



What is Maladministration of FBR Officials ?

Maladministration on part of Federal Revenue Division or any Federal Tax Employee is defined in Section 2(3) of FTO Ordinance, 2000 which include;

1. Illegal Actions
2. Negligence
3. Inefficiency, Incompetence Repeated Notices unnecessary attendance
3. Unnecessary communications
4. Errors in Refund
5. Non-Payment of Refund
6. Unlawful coercive recovery of tax
7. Federal Tax employees avoiding legal proceedings.

Overseas Pakistanis Grievances Redressal Cell

FBR EMPLOYEES CAN NO MORE

Harass or Blackmail you
on Tax Issues!

Federal Tax Ombudsman of Pakistan has established an “Overseas Pakistanis Grievances Redressal Cell” (OPGRC) to redress the grievances of Overseas Pakistanis against the Maladministration of FBR officials.

COMPLAINT PROCESS

- OPGRC’s work shall be regulated by the provisions of Section 2 of FTO Ordinance 2000, defining maladministration & Section 9 ibid, stipulating Jurisdiction of FTO office.
- The complaints relating to Income Tax/Customs/Sales Tax/Federal Excise lodged by any Overseas Pakistani shall be taken up with FBR/ relevant tax-authority for a report/redressal and complainants will be kept informed about the progress/redressal of their cases through E-mail, WhatsApp, Voice messages and Phone.
- In case the relevant tax authority fails to redress the grievance, lodged with it, within 30 days, it shall automatically be transferred to the Complaint Management Information System (CMIS) of FTO Secretariat for further investigation and allocation to the relevant Advisor/Investigation officer.

Know your Rights!

- It’s important that you complain about the Maladministration of “Federal Tax Employees” who bully or harass you in the tax collection process.
- Your Complaint will not only resolve your issue but will also create a deterrence against the Maladministration of FBR officials.

Free & Prompt Justice Through FTO

- It’s absolutely cost free to lodge a complaint and seek a relief through Federal Tax Ombudsman.
- That it’s against the law to create problems for any individual, who lodges a complaint, with FTO, against the Maladministration of FBR officials.

Do You Also Know

- that Federal Tax Ombudsman holds power of “Supreme Court Judge” in case of contempt or Defiance of it’s recommendations.
- That Complaints of Overseas Pakistani’s will preferably be resolved through Informal Dispute Resolution in matter of days.
- Complaints not resolved through Informal Dispute Resolution will automatically be converted in to a formal complaint which will be resolved in maximum of 60 days .

OVERSEAS PAKISTANIS

Grievances Redressal Cell



Federal Tax Ombudsman Secretariat
5-A, Constitution Avenue, Islamabad
Phone #: 0092 51 921 2316
Web: <https://fto.gov.pk/opgrc>
E-mail: overseas@fto.gov.pk



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