسلہ (Tax Refund)

جناب عالی!

گزارش ہے کہ سائل نے متعدد بار اپنے ٹیکس (Refund) کے سلسلہ میں جناب کی خدمت میں انصاف/ دادری کیلئے درخواست کی تھی۔ جناب کی شفقت اور قواعد و ضوابط پر منصفی فیصلوں سے مجھے کبھی مایوسی نہ ہوئی۔ آپ کا آخری فیصلہ جو کہ مورخہ 15/2/2022 کو کیا گیا تھا۔ وہ بھی عین قواعد و ضوابط کے تحت ہوا۔ میری دادری کیلئے جناب کی طرف سے اس فیصلہ پر عمل درآمد کیلئے خصوصی توجہ مرکوز رکھی گئی۔

آپ کی خصوصی کاوش اور مسلسل FBR کے ساتھ خط و کتابت کرنے سے میرا آخری (Refund) مبلغ 1578/- روپے بھی میرے اکاؤنٹ میں بھیج دیا گیا ہے اور اب میرا کوئی (Refund) نہ ہے۔

بعد ازاں وفاقی ٹیکس محتسب اعلیٰ جناب ماجد قریشی نے باقاعدہ طور پر مجھ سے بذریعہ ٹیلی فون ریفرنڈ ملنے کی تصدیق بھی کی کہ آپ کو (Refund) مل گیا ہے یا نہیں۔ یہی ان کی اچھی اور اعلیٰ کارکردگی کا عملی ثبوت ہے۔ جس کی وجہ سے مجھے بہت ہی حوصلہ ملا۔

میں وفاقی ٹیکس محتسب اعلیٰ سمیت ماجد قریشی صاحب کے عمدہ اور حق اور سچ اور قواعد و ضوابط کے مطابق فیصلوں پر ان کا شکر گزار اور دعا گو ہوں۔ اس ملک میں ایسے منصفی پر انصاف اور قواعد و ضوابط کے مطابق فیصلے ہوں تو ٹیکس دینے والوں کو بہت عزت افزائی ہوگی اور ٹیکس جمع کرانے والوں کی شرح میں خاطر خواہ اضافہ ہوگا۔

میں مزید ایک بار پھر وفاقی ٹیکس محتسب اعلیٰ سمیت جناب ماجد قریشی صاحب کا بہت ہی ممنون و مشکور ہوں اور امید کرتا ہوں کہ آپ جیسے عظیم اور باکردار ذمہ داران کی وجہ سے کبھی بھی پاکستانیوں کو مایوسی کا سامنا نہیں کرنا پڑے گا اور انصاف کے بول و بالا کی امید کی جاسکتی ہے۔

العارض

ڈاکٹر صغیر عالم

# Media Highlights



گورنوالہ ٹیکس بار ایسوسی ایشن کے زیر اہتمام پوسٹ بجٹ سیمینار  
وفاقی ٹیکس بجٹ میں پراپرٹی ٹیکس کو کٹھنبے میں لایا گیا جو کسی صورت ملکی مفاد میں نہیں  
حکومت ٹیکس ہدف پورا نہیں کر سکی اور نظر ثانی شدہ ہدف دینا پڑیگا: مقررین

گورنوالہ (سٹاف رپورٹر) گورنوالہ ٹیکس بار ایسوسی ایشن کے زیر اہتمام پوسٹ بجٹ سیمینار منعقد کیا گیا جس میں مہمان خصوصی ایڈوائزر ٹوائف ٹی اور عبدالرحمن ڈوگر پیسکی ایف سی اے محمد اویس، جنرل سیکرٹری نعیم ایوب ودیگر دکھاء تھے۔ مقررین نے خطاب کرتے ہوئے کہا وفاقی بجٹ میں پراپرٹی ٹیکس کو کٹھنبے میں لایا گیا ہے جو کہ ملکی مفاد میں نہیں، اس سے کنسرشن انڈسٹری اور پراپرٹی کاروبار سست روی کا شکار ہو جائیگا، حکومت 17470 ارب کا ٹیکس ہدف پورا نہیں کر سکی اور نظر ثانی شدہ ہدف دینا پڑیگا، حکومت بجٹ کی تیاری سرکاری محاموں کی بجائے فنانس کی پارلیمانی کمیٹی کے سپرد کرے کیونکہ ایف بی آر اور دیگر محکمے اپنے لئے راستے تلاش کرتے ہیں، 4600 ارب کا خسارہ ٹھیکری ہے، ایکسپورٹ سے تین گنا زیادہ اپورٹ ہیں بطویل المدت پالیسیاں نہ بنائیں گئیں اور اپورٹ کو نہ روکا گیا تو آئندہ حالات مزید بدتر ہو جائیں گے، ہائی ریش ٹیکسیشن سے لوگ خوفزدہ ہو کر دوسرے ملکوں کا رخ کرنے لگے ہیں۔



وفاقی ٹیکس بجٹ نے 75 از خود نوش لے: ڈاکٹر آصف جاہ

شکایات کے ازالے کیلئے دورانہ صرف 40 دن رہ گیا، گزشتہ سال 8 ارب کے ری فنڈز ایشو ہوئے

آج کے دور میں انصاف کے حصول کیلئے ساہا سال لگ جاتے ہیں، راولپنڈی جیبر میں گفتگو

راولپنڈی (سٹاف رپورٹر) وفاقی ٹیکس بجٹ ڈاکٹر آصف جاہ کا کہنا ہے کہ عمر بھر انکا یہی مقصد رہا کہ ٹیکس دہندہ کو کیسے سہولت دی جائے، میں ٹیکس دہندگان کا دوکیل، وفاقی ٹیکس بجٹ نے 75 از خود نوش لے، راولپنڈی جیبر میں بریفنگ دیتے ہوئے وفاقی ٹیکس بجٹ ٹیکس کا کہنا تھا کہ گزشتہ چھ ماہ کی کارکردگی بہترین رہی، ڈاکٹر آصف جاہ کا کہنا تھا کہ شکایات کے ازالے کیلئے دورانہ 68 دن سے کم ہو کر صرف 40 دن رہ گئے، ٹیکس دہندگان کی سہولت کے لیے پانچ نئے علاقائی دفاتر کا قیام عمل میں لایا گیا ہے، آج کے دور میں انصاف کے حصول کیلئے ساہا سال لگ جاتے ہیں، پاکستان میں ایسا فورم موجود ہے جس میں آپ کو بروقت انصاف مل جاتا ہے، میں خود ٹیکس دہندگان کا دوکیل ہوں، کچھ مسائل ٹوکیک فون کال پر حل ہو جاتے ہیں، آج ہم اس پوزیشن میں ہیں ایف بی آر سے کہہ رہے ہیں، یہ ہمیں دیں، ڈاکٹر آصف جاہ کا کہنا تھا کہ ایف بی آر والے بھی ہمارے دوست ہیں، دونوں کا مقصد ایک ہی ہے اور یہ بھی حقیقت ہے کہ گزشتہ سال 8 ارب کے ری فنڈز ایشو ہوئے، لوگوں کے مسائل حل ہونے، 90 فیصد ایف بی آر کے مسائل حل ہوئے، ہمارے ایک فیصلے سے فنی کمپنی کے دس ہزار افراد کو فائدہ ہوا، پوائنٹ آف سیل کے سینکڑوں کیمز حل کروائے گئے، چکانام غلطی سے شامل کیا گیا تھا سے نکلوایا گیا، پمپلے ٹیکس دہندہ کے خلاف انتقامی کارروائیاں ہوتی تھیں، اب ایسا نہیں ہے، میڈیا نے ہمارے پیغام کو آگے کیا ہے، صدر جیبر نے ہم اے رڈف کا کہنا تھا ہم نے ہمیشہ سلیک ہو لڈر کو ساتھ لیکر چلنے کی بات کی، ٹیکس بجٹ نے ملک بھر سے ایڈوائزر لے لیے، آپا شکر یہ ہمارے گروپ ایڈر سمیل الطاف کو بھی ایڈوائزر بنا دیا گیا، گروپ ایڈر راولپنڈی جیبر سمیل الطاف کا کہنا تھا کہ یہ بات خوش آئند ہے کہ ٹیکس بجٹ نے ملک بھر سے بزنس کمیونٹی سے ایڈوائزر لے لیے یہ انقلاب برپا ہے جو ٹیکس بجٹ نے برپا کر دیا۔

**وفاقی ٹیکس بجٹ / گفتگو**

وفاقی ٹیکس بجٹ آصف محمود جاہ کی راولپنڈی جیبر آف کارس میں گفتگو

بھی مقصد رہا ٹیکس دہندہ کو کیسے سہولت دی جائے، وفاقی ٹیکس بجٹ آصف جاہ

وفاقی ٹیکس بجٹ نے 75 از خود نوش لے، ڈاکٹر آصف محمود جاہ

ازالے کیلئے دورانہ 68 دن سے کم ہو کر صرف 40 دن رہ گیا، وفاقی ٹیکس بجٹ

5 نئے علاقائی دفاتر کا قیام عمل میں لایا گیا ہے، وفاقی ٹیکس بجٹ

چھوٹے سے چھوٹے ٹیکس دہندہ کے پاس بھی گئے، وفاقی ٹیکس بجٹ

وٹس ایپ پر متعدد مسائل حل کیے، وفاقی ٹیکس بجٹ

**ٹیپٹی کشنران لینڈریو نیون نے لاہور بورڈ سے 24 کروڑ 71 لاکھ ریکور کر لیا**

لاہور بورڈ ایپلائیڈ نیون نے پیپوں کی واپسی کیلئے ٹیکس کو درخواست دیدی

لاہور بورڈ کو سالانہ کروڑوں خسارے کا سامنا ہے، بورڈ ایپلائیڈ نیون

انکوائری کر کے لاہور بورڈ کے پیسے واپس دلوائیں، صدر اسلم بھگت

پیسے واپس نہ ملے تو بورڈ کا خسارہ بڑھ جائے گا، صدر بورڈ ایپلائیڈ نیون

