

FBR's Helpline to provide best service to public

ISLAMABAD: FBR's Helpline is a free, fast & reliable service that is committed to provide the very best service to the public. FBR's Helpline not only educates the public but also provides them a forum through which the public can put forward their queries and seek resolution to most of their issues via phone, email or website. Helpline team has been at the forefront in resolving issues that come up from time to time such as payment of Surcharge for ATL, guidance for newly launched Online Sales Tax Registration application, guidance for newly launched Biannual Income Tax Withholding Statement, guidance for ST Returns launched for the new financial year.

The Helpline is providing services to the public in two shifts. Furthermore, the Helpline representatives are providing all possible support to the Taxpayers in ensuring that they are easily able to navigate various Transactional portals such as Income Tax portal (Iris) etc. In the month of January, so far 24200 people have complained through Helpline. Out of these complaints, most of the complaints were disposed without any delay. Only some complaints of technical nature took a little time in disposal. Likewise, the number of complaints sent through e-mail was 14967. Out of these, 12110 complaints were addressed immediately, the rest 2834 were resolved after seeking assistance from concerned Wings.

FBR Helpline utilizes international standard Customer Relationship Management (CRM) System, which ensures availability of three (3) tier support lines ensuring that FBR Helpline promptly resolves Taxpayer issues. Taxpayers are provided a case number for each complaint lodged and resolution of the case is ensured within 24 hours of the complaint lodged. Cases of complex nature which require legal and technological modification in the system are resolved within 3 days of the lodged complaint.

Federal Board of Revenue (FBR) is committed towards bringing about a Service Oriented Culture - geared towards resolving challenges faced by investors and taxpayers, helping to improve the Ease of Doing Business (EoDB).