

GOVERNMENT OF PAKISTAN  
REVENUE DIVISION  
FEDERAL BOARD OF REVENUE

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C.No.1(1)CH/FBR/2019

Islamabad, the 28<sup>th</sup> October, 2019

All Members (FBR)  
All Chief Commissioner (Inland Revenue)  
All Chief Collectors (Customs)  
All Director Generals (Inland Revenue)  
All Director Generals (Customs)

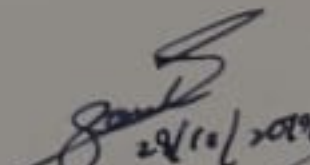
Subject: PROHIBITION OF PERSONAL INTERACTION WITH TAXPAYERS/  
BUSINESSMEN

Keeping in view the prevailing perception of FBR and also in order to do away with fake communication from some quarters and in order to build confidence level of taxpayers, it has been decided that no officer/official of the FBR(HQ) or its field formation will contact with 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, which in every case is to be a legal notice or official communication with QR code/Bar code or any other code/manner as may be prescribed under the law.

2. This policy shall come into force from 1<sup>st</sup> 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.

3. These directions shall apply to all formations of FBR being Inland Revenue (Income Tax, Sales Tax and Federal Excise Duty) and Customs.

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

  
28/10/2019  
Syed Shabbar Zaïdi  
Chairman