

Federal Tax Ombudsman-Pakistan

5-A, Constitution Avenue

Islamabad, Pakistan

Tel: + 92 51-9211382 Fax: +92 51-9205553

Website: www.fto.gov.pk

E-mail: info@fto.gov.pk



Mr. Abdur Rauf Chaudhry

Federal Tax Ombudsman

Hon'ble Mr. Abdur Rauf Chaudhry has over 36 years of experience in Public Administration, Public Sector Development, Public Policy formulation and Private Sector policy.

He has held distinguished positions with Government of Pakistan, most recently managing the portfolios for the Cabinet Division, Establishment Division, Ministry of Education, Textile, and Housing & Works as Federal Secretary. His major contributions include policy framework formulation and management for Government employees' benefit programs, public sector development projects, National Education Policy 2009, and public/private textile sector support programs. He has also represented Pakistan at multiple national and International Seminars and Conferences.

He holds an M.A. Degree in Economics from Punjab University, Masters in Development Economics from Vanderbilt University, USA and Diploma in Development Studies from University of Cambridge, UK. He has also attended many courses in the realm of management studies notably a course for senior administrators at Kennedy School of Government, Harvard University, USA.

Before joining as Federal Tax Ombudsman, Mr. Abdur Rauf Chaudhry was working as Member Punjab Public Service Commission.

However, the core function of the Federal Tax Ombudsman revolves around:

"Disposal of complaints of tax maladministration promptly, justly, fairly, independently investigate, and to rectify any injustice done to a taxpayer by actions of the tax employees of Federal Board of Revenue (FBR)/Revenue Division, Government of Pakistan."

His responsibilities also involve interaction with the authorities of Federal Board of Revenue, Government of Pakistan and representative bodies of trade and industry

Office Profile Federal Tax Ombudsman-Pakistan

The Government of Pakistan established the Federal Ombudsman in 1983 in accordance with the requirements of the Constitution of the country. The Provinces followed suit and established Provincial Ombudsmen. Thus Pakistan joined the international club of countries having the office of Ombudsmanship as a critical component of welfare states with adequate focus on service delivery at national and sub-national levels. Sectoral needs lead the government to establish the office of specialized Ombudsmen for Tax administration, Insurance, Banking sectors and Harassment of Women at Workplace. The Office of the Federal Tax Ombudsman was established in year 2000

Legislations:

- The Establishment of the Office of Federal Tax Ombudsman Ordinance, 2000
- Investigation and Disposal of Complaints Regulations, 2001

Charter and Functions:

The core function of Federal Tax Ombudsman (FTO) revolves around:

"Disposal of complaints of tax maladministration promptly, justly, fairly, independently investigated, and to rectify any injustice done to a taxpayer by actions of the tax employees of Federal Board of Revenue (FBR)/Revenue Division, Government of Pakistan."

The Ombudsman's institution in Pakistan is not that competes with the courts, or act as a further body to which those unsuccessful in the courts can appeal.

Mandate

Diagnose, investigate, redress and rectify any injustice done to a person through maladministration by functionaries administering federal tax laws.

Vision:

Eliminating tax maladministration and helping taxpayers receive the highest level of service and respect.

Mission:

Redressing taxpayers' grievances and addressing systemic issues

Values:

- Accessibility
- Efficiency
- Integrity
- Objectivity
- Transparency

What We Do:

We resolve complaints and provide relief to the public by carrying out independent investigations into complaints about tax maladministration. We work to put things right and share lessons learned and help improve public services as a result. Our independent complaints handling service is free and open to everyone. However, we do not deal with complaints pertaining to matters which are subjudice or related to External and Defence Affairs.

How We Help:

We aim to redress taxpayers' grievances as fairly and as quickly as we can, after examining all facts. If we determine that the Revenue Division has acted wrongly, we will recommend the Revenue Division to put things right for you. This can include recommending that the agency provide you relief sought, information you have a right to access and to treat you fairly and in accordance with law.

Empowerment :

- Empowerment to Conduct Inquiry
- Powers of a Civil Court
- Power to Punish for Contempt
- Power to recommend disciplinary action
- Independence from the Executive
- Power to Review
- Exclusivity of Jurisdiction
- Administrative and Financial Powers
- Power to make rules

Performance During 2013

- Fresh complaints were received: 1898
- Complaints were decided :1856
- Complaints were decided in favour of the taxpayers: 1438 or 77.48%.
- Complaints rejected: 235 or 12.66%
- Complaints were withdrawn: 183 or 9.86%.
- Cases informally settled : 86
- Findings/Decisions accepted by taxpayers and the FBR: 1563 or 84.21%
- Decisions challenged 293 or 15.79%

- Amount refunded to the taxpayers on our recommendations Rs. 8.23 billion
- Claims of refund & duty drawback settled during the year:178,617
- Average time taken in disposal of a complaint:54 working days
- Recommendations implemented :1208 Cases