

RECORDER REPORT

There must be no personal interaction with taxpayers, taxmen told

The Federal Board of Revenue (FBR) Monday barred all officers and officials of FBR Headquarters and its field formations from having personal interaction with the taxpayers or businessmen.

The FBR has prohibited the Board/field formations from having personal interaction with the taxpayers or businessmen through instructions issued to the FBR members and field formations.

In this connection, the FBR has issued directions to all officers and officials of FBR Headquarters and its field formations not to contact any taxpayer or businessman in any form i.e. physical visit, telephonic/mobile calls, SMS or email, etc, except when legally authorized to do so. This step has been taken to do away with fake communication from some quarters and to build confidence of taxpayers.

This policy shall come into force from 1st November, 2019 and any officer/official found indulged in such activity shall be proceeded against strictly under the Government Servants (Conduct) Rules, 1964 read with Government Servants (E&D) Rules, 1973. These directions shall apply to all formations of FBR being Inland Revenue (Income Tax, Sales Tax and Federal Excise Duty) and Customs.

Taxpayers, business community and trade bodies are requested to assist in implementing this policy by reporting to FBR any contravention of these directions.