18th August, 2020

RECORDER REPORT

FBR chairman to hold e-katcheri on 21st

ISLAMABAD: The Federal Board of Revenue (FBR) will hold an e-katcheri on August 21st (Friday) with the FBR chairman, to hear the grievances and complaints of taxpayers against the tax officials.

This unique initiative has been taken by the FBR Chairman, Javed Ghani, to facilitate the taxpayers including the business community.

Chairman FBR has assured the taxpayers to resolve their issues online through the e-Katcheri on the spot.

The timing of the e-katcheri would be held from 10am to 11am. The taxpayers can contact Chairman FBR through landline number 051-111772772 to participate in the E-Katcheri on August 21 in the morning.

Last month, the FBR had issued instructions to the field formations on the issue of e-khulli katcheri regarding reaching out to the public and has directed the chief commissioners to hold the first e-khulli katcheri in the second week of July 2020, and thereafter, hold it regularly each month.

The Prime Minister's Office had issued a directive on April 8th, 2020 to all the federal government ministries/offices stating that an efficient service delivery system ensures public trust, and provides a basis for good governance.

In this regard, approach for reaching out to the public in the form of khulli katcheri can be a core element in further strengthening the trust.

Owing to this, the federal government organisations are required to run public out-reach activities as a continuous practice, best adapted to the needs of the citizens, and for restoration of their trust in the government machinery.

Thus, the machinery is required to stay in contact with the public by all available means and provide them accessible platforms (physical/technological) to raise their issues for timely resolution.

It was further observed in the directive that in order to attain highest public good, it is imperative to follow the guiding principle with regards to public complaints and issues raised during a khulli katcheri that listen patiently and treat properly to resolve publicly and openly.