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## Introduction

The World Bank funded Pakistan Raises Revenue (PRR) Program (2019-24) envisages a transformed FBR, using technology and awareness to win the trust of its taxpayers. Under the project, FBR has committed to share its performance with all the stakeholders including general public. This information is shared with the stakeholders twice a year. An Annual Report is compiled and published at the end of the Financial Year while a half yearly report is issued to highlight the performance of FBR at the end of first half of the Financial Year. The report fulfills a key requirement of the PRR program which pertains to transparency and requires systematic measurement and public reporting of its performance delivery against approved key performance indicators.

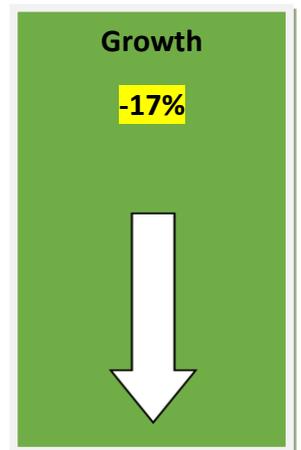
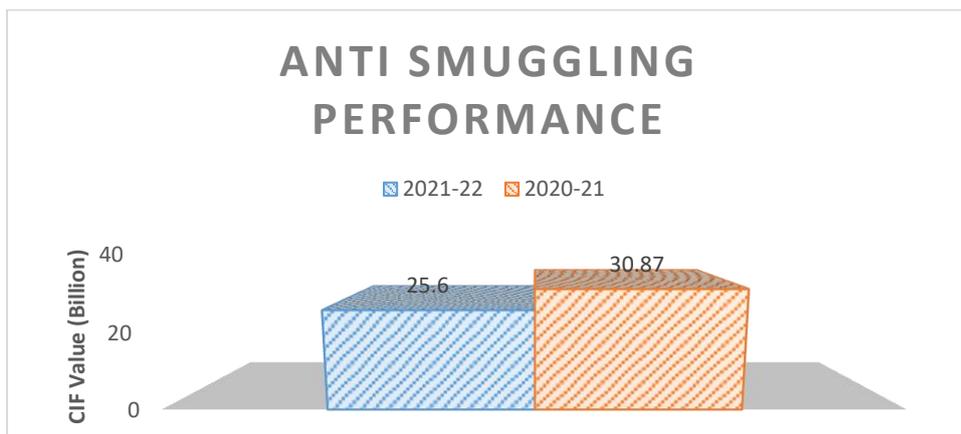
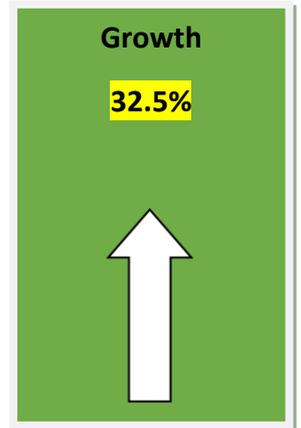
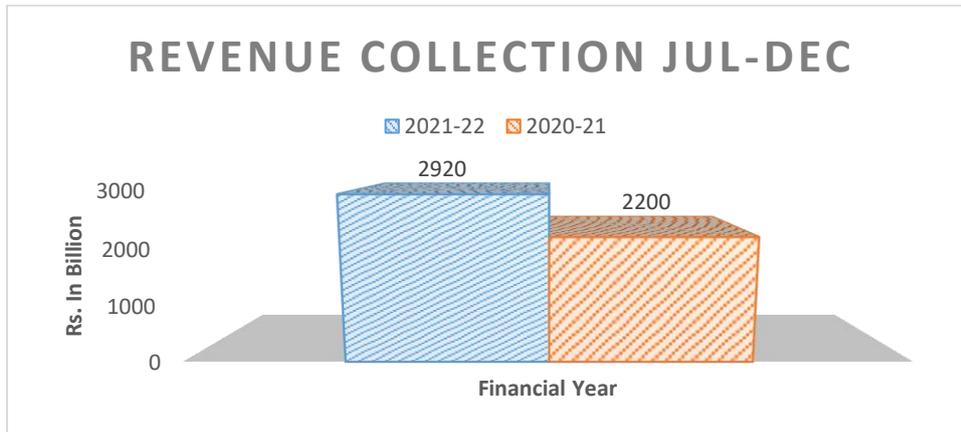
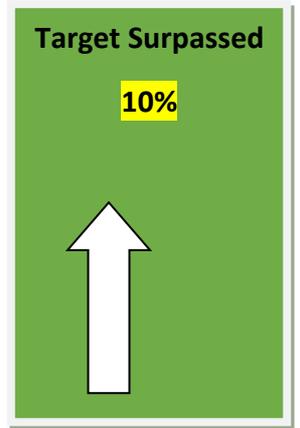
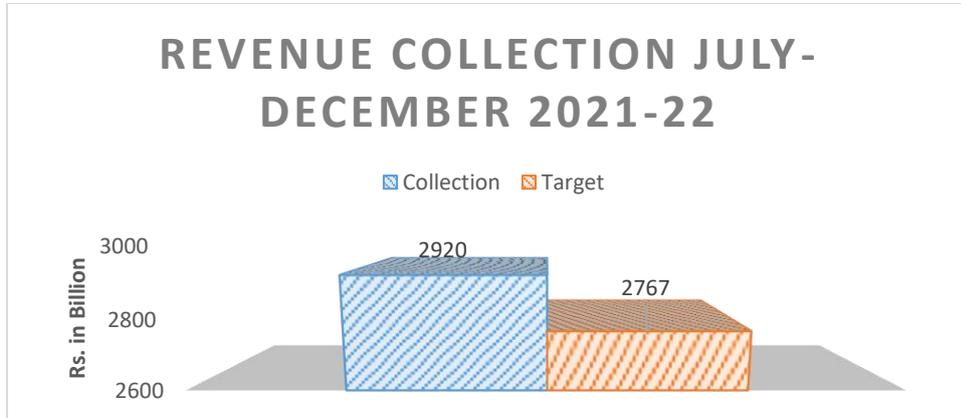
## Overall Performance of FBR

The Federal Board of Revenue collects a major chunk of all Government revenues. Its mandate includes levy and collection of Federal duties, taxes and other levies and formulation and administration of fiscal policies. Its responsibilities also include facilitation of legitimate trade and travel while safeguarding the society and economy through enforcement measures.

Total revenue collection of FBR during the first half of FY 2021-22 exceeded Rs.2920 billion reflecting year-on-year growth of 32.5 %, which is a landmark achievement in the history of FBR. The collection exceeded the target for the first six months by Rs. 282 billion. It exceeded the revised target for the period by Rs. 153 billion. At the end of first half, FBR was all set to achieve the annual target of Rs. 5829 billion. However, the upward revision of the annual target to Rs. 6179 billion has offered another challenge to the team of FBR which, never the less is geared up to live up to the expectations of the stakeholders.

Equally remarkable was the progress made against long outstanding refunds. Rs. 148.5 billion were the refund payments made during the period under review, compared to Rs. 111 billion in the corresponding period of previous FY. An increase of 33.5% was observed.

## Performance Information



Withdrawal of US and Coalition Forces from Afghanistan, and prevailing uncertainty there, reduced the quantum of smuggling

## Chapter-1 Delivery against Key Performance Indicators

### KPI-1: Revenue Target Performance

#### 1) Percentage of target achieved viz-a-viz assigned target

##### Actual Revenue Performance against Target

FBR collected **Rs. 2,920 billion** during first six months of FY 2021-22 against the revised revenue target of Rs. 2,767 billion. The FBR surpassed its assigned target by more than Rs. 153 billion.

**Table-1: Tax Collection vis-a-vis Target (July-Dec 2021-22)**

*(Rs. in Billion)*

| Tax Head          | Target         |                | Collection<br>H1: 2021-22<br>(Provisional) | Achievement of Half<br>Yearly Target |              |
|-------------------|----------------|----------------|--|--------------------------------------|--------------|
|                   | FY:<br>2021-22 | H1:<br>2021-22 |  | %age                                 | Absolute     |
| Direct Taxes      | 2,133.0        | 1,015.2        | 1021.4                                     | 100.61                               | 6.2          |
| Sales Tax         | 2,435.0        | 1,052.6        | 1275.0                                     | 121.1                                | 222.4        |
| Federal<br>Excise | 344.0          | 150.8          | 146.3                                      | 97.0                                 | (4.5)        |
| Customs duty      | 917.0          | 414.6          | 477.2                                      | 115.1                                | 62.6         |
| <b>All Taxes</b>  | <b>5,829.0</b> | <b>2,633.2</b> | <b>2919.9</b>                              | <b>110.9</b>                         | <b>286.7</b> |

Source: FBR Biannual Review July-Dec 2021-22

#### Comparative Revenue Performance (FY 2020-21)

FBR collected taxes to the tune of **Rs. 2920 billion** during first half of FY 2021-22 as compared to Rs. 2200 billion which was collected during first half of FY 2020-21 thus indicating an overall growth in collection of 32.5%. In absolute terms, the increase in collection was Rs.716 billion (Table-2) and is indicative of the economic growth and efforts of FBR.

All the taxes showed a double digit growth, with Customs showing the highest growth of almost 43%. This is also indicative that the revenue growth primarily remained import dependent.

**Table-2: Comparison of Net Revenue Collection First Half of FY 2021-22vs FY 2020-21***(Rs. in Billion)*

| Tax Head     | H1:2021-22     | H1:2020-21     | Growth      |              |
|--------------|----------------|----------------|-------------|--------------|
|              |                |                | (%)         | (Abs)        |
| Direct Taxes | 1,021.4        | 826.2          | 23.6        | 195.2        |
| Sales Tax    | 1,275.0        | 916.8          | 39.1        | 358.2        |
| FED          | 146.3          | 126.9          | 15.3        | 19.4         |
| Customs      | 477.2          | 334.1          | 42.8        | 143.1        |
| <b>TOTAL</b> | <b>2,919.9</b> | <b>2,204.0</b> | <b>32.5</b> | <b>715.9</b> |

Source: FBR Biannual Review July-Dec 2021-22

**Refunds/Rebates**

During H1 of FY 2021-22, refunds of around Rs. 148.5 billion were paid as compared to Rs.111.3 billion paid in H1 of FY 2020-21, an increase of Rs. 37billion compared to previous year. Tax-wise refund payments during H1of FY 2021-22 are shown in Table-3.

**Table-3: Comparison of Net Refunds and Rebate during First Half of FY 2021-22 vs FY 2020-21***(Rs. in Billion)*

| Tax Head       | Refund / Rebate  |                | Difference    |             |
|----------------|------------------|----------------|---------------|-------------|
|                | H1:2021-22       | H1:2020-21     | Absolute      | Growth (%)  |
| Direct taxes   | 5,142.0          | 7,279          | -2137         | -29.4       |
| Sales Tax      | 123,495.0        | 98,125         | 25,370        | 25.9        |
| Federal Excise | 2.0              | 0              | -             | 2.0         |
| Customs Duty   | 19,889.0         | 5,893          | 13,996        | 237.5       |
| <b>Total</b>   | <b>148,528.0</b> | <b>111,297</b> | <b>37,231</b> | <b>33.5</b> |

Source: FBR Biannual Review July-Dec 2021-22

## **Assessment of Tax Collection Performance (FY 2020-21)**

First Half of FY 2021-22 marks a landmark for FBR as collection surpassed the 2.9 trillion mark in six months. This is equivalent of what FBR used to collect in the whole year just few years back.

The pace of growth in collection in the first half showed increased economic activity compared to the first half of FY 2020-21. During the first six months, YOY growth was just 32.5%, which showed increased economic activity. Not only did local production improve but imports and exports registered remarkable growth.

The share of Direct taxes in total revenue declined from 37% in the previous year to 35% in the period under consideration. Though in actual terms direct taxes grew by 23.6%, the growth in indirect taxes was more marked.

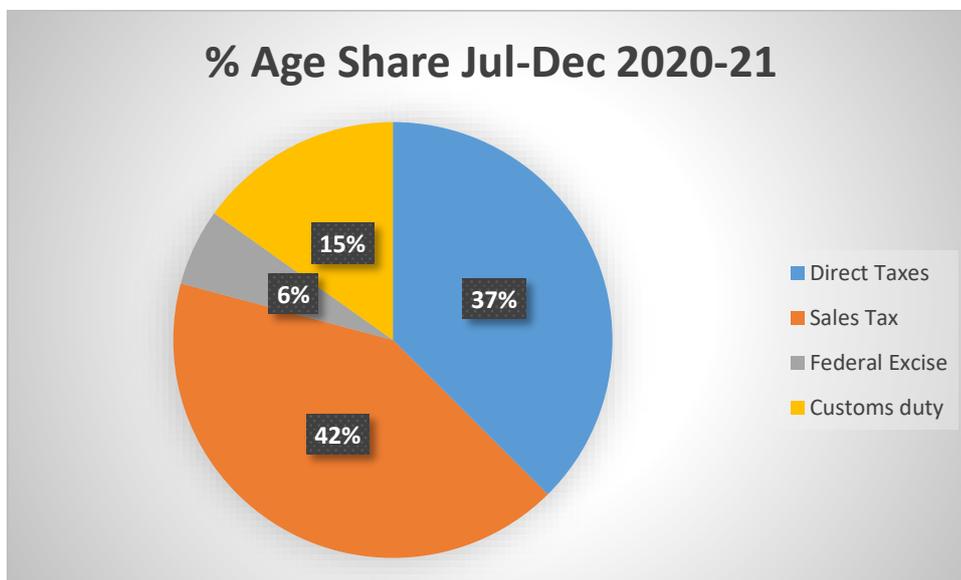
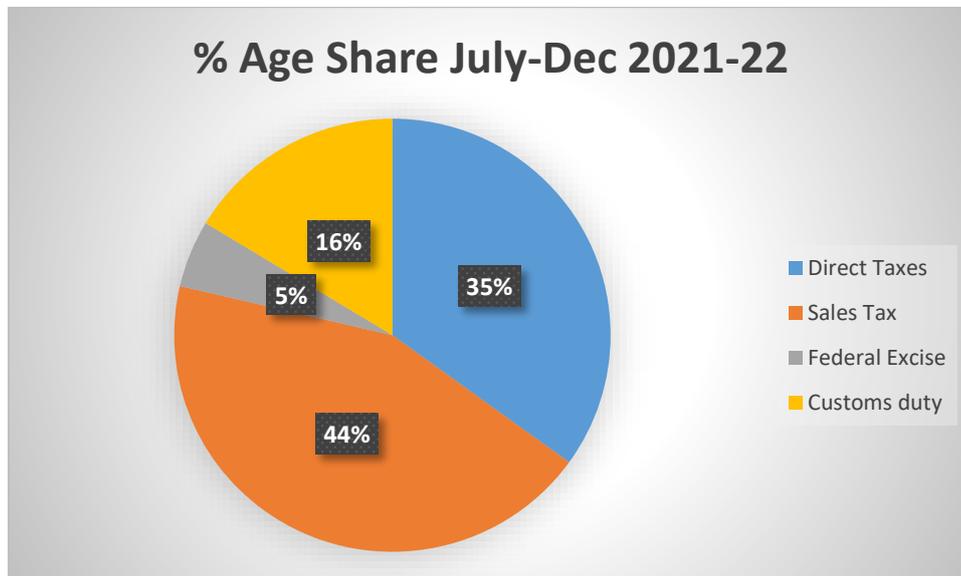
The share of Sales Tax on Imports (STM) in total sales tax net collection has reached around 70%. The net collection of STM during H1 of FY 2021-22 stood at Rs. 892.3 billion against Rs.508.6 Sales tax at import stage has recorded a substantial growth of 75.4%, whereas collection of sales tax domestic has decreased by 6.2. POL products witnessed a negative growth which was primarily due to relief given to masses by reducing rates at retail stage.

Major chunk of Customs revenue around 77.4% of customs duty collection was due to 15 major sectors. Out of these sectors, Mineral oils segment showed a marked growth primarily due to rising international prices and its share in total collection almost doubled compared to previous year.

FED collection has been Rs. 146.3 billion which is 15.3% higher than the collection of Rs.126.9 billion collected during H1 of PFY. Major contributors in FED collection are cigarettes, cement, beverages, motor cars, air travel and natural gas. The combined share of these six items is around 89% in FED revenue.

## Top Revenue Contributor

Compared to last FY, there is a slight change in the tax contributors. The share of direct taxes has gone down further while Sales Tax and FED has increased. Customs gained a percentage point in total revenue share. The reliance on indirect taxation has increased during the current FY, which is not a healthy sign.



## Withholding Taxes (WHT)

WHT remained the major contributor with 65% share in the total collection of income tax. The WHT collection during H1 of FY 2021-22 stood at Rs. 617.3 billion against Rs. 530.0 billion in the PFY, indicating a growth of 16.5% (Table 4). Major components of withholding taxes, contributing around 92% to the total WHT collection are: contracts, imports, salary, telephone, dividends, bank interest, cash withdrawal, technical fee, electricity and exports.

WHT on technical fee, cash withdrawal and prizes showed a negative growth. WHT from Imports showed the highest increase in absolute terms while in percentage terms Advance Tax on Sale by Auction showed highest growth. However, the data shows increased reliance on the imports as instrument for growth.

**Table 4: Major Withholding heads - Income Tax (Rs. Million)**

| #                       | Section | Heads  | H1: 2021-22    | H1: 2020-21    | Growth        |             |
|-------------------------|---------|--|----------------|----------------|---------------|-------------|
|                         |         |  |                |                | Absolute      | (%)         |
| 1                       | 148     | Imports  | 132,184.965    | 90,819.889     | 41365.1       | 45.5        |
| 2                       | 153     | Contracts/Goods/Services                               | 133,815.162    | 120,322.184    | 13493.0       | 11.2        |
| 3                       | 149     | Salaries   | 84,491.771     | 69,828.885     | 14662.9       | 21.0        |
| 4                       | 151     | Bank Interest & Securities                             | 64,497.551     | 67,624.498     | -3126.9       | -4.6        |
| 5                       | 150     | Dividends  | 39,133.422     | 30,070.918     | 9062.5        | 30.1        |
| 6                       | 235     | Electricity Bills                                      | 31,848.391     | 25,909.697     | 5938.7        | 22.9        |
| 7                       | 152     | Technical Fee  | 16,746.612     | 18,013.661     | -1267.0       | -7.0        |
| 8                       | 231 A   | Cash Withdrawals                                       | 279.790        | 6,945.820      | -6666.0       | -96.0       |
| 9                       | 154     | Exports  | 27,816.685     | 20,225.232     | 7591.5        | 37.5        |
| 10                      | 155     | Income from Property                                   | 14,903.565     | 13,317.867     | 1585.7        | 11.9        |
| 11                      | 156     | Prizes   | 3,790.161      | 6,014.939      | -2224.8       | -37.0       |
| 12                      | 234     | Transport  | 4,312.168      | 4,529.298      | -217.1        | -4.8        |
| 13                      | 236 K   | Advance tax on purchase/transfer of immovable property | 27,701.294     | 22,361.981     | 5339.3        | 23.9        |
| 14                      | 236     | Telephone  | 27,367.418     | 30,765.169     | -3397.8       | -11.0       |
| 15                      | 236 A   | Advance tax on sale by auction                         | 8,453.191      | 3,255.383      | 5197.8        | 159.7       |
| <b>Sub-Total (1-15)</b> |         |  | <b>617,342</b> | <b>530,005</b> | <b>87,337</b> | <b>16.5</b> |

Source: FBR Biannual Review July-Dec 2021-22

## Sales Tax

As per previous year, sales tax yet again remained the top revenue source for the federal receipts. In the period under consideration, it increased its share from 42% in FY 2020 to 44% in FY 2021. In absolute terms Rs.1, 274.9 billion has been collected which is Rs.358.2 billion higher than the amount collected in PFY.

Further breakup reveals that the sales tax at import stage has recorded a substantial growth of 75.4%, whereas collection of sales tax domestic has decreased by 6.2%. Details of collection of these two components are in Table 5.

**Table 5: Collection of Sales Taxes**

*(Rs. in Million)*

| Tax-Head           | Collection |            | Growth   |      |
|--------------------|------------|------------|----------|------|
|                    | H1:2021-22 | H1:2020-21 | Absolute | %    |
| Sales Tax Domestic | 382,687    | 408,135    | -25,448  | -6.2 |
| Sales Tax Imports  | 892,298    | 508,615    | 383,683  | 75.4 |
| Sales Tax (Total)  | 1,274,985  | 916,750    | 358,235  | 39.1 |

Source: FBR Biannual Review July-Dec 2021-22

Within sales tax, the share of sales tax on imports remained around 70% and that of domestic sales tax at around 30% during H1 of FY 2021-22. This is a negative development which shows not only over reliance on imports but also negative growth in absolute terms from the domestic resources.

## Sales Tax Domestic Collection

The overall net collection of Sales Tax Domestic (STD) was Rs. 382.7 billion against Rs. 408.1 billion in the PFY and the net collection decreased by 6.2%. In absolute terms, Rs. 25.4 billion less was collected in FY 2021-22 as compared to previous year. The details of major ten items are shown in Table-6. The POL products showed a negative growth of 39.8% and dented the collection. Main reason was the government policy which in effort to minimize impact of rising global petroleum prices reduced the levy of taxes on the products and provided relief to the public. The decrease in the collection can easily be attributed to this single factor.

**Table 6: Net Collection of GST (Domestic) from Major Revenue Spinners**

*(Rs. in Million)*

| Commodities/Items                         | Collection     |                |             | Share (%)    |              |
|---|----------------|----------------|-------------|--------------|--------------|
|   | H1:2021-22     | H1:2020-21     | Growth (%)  | H1:2021-22   | H1:2020-21   |
| POL Products                              | 68,943         | 114,561        | -39.8       | 13.6         | 22.6         |
| Electrical energy                         | 78,698         | 76,965         | 2.3         | 15.5         | 15.2         |
| Sugar                                     | 31,024         | 27,306         | 13.6        | 6.1          | 5.4          |
| Cement                                    | 17,112         | 16,745         | 2.2         | 3.4          | 3.3          |
| Natural gas                               | 17,838         | 14,173         | 25.9        | 3.5          | 2.8          |
| Electronics                               | 7,694          | 5,873          | 31.0        | 1.5          | 1.2          |
| cigarettes                                | 14,017         | 11,216         | 25.0        | 2.8          | 2.2          |
| Aerated waters/beverages                  | 9,831          | 8,705          | 12.9        | 1.9          | 1.7          |
| Concentrates used in beverages/foods      | 5,153          | 5,746          | -10.3       | 1.0          | 1.1          |
| Motor cars                                | 2,401          | 4,756          | -49.5       | 0.5          | 0.9          |
| Tea                                       | 6,149          | 6,295          | -2.3        | 1.2          | 1.2          |
| Miscellaneous / non-specified commodities | 5,652          | 4,846          | 16.6        | 1.1          | 1.0          |
| Food products                             | 3,719          | 3,673          | 1.3         | 0.7          | 0.7          |
| Auto parts                                | 4,554          | 3,193          | 42.6        | 0.9          | 0.6          |
| Iron and steel products                   | 6,055          | 5,067          | 19.5        | 1.2          | 1.0          |
| <b>Major 15 Commodities</b>               | <b>278,840</b> | <b>309,120</b> | <b>-9.8</b> | <b>55.1</b>  | <b>61.1</b>  |
| Others                                    | 227,342        | 197,140        | 15.3        | 44.9         | 38.9         |
| <b>All Commodities (Gross)</b>            | <b>506,182</b> | <b>506,260</b> | <b>0.0</b>  | <b>100.0</b> | <b>100.0</b> |
| Refunds                                   | 123,495        | 98,125         | 25.9        |              |              |
| <b>Net</b>                                | <b>382,687</b> | <b>408,135</b> | <b>-6.2</b> |              |              |

Source: FBR Biannual Review July-Dec 2021-22

## Sales Tax on Imports

Sales tax on imports (STM) is a significant component of federal tax receipts. The share of STM in total sales tax net collection has reached around 70%. The net collection of STM during H1 of FY 2021-22 stood at Rs. 892.3 billion against Rs. 508.6 billion in corresponding period of PY, registering a growth of 75.4%. All the items showed a positive growth however, both in absolute and percentage terms Mineral Fuels and Oils showed the highest growth.

**Table 7: Major Revenue Spinners ( Sales Tax Imports)**

(Rs. in Million)

| SNo                   | Ch | Commodities/Items                                   | Collection        |                   |            | Share (%)  |            |
|-----------------------|----|---|-------------------|-------------------|------------|------------|------------|
|                       |    |   | H1:2021-22        | H1:2020-21        | Growth (%) | H1:2021-22 | H1:2020-21 |
| 1                     | 27 | Mineral fuels, mineral oils etc.                    | 282,101           | 110,524           | 155.2      | 31.6       | 21.7       |
| 2                     | 72 | Iron and steel                                      | 71,863            | 48,774            | 47.3       | 8.1        | 9.6        |
| 3                     | 84 | Boilers, machinery and mechanical                   | 53,680            | 36,892            | 45.5       | 6.0        | 7.3        |
| 4                     | 39 | Plastics and articles thereof                       | 47,939            | 34,362            | 39.5       | 5.4        | 6.8        |
| 5                     | 85 | Photosensitive semiconductor devices                | 34,427            | 26,958            | 27.7       | 3.9        | 5.3        |
| 6                     | 15 | Animal or vegetable fats and oils                   | 55,677            | 31,153            | 78.7       | 6.2        | 6.1        |
| 7                     | 87 | Vehicles other than railway or tramway              | 70,867            | 29,346            | 141.5      | 7.9        | 5.8        |
| 8                     | 29 | Organic chemicals                                   | 28,908            | 15,314            | 88.8       | 3.2        | 3.0        |
| 9                     | 12 | Oil seeds and oleaginous fruit; misc. grains, seeds | 22,706            | 11,574            | 96.2       | 2.5        | 2.3        |
| 10                    | 9  | Coffee, tea, mate and spices                        | 14,911            | 14,129            | 5.5        | 1.7        | 2.8        |
| 11                    | 48 | Paper and paperboard                                | 8,862             | 7,150             | 23.9       | 1.0        | 1.4        |
| 12                    | 32 | Tanning dyeing or extracts                          | 9,150             | 7,704             | 18.8       | 1.0        | 1.5        |
| 13                    | 73 | Articles of iron or steel                           | 6,170             | 5,478             | 12.6       | 0.7        | 1.1        |
| 14                    | 33 | Essential oils and resinous; perfumery, cosmetic or | 4,939             | 3,841             | 28.6       | 0.6        | 0.8        |
| 15                    | 69 | Ceramic products                                    | 2,358             | 2,286             | 3.1        | 0.3        | 0.4        |
| <b>Major 15 Items</b> |    |   | <b>714,558</b>    | <b>385,485</b>    | 85.4       | 80.1       | 75.8       |
| Others                |    |   | 177,741           | 123,130           | 44.4       | 19.9       | 24.2       |
| <b>Gross Total</b>    |    |   | <b>892,298</b>    | <b>508,615</b>    | 75.4       | 100.0      | 100.0      |
| Refunds/Rebates       |    |   |                   |                   |            |            |            |
| <b>Net</b>            |    |   | <b>892,298.00</b> | <b>508,615.00</b> | 75.4       |            |            |

Source: FBR Biannual Review July-Dec 2021-22

## Customs Duty

During H1 of FY 2021-22, Customs duty collection was Rs. 477.2 billion compared to Rs. 340 billion in PY showing a growth of 42.8% as indicated in Table-8. Major reason for such unprecedented growth was 65% surge in dutiable imports over the corresponding year. The skew in the duty collection is highlighted by the fact that almost 78% of the total duty is collected from 15 PCT Chapters. Here again all major chapters showed growth with Mineral Fuels and Vehicles showing the highest growth.

**Table 8: Major Revenue Spinners of Customs Duties**

(Rs. in Million)

| SNo             | Ch | Commodities/Items   | Collection |            |       | Share % |         |
|-----------------|----|---|------------|------------|-------|---------|---------|
|                 |    |   | H1:2021-22 | H1:2020-21 | (%)   | 2021-22 | 2020-21 |
| 1               | 27 | Mineral fuels, mineral oils and products of their                       | 112,440    | 48,282     | 132.9 | 22.6    | 14.2    |
| 2               | 87 | Vehicles other than railway or tramway rolling-sto                      | 94,695     | 36,247     | 161.2 | 19.1    | 10.7    |
| 3               | 72 | Iron and steel.   | 33,149     | 27,262     | 21.6  | 6.7     | 8.0     |
| 4               | 85 | photosensitive semiconductor devices                                    | 29,032     | 30,474     | -4.7  | 5.8     | 9.0     |
| 5               | 84 | Nuclear reactor, boilers, machinery and mechanical                      | 23,343     | 17,346     | 34.6  | 4.7     | 5.1     |
| 6               | 15 | Animal or vegetable fats and oils and their cleave                      | 20,395     | 15,964     | 27.8  | 4.1     | 4.7     |
| 7               | 39 | Plastics and articles thereof.  | 15,510     | 12,979     | 19.5  | 3.1     | 3.8     |
| 8               | 40 | Rubber and articles thereof   | 9,398      | 8,517      | 10.3  | 1.9     | 2.5     |
| 9               | 9  | Coffee, team, mate and spices   | 9,359      | 8,311      | 12.6  | 1.9     | 2.4     |
| 10              | 48 | Paper and paperboard: articles of paper pulp, of paper or of paperboard | 8,468      | 6,881      | 23.1  | 1.7     | 2.0     |
| 11              | 73 | Articles of iron or steel   | 7,348      | 6,980      | 5.3   | 1.5     | 2.1     |
| 12              | 12 | Oil seeds and oleaginous fruit; misc. grains , seeds                    | 7,218      | 3,574      | 102.0 | 1.5     | 1.1     |
| 13              | 33 | Essential oils and resinoids; perfumery, cosmetic or                    | 6,050      | 4,560      | 32.7  | 1.2     | 1.3     |
| 14              | 32 | Tanning or dyeing extracts; tannins and their derivatives               | 4,916      | 4,566      | 7.7   | 1.0     | 1.3     |
| 15              | 54 | Man-made filaments: strip and the like of man-made materials            | 4,737      | 5,921      | -20.0 | 1.0     | 1.7     |
| Sub Total       |    |   | 386,058    | 237,864    | 62.3  | 77.7    | 70.0    |
| Others          |    |   | 111,012    | 102,149    | -5.1  | 22.3    | 30.0    |
| Gross Total     |    |   | 497,070    | 340,013    | 46.2  | 100     | 100     |
| Refunds/Rebates |    |   | 19,889     | 5,892      | 237.6 |         |         |
| Net             |    |   | 477,181    | 334,121    | 42.8  |         |         |

Source: FBR Biannual Review July-Dec 2021-22

It is evident from Table-8 that around 77.4% of Customs duty collection was contributed by major commodities grouped in 15 PCT Chapters. Their share in the total collection increased by 12.2% from 65.2% in the PY to 77.4% in H1 of current FY thus showing over reliance on a few segments. Rising international POL product prices remained the key factor.

### Federal Excise Duty (FED)

During H1: 2021-22, the FED collection has been Rs. 146.3 billion which is 15.3% higher than the collection of Rs.126.9 billion collected during H1: PFY. Major contributors in FED collection cigarettes, cement, beverages, motor cars, air travel and natural gas. The combined share of these six items is around 89% in FED revenue (Table 9).

Among the major items cement and natural gas recorded negative growth. The decline in cement sales may be indicative of slowdown in the construction sector which may affect revenue collection in coming months.

**Table 9: Major Revenue Spinners of FED**

(Rs. in Million)

| S.No | Commodities              | H1: 2021-22       | H1: 2020-21       | Growth    |       |
|------|--------------------------|-------------------|-------------------|-----------|-------|
|      |                          |                   |                   | Absolute  | %age  |
| 1    | Cigarettes               | 52,731.60         | 44,651.40         | 8,080.20  | 18.1  |
| 2    | Cement                   | 35,101.20         | 37,532.30         | -2,431.10 | -6.5  |
| 3    | Beverages & Concentrates | 18,074.20         | 16,029.00         | 2,045.20  | 12.8  |
| 4    | Motor cars               | 9,428.70          | 1,854.90          | 7,573.80  | 408.3 |
| 5    | Travel by air            | 10,167.20         | 4,855.40          | 5,311.80  | 109.4 |
| 6    | Natural gas              | 4,483.00          | 4,885.80          | -402.80   | -8.2  |
|      | <b>Sub-total</b>         | <b>129,985.80</b> | <b>109,808.70</b> | 20,177.10 | 18.4  |
|      | Others                   | 16,360.20         | 17,139.30         | -779.10   | -4.5  |
|      | <b>Gross</b>             | <b>146,346.00</b> | <b>126,948.00</b> | 19,398.00 | 15.3  |
|      | Refunds                  | 2                 | -                 |           |       |
|      | <b>Net</b>               | <b>146,344.00</b> | <b>126,948.00</b> | 19,396.00 | 15.3  |

Source: FBR Biannual Review July-Dec 2021-22

Most of the FED contribution comes from six major items. The topmost FED revenue contributor is the cigarette with 36% share, followed by cement (24%), concentrates (12.4%), motor cars (6.4%) and air travel (6.9%).

## 2) Breakdown of tax receipts by segments

(Corporate tax receipts, AOP's tax receipts, Individuals/Commercial receipts)

**Table-10: Breakdown of tax receipts by segments**

(Rs. in Billion)

| Segment of Taxpayers            | Tax Receipts   |
|---------------------------------|----------------|
| <b>Corporate</b>                | <b>1,853.3</b> |
| <b>Association of Person</b>    | <b>174.2</b>   |
| <b>Individuals / Commercial</b> | <b>407.5</b>   |
| <b>Total:</b>                   | <b>2,435.0</b> |

**Breakdown of tax receipts by geography**

**Table-11: Tax Office-Wise Collection of Income Tax, Sales Tax and Federal Excise Duty during FY 2020-21**

(Rs. in Billion)

| Tax Office     | Revenue Receipts (2019-20) |           |         |         |
|----------------|----------------------------|-----------|---------|---------|
|                | IT                         | ST        | FE      | Total   |
| CTO ISLAMABAD  | 12,480                     | 11,669    | 177     | 24,327  |
| CTO KARACHI    | 39,523                     | 16,408    | 753     | 56,684  |
| CTO LAHORE     | 23,502                     | 42,657    | 1,665   | 67,824  |
| LTO ISLAMABAD  | 162,640                    | 177,603   | 64,536  | 404,779 |
| LTO KARACHI    | 280,046                    | 488,583   | 31,998  | 800,627 |
| LTO LAHORE     | 132,400                    | 313,905   | 36,038  | 482,343 |
| LTO MULTAN     | 29,765                     | 52,269    | 413     | 82,447  |
| MTO KARACHI    | 19,814                     | 25,231    | 810     | 45,856  |
| RTO ABBOTTABAD | 4,184                      | 10,303    | 1       | 14,487  |
| RTO BAHAWALPUR | 6,738                      | 766       | 9       | 7,513   |
| RTO FAISALABAD | 16,279                     | -7,699    | 3       | 8,583   |
| RTO GUJRANWALA | 6,959                      | 7,449     | 27      | 14,435  |
| RTO HYDERABAD  | 11,213                     | 3,404     | 0       | 14,617  |
| RTO ISLAMABAD  | 25,311                     | 4,281     | 1       | 29,593  |
| RTO LAHORE     | 62,401                     | 33,057    | 14      | 95,471  |
| RTO MULTAN     | 13,547                     | 2,707     | 0       | 16,254  |
| RTO PESHAWAR   | 23,720                     | 25,119    | 9,383   | 58,222  |
| RTO QUETTA     | 10,493                     | 5,753     | 37      | 16,282  |
| RTO RAWALPINDI | 20,373                     | 14,812    | 11      | 35,196  |
| RTO SAHIWAL    | 4,712                      | 695       | 1       | 5,407   |
| RTO SARGODHA   | 5,601                      | 1,957     | 0       | 7,558   |
| RTO SIALKOT    | 9,734                      | - 1,312   | 446     | 8,868   |
| RTO SUKKUR     | 7,599                      | 1,164     | 9       | 8,771   |
| RTO-I KARACHI  | 33,801                     | 33,637    | 9       | 67,446  |
| RTO-II KARACHI | 49,702                     | 11,710    | 4       | 61,416  |
| Total          | 1,012,536                  | 1,276,127 | 146,346 | 435,010 |

Source: IR Ops Wing, FBR

**Table-12: Tax Office-Wise Collection of Customs Duty during First Half FY 2021-22**

(Rs. in Million)

| <b>Customs Collectorates</b>               | <b>Customs Duty Collected<br/>(Net)</b> |
|--|---|
| Port Muhammad Bin Qasim, Karachi           | 156,228                                 |
| Appraisalment (East), Karachi              | 126,349                                 |
| Appraisalment (West), Karachi              | 79,499                                  |
| Enforcement, Karachi                       | 41,643                                  |
| Jinnah International Airport, Karachi      | 12,985                                  |
| Exports, Karachi                           | 893                                     |
| Exports, Port Qasim, Karachi               | -9,683                                  |
| Hyderabad                                  | 3,601                                   |
| Quetta (Appraisalment)                     | 3,515                                   |
| Quetta (Enforcement)                       | 1,238                                   |
| Gwadar                                     | 4,702                                   |
| Lahore (Appraisalment)                     | 16,236                                  |
| Lahore (Enforcement)                       | 217                                     |
| Allama Iqbal International Airport, Lahore | 10,186                                  |
| Faisalabad (Appraisalment)                 | 15,033                                  |
| Sambrial, Sialkot                          | -2,423                                  |
| Multan (Enforcement)                       | 137                                     |
| Islamabad                                  | 6,253                                   |
| Peshawar (Appraisalment)                   | 11,192                                  |
| Peshawar (Enforcement)                     | 458                                     |
| Gilgit, Baltistan                          | 90                                      |
| <b>Total:</b>                              | <b>478,349</b>                          |

Source: Customs Wing, FBR

### 3) Number of new taxpayers registered

**Table-13: Tax office-wise, Percentage increase, Percentage of total population**

| Tax Office     | Income Tax                               |   |                       | Sales Tax                               |   |                       |
|----------------|--|---|-----------------------|---|---|-----------------------|
|                | Income Tax Population (As on 31.12.2021) | New Registered From July 2021-December-2021 | % of Total Population | Sales Tax Population (As on 31.12.2021) | New Registered From July 2021-December-2021 | % of Total Population |
| CTO ISLAMABAD  | 31,518                                   | 20  | 0.063                 | 8,623                                   | 471   | 5                     |
| CTO KARACHI    | 144,115                                  | 1,884                                       | 1                     | 19,527                                  | 243   | 1                     |
| CTO LAHORE     | 71,569                                   | 4,103                                       | 6                     | 14,368                                  | 468   | 3                     |
| LTO ISLAMABAD  | 1,472                                    | 9   | 1                     | 552                                     | 25  | 5                     |
| LTO KARACHI    | 4,248                                    | 3   | 0.071                 | 1,518                                   | 256   | 17                    |
| LTO LAHORE     | 2,492                                    | 1   | 0.040                 | 1,217                                   | 144   | 12                    |
| LTO MULTAN     | 394                                      | -   | 0.000                 | 347                                     | 59  | 17                    |
| MTO KARACHI    | 9,755                                    | 5   | 0.051                 | 1,394                                   | 155   | 11                    |
| RTO ABBOTTABAD | 98,546                                   | 4,294                                       | 4                     | 2,406                                   | 216   | 9                     |
| RTO BAHAWALPUR | 317,663                                  | 16,271                                      | 5                     | 7,660                                   | 920   | 12                    |
| RTO FAISALABAD | 528,054                                  | 24,793                                      | 5                     | 24,994                                  | 1,741                                       | 7                     |
| RTO GUJRANWALA | 288,299                                  | 15,723                                      | 5                     | 11,999                                  | 662   | 6                     |
| RTO HYDERABAD  | 270,162                                  | 9,116                                       | 3                     | 5,305                                   | 576   | 11                    |
| RTO ISLAMABAD  | 376,930                                  | 16,496                                      | 4                     | 15,157                                  | 1,381                                       | 9                     |
| RTO LAHORE     | 1,338,360                                | 61,104                                      | 5                     | 59,630                                  | 3,698                                       | 6                     |
| RTO MULTAN     | 460,351                                  | 28,671                                      | 6                     | 12,838                                  | 1,200                                       | 9                     |
| RTO PESHAWAR   | 426,476                                  | 19,869                                      | 5                     | 14,832                                  | 1,301                                       | 9                     |
| RTO QUETTA     | 146,171                                  | 5,318                                       | 4                     | 7,326                                   | 468   | 6                     |
| RTO RAWALPINDI | 594,608                                  | 27,564                                      | 5                     | 19,741                                  | 1,119                                       | 6                     |
| RTO SAHIWAL    | 235,466                                  | 14,782                                      | 6                     | 5,448                                   | 776   | 14                    |
| RTO SARGODHA   | 273,921                                  | 14,681                                      | 5                     | 8,469                                   | 615   | 7                     |
| RTO SIALKOT    | 374,894                                  | 20,087                                      | 5                     | 20,272                                  | 1,351                                       | 7                     |
| RTO SUKKUR     | 193,327                                  | 5,608                                       | 3                     | 3,568                                   | 485   | 14                    |
| RTO-I KARACHI  | 359,713                                  | 16,521                                      | 5                     | 30,629                                  | 2720  | 9                     |
| RTO-II KARACHI | 1,076,719                                | 30,389                                      | 3                     | 25,411                                  | 1,887                                       | 7                     |
| Total          | 7,625,223                                | 337,312                                     | 4                     | 323,231                                 | 22,937                                      | 7                     |

Source: IR Ops Wing, FBR

## 4) Number of Active taxpayers by tax instruments

**Table-14: Income Tax registered taxpayers, Sales Tax registered taxpayers**

| <b>Tax Office</b> | <b>IT Registered Taxpayers</b> | <b>ST Registered Taxpayers</b> |
|-------------------|--------------------------------|--------------------------------|
| CTO ISLAMABAD     | 31,518                         | 8,623                          |
| CTO KARACHI       | 144,115                        | 19,527                         |
| CTO LAHORE        | 71,569                         | 14,368                         |
| LTO ISLAMABAD     | 1,472                          | 552                            |
| LTO KARACHI       | 4,248                          | 1,518                          |
| LTO LAHORE        | 2,492                          | 1,217                          |
| LTO MULTAN        | 394                            | 347                            |
| MTO KARACHI       | 9,755                          | 1,394                          |
| RTO ABBOTTABAD    | 98,546                         | 2,406                          |
| RTO BAHAWALPUR    | 317,663                        | 7,660                          |
| RTO FAISALABAD    | 528,054                        | 24,994                         |
| RTO GUJRANWALA    | 288,299                        | 11,999                         |
| RTO HYDERABAD     | 270,162                        | 5,305                          |
| RTO ISLAMABAD     | 376,930                        | 15,157                         |
| RTO LAHORE        | 1,338,360                      | 59,630                         |
| RTO MULTAN        | 460,354                        | 12,838                         |
| RTO PESHAWAR      | 426,476                        | 14,832                         |
| RTO QUETTA        | 146,179                        | 7,326                          |
| RTO RAWALPINDI    | 594,608                        | 19,741                         |
| RTO SAHIWAL       | 235,466                        | 5,448                          |
| RTO SARGODHA      | 273,921                        | 8,469                          |
| RTO SIALKOT       | 374,894                        | 20,272                         |
| RTO SUKKUR        | 193,327                        | 3,568                          |
| RTO-I KARACHI     | 359,713                        | 30,629                         |
| RTO-II KARACHI    | 1,076,719                      | 25,411                         |
| <b>Total</b>      | <b>7,625,223</b>               | <b>323,231</b>                 |

Source: IR Ops Wing, FBR

KPI-2: Level of Automation

1) Percentage of processes that are completely automated:

**Table-15: Percentage of processes completely automated during H1 of FY 2021-**

**22**

| S # | Nature of Process  | Level of Automation |
|-----|--|---------------------|
|     | <b>Customs</b>   |                     |
| 1   | Creation of separate Collectorate of JIPA in WeBOC system                    | 100%                |
| 2   | WeBOC Examination on PSW Export GD   | 100%                |
| 3   | Bonded Warehouse Management System   | 100%                |
| 4   | Assessment Management System   | 100%                |
| 5   | Land Border Customs Station configuration                                    | 100%                |
| 6   | E-Payment  | 100%                |
| 7   | Automation of Duty Drawback  | 100%                |
| 8   | Refund Management System   | 100%                |
| 9   | Carnet de Passage Module   | 100%                |
| 10  | Configuration of Bahria Transshipment Hub of Pakistan Ltd. with WeBOC system | 100%                |
| 11  | Export Facilitation Scheme (EFS) Module                                      | 100%                |
| 12  | Unaccompanied Baggage Module   | 100%                |
| 13  | Land Border TP   | 100%                |
| 14  | Uzbekistan Revenue Module for FCL Cargo                                      | 100%                |
| 15  | Uzbekistan Transit Revolving Insurance Guarantee                             | 100%                |
| 16  | Uzbekistan Transit Forward Module  | 100%                |
| 17  | Afghan Transit Insurance Guarantee   | 100%                |
| 18  | Creation of Export Sample GD   | 100%                |
|     | <b>Inland Revenue</b>  |                     |
| 1   | Prize Distribution / Balloting of POS Invoices                               | 100%                |
| 2   | Integration of Services Sectors with POS                                     | 100%                |
| 3   | National Sales Tax Return  | 100%                |
| 4.  | eAppeals   | 100%                |
| 5.  | DNFBP (Phase I & Phase II)   | 100%                |
| 6.  | DNFBP (Phase-III)  | 50%                 |
| 7.  | AEOIS CBC  | 100%                |
| 8.  | AEOIS Compliance Portal  | 50%                 |
| 9.  | E-Hearing Module of Iris   | 100%                |
| 10. | Litigation Management System Phase I   | 100%                |
| 11. | Litigation Management System Phase II  | 80%                 |
| 12. | New Mechanism of Exemption process by auto-issuing exemption order.          | 100%                |
| 13. | Integration of Exemption Application with PSW                                | 100%                |
| 14. | CIPRA (Issue Tracking System)  | 100%                |
| 15. | Compliance Management System   | 90%                 |
| 16. | Registration of Pakistan Origin Card (POC) Individuals                       | 100%                |
| 17. | Simplified IT Return for SMEs  | 100%                |
| 18. | Iris DNFBP Phase-II Mobile App   | 100%                |
| 19  | Staff users with restricted access in the system (CRF-IRIS-MISC-35)          | 100%                |
| 20. | Automating the functionality of 14(1) bio metric process                     | 100%                |
| 21  | AOP Online Registration  | 100%                |
| 22  | BIC Portal   | 100%                |
| 23  | Fleet Management System  | 100%                |
| 24  | Migration of VMs to Newly established Secure network Infrastructure          | 75%                 |
| 25  | Reconfiguration of replication SQL Server Databases after database upgrade   | 80%                 |

Source: IT Wing (IR)/Customs Wing, FBR

2) Percentage of processes that are re-designed for efficiency:

**Table-16: Percentage of processes redesigned for efficiency during H1 of FY 2021-22**

| S # | Nature of Process  | Level of Implementation |
|-----|--|-------------------------|
|     | <b>Customs</b>   |                         |
| 1   | New functionalities further added in Post Clearance Audit  | 100%                    |
| 2   | Configuration of E-Auction at PICT and KICT  | 100%                    |
| 3   | Extension of utilization period on DTRE approval   | 100%                    |
| 4   | Functionality of visibility of pre arrival GDs to sea terminal                                       | 100%                    |
| 5   | SRO look up functionality in Automated Duty Drawback (DDB)   | 100%                    |
| 6   | Generation of reconciliation of report of all incoming vehicles through MIS option                   | 100%                    |
| 7   | Functionality to cross match Chasis Number in Motor Vehicle Registration System                      | 100%                    |
| 8   | New provision added in Payment Management System to waive off restriction of payment above 500,000/- | 100%                    |
|     | <b>Inland Revenue</b>  |                         |
| 1   | Modification/improvements in collection dashboard  | 100%                    |
| 2   | CDC Report add in Collection Dashboard   | 100%                    |
| 3   | Request For Provision Of Field Formation-Wise Collection   | 100%                    |
| 4   | Enhancements & Modifications in Advance Tax  | 100%                    |
| 5   | Enhancements PRAL Payment Gateway  | 100%                    |
| 6   | Enhancements in e-Ledger & Demand Register processes   | 100%                    |
| 7   | Enhancements & Modifications in Exemption Management   | 100%                    |
| 8   | Revamping of HRIS System   | 100%                    |
| 9   | HRIS and eDOX Database Migration from SQL Server 2012 to 2019  | 100%                    |
| 10  | Enhancements & Modification in Advance Tax   | 100%                    |
| 11  | MODIFICATIONS / IMPROVEMENTS IN CITRO  | 100%                    |
| 12  | Revamping of the Posting Module in IRIS  | 100%                    |
| 13  | Enhancements in Email intimation   | 100%                    |
| 14  | Automation of STGO and exclusion process-section 8b(6)of the sales tax act,1990                      | 100%                    |
| 15  | AVAILABILITY OF OPTION FOR REGISTRATION IN IRIS FOR NON-RESIDENTS                                    | 100%                    |
| 16  | Changes in WHT statement and Payments module   | 100%                    |
| 17  | Iris-Mobile App (Tax Aasan)  | 100%                    |
| 18  | Enhancements in FBR CRM for Traders  | 100%                    |
| 19  | Archiving of Data of Production Databases to make OLTP System  | 90%                     |
| 20  | Minimizing reporting from OLTP Systems   | 80%                     |
| 21  | Both Exadata Firmware patching   | 90%                     |
| 22  | Grid Infrastructure of both Exadata Upgrade from 12 to 19.   | 50%                     |
| 23  | Migration of database VMs from Hyper-V to VMWare, for better security                                | 60%                     |

Source: IT Wing (IR)/Customs Wing, FBR

3) Number of IT systems developed, equipped and launched:

**Table-17: IT systems that were developed, equipped and launched during H1 of FY 2021-22**

| S # | Nature of Process  | Level of Implementation |
|-----|--|-------------------------|
| 1   | TIR Multi Model Automation module  | 100%                    |
| 2   | Clearance in the Sky   | 100%                    |
| 3   | Implementation of Advance Ruling system  | 100%                    |
| 4   | National Targeting Centre  | 100%                    |
| 5   | DNFBP (Designated Non-Financial Business and Profession) Management System (Phase 1 & 2) Web Application | 100%                    |
| 6   | DNFBP Mobile Application   | 100%                    |
| 7   | Mobile Workforce Management System (MWMS)  | 100%                    |
| 8   | Implementation of CBC AEOIS system   | 100%                    |
| 9   | Prize Distribution / Balloting of POS Invoices   | 100%                    |
| 10  | National Sales Tax Return  | 100%                    |
| 11  | Tax Assan Portal for NADRA Data (Developed but not implemented)  | 100%                    |
| 12  | Provisioning of Reporting for archived data for different Systems  | 90%                     |
| 13  | Data Security & auditing implementation is in progress   | 50%                     |
| 14  | Migration of Web Application VMs from Hyper-V to ESXi  | 5%                      |
| 15  | WAF implementation   | 5%                      |

Source: IT Wing (IR)/Customs Wing, FBR

4) Number of online facilities like mobile application introduced:

**Table-18: Online facilities/mobile applications that were introduced during H1 of FY 2021-22**

| S # | Nature of Process  | Level of Implementation |
|-----|--|-------------------------|
| 1   | National Targeting Centre web portal   | 100%                    |
| 2   | Introduction to web form for online currency declaration at www.weboc.gov.pk | 100%                    |
| 3   | PSW API Enhancements   | 100%                    |
| 4   | Ind./AOP Registration API  | 100%                    |
| 5   | PMDU Authentication API  | 100%                    |
| 6   | Exemption's API for Board of Investment                                      | 100%                    |
| 7   | ATL API  | 100%                    |
| 8   | Open Return API  | 100%                    |
| 9   | Nadra CNIC Verification API  | 100%                    |
| 10  | BRA API  | 100%                    |
| 11  | FTO Portal App   | 100%                    |
| 12  | Tax Asaan Portal – Tax Asaan App   | 70%                     |
| 13  | OSMQ - DNFBP App   | 70%                     |
| 14  | IT Return 2022 – Tax Asaan   | 30%                     |

Source: IT Wing (IR)/Customs Wing, FBR

**5) Number of initiatives taken for reducing dwell time at ports by Pakistan Customs:**

**Table-19: Initiatives taken for reducing dwell time at ports by Pakistan Customs**

| S # | Nature of Process   | Level of Automation |
|-----|---|---------------------|
| 1   | Roll out and configuration of new Directorates/Collectorates of KPK and Balochistan | 100%                |

Source: Customs Wing, FBR

**KPI-3: Taxpayer's Facilitation**

**1) Percentage of taxpayers reporting satisfaction with point of contact services**

Taxpayers experience while interacting with FBR has been positively impacted by utilization of Customer Relationship Management (CRM) Software. CRM has improved tracking, monitoring and archiving issues reported by the taxpayers thereby helping FBR to further develop and improve the system and make it more scalable. FBR's omni-channels support such as emails (helpline@fbr.gov.pk), UAN helpline, FBR's website ([www.fbr.gov.pk](http://www.fbr.gov.pk)) and in person visit to facilitation centers has significantly facilitated taxpayers' interaction with department. FBR is also accessible to taxpayers through Prime Minister Delivery Unit (PMDU). For the period from July 2021 to December 2021 CRM System received and replied 98,555 emails.

[Source: FATE Wing (IR), FBR]

**2) Tax Payer Education and Facilitation**

FBR worked hard on tax payer education and facilitation. Following steps were taken on this account

|  |
|--|
| Conferences, workshops, seminars for tax education and awareness sessions held at:     |
| Quaid-e-Azam university, Islamabad   |
| Signing of Memorandum of Understanding (MOUs) for tax education and awareness sessions |
| Higher Education Department, Government of Punjab, Lahore                              |
| Higher Education , Archives and Libraries Department, Government of KPK, Peshawar      |
| University of the Punjab, Lahore   |
| Quaid-I-Azam University, Islamabad   |
| National University of Sciences & Technology (NUST), Islamabad                         |
| Work plans and coordination with stakeholders for tax education and awareness sessions |
| Air University, Islamabad  |
| Comsats University, Islamabad  |
| FBR Monthly Newsletter is issued for the months:                                       |
| July-21  |
| August-21  |
| September-21   |
| October-21   |

|              |
|--------------|
| November-21  |
| Decemeber-21 |

|  |
|--|
| E-Kutchery with Chairman FBR   |
| Chairman FBR personally hears taxpayers grievances through PR Wing’s Helpline & CRM system as monthly activity and it is completed for the months: |
| July – 2021  |
| August – 2021  |
| September – 2021   |
| November – 2021  |
| December – 2021 (4 weekly Kachehris)   |

|   |
|---|
| FBR Website-Metrics   |
| FBR Website Metrics from 1st July, 2021 – 31st December, 2021                                     |
| 3,249,980 Users accessed the FBR website  |
| 11,461,424 Sessions of FBR Website  |
| 54,985,336 Page views on FBR website  |
| FBR website regularly features among the Top 50 website in Pakistan on the Alexa ranking scale    |
| Urdu version of FBR’s website launched  |
| Major Issues Resolved through Complaint Redressal Mechanism (CRM)                                 |
| Provided guidance for ATL related issues (especially procedure for inclusion in ATL)              |
| Assistance for payment of Surcharge for ATL   |
| Provided guidance for newly launched Online ST Registration application                           |
| Provided directions for newly launched Biannual Income Tax Withholding Statement                  |
| Facilitation for ST Return launched for the new financial year                                    |
| Assistance for Annual Employer Statement u/s 149  |
| Assistance for Registration of Builders and Developers  |
| Assistance for the Registration of Designated Non-Financial Businesses & Professions              |
| Assistance for the Registration of Non-Profit Organizations (NPOs)                                |
| Complaints through representations u/s 7 of the FBR Act, 2007                                     |
| Received: 47  |
| Disposed: 26  |
| Main Categories: “selection of audit”, “maladministration”, “condonation of time limit”, “refund” |
| Applications under Right of Access to Information Act, 2017                                       |
| Received: 21  |
| Disposed of: 07   |

**3) Percentage of refund claims processed through IT systems developed by FBR**

Entire refund claims were processed through IT systems developed by FBR during period under report.

**4) Percentage improvement in Paying Taxes Indicator**

100% payments are now being paid through online system.

**5) Percentage reduction in average time required to process Income Tax and Sales Tax refunds**

There was around 71%-time reduction in average time required to process Income Tax and Sales Tax refunds during 2020-21.

Now Income Tax refunds are directly being disbursed into taxpayer accounts which has remarkably reduced time for processing. Sales Tax is being maintained at same pace.

#### 6) Percentage reduction in physical examination to facilitate trade across borders

During the H1 of Fiscal Year 2021-22, in order to facilitate trade across borders, the physical examination of goods was reduced by 5.27% and 13.71% for imports and exports respectively compared with the same period of previous Fiscal Year.

Source: IT Wing (IR)/PRAL

#### 7) Percentage increase in post clearance audits

The table given below shows the number of contravention cases made as a result of post clearance audits during H1 of FY 2021-22.

**Table-20: Percentage increase in post clearance audits**

| PCA related<br>Contravention Reports (CRs) issued<br>during H1 of FY 2021-22 |                                     | PCA related<br>Contravention Reports (CRs) issued<br>during H1 of FY 2020-21 |                                     | % Increase /<br>Decrease |                    |
|--|-------------------------------------|--|-------------------------------------|--------------------------|--------------------|
| Total<br>Number  | Amount Detected<br>(Rs. in million) | Total<br>Number  | Amount Detected<br>(Rs. in million) | Total<br>Number          | Amount<br>Detected |
| 155  | 324.37                              | 208  | 2965.00                             | -25.48%                  | -89%               |

Source: Post Clearance& Internal Audit (Customs) FBR

In FY 2020-2021 (July to December), 2 contraventions involved huge amounts of Rs. 18,393 million and Rs. 9,715 million respectively. These two cases were outliers and should not form basis of annual comparison. Similarly 75 contraventions during the first half of financial year 2020-2021 were framed against importers of IT products on GD basis. During current financial year 2021-2022, the cases have mostly been made against Entities/Importers involving several GDs. For instance, a single contravention involves 111 GDs. Therefore, the number of contraventions has reduced.

#### 8) Number of processes automated to strengthen (Risk Management System) RMS for facilitating trade

- (i) A newer iteration of the predictive analysis Algorithm, namely the Import Risk Evaluation Engine (IREE), based on an updated machine learning cycle was implemented in 2021-22. This has significantly improved the ability of the RMS to selectively target risky consignments leading to an increase in the green channel clearances.

- (ii). On account of above intervention, the physical examination of imported goods has decreased by 11% for imports and exports both during July-Dec 2021 as compared to same period last year.
- (iii). With a view to further reduce human-interface in processing of exporter's duty drawback claims selectivity criteria were developed in the RMS, for auto processing / sanctioning of such claims with direct payments to exporters (through State Bank of Pakistan). During period July – Dec 2021 72% rebate claims were processed through green channel and currently the rebate payment through green channel has reached to 83.4%.
- (iv). To augment the Non-intrusive inspections, the Blue Channel facility was introduced in RMS whereby selection of consignments, for scanning, is made through RMS based selectivity criteria to achieve the objectives of security and facilitation of trade in light of the WCO SAFE Framework of Standards. This is successfully operational at both Seaports i.e. Port of Karachi and Port Mohammad Bin Qasim. A total of 481 GDs have been processed through blue channel during July – Dec 2021.
- (v). With a view to comply with standard 3.25 of the Revised Kyoto Convention, Pre-arrival / pre-clearance system was introduced in FY 2020-21. This has also allowed for conformity vis-a-vis Article No.7 of Trade Facilitation Agreement (TFA). During the period July-December-2021, a total 23425 consignments have been cleared before arrival of goods at ports.
- (vi). A system based assessment of Goods declarations has been introduced through "Virtual Assessment" module which is based on strict selectively criteria to achieve the objectives of faceless assessment and quick clearance of consignments. A total number of 466 GDs have been processed through virtual Assessment during July – Dec 2021.
- (vii). To facilitate exporters a Unified Export Facilitation Scheme has been introduced by amending HS Code 9917 of the Customs Tariff through The Finance Act 2021 and detailed Rules have been issued vide SRO 957(I)/2021.

Source: Reforms & Automation Customs Wing, FBR

#### KPI-4: Integration of FBR with other revenue agencies & departments

##### **1) Number of functional data bridges established with provincial revenue agencies and other state departments across the nation**

Four functional data bridges were established with provincial revenue agencies and other state departments across the nation such as Banks/NADRA/SECP/PITB/AGPR/SBP/I-LINK/TELCOS, Punjab Land Record.

**2) Number of data generating processes initiated with other agencies**

No data generating processes were initiated with other agencies.

**3) Integration of third party databases inflowing data into IRS system**

No third party databases inflowing data into IRS system were integrated.

**4) Percentage of POS systems integrated in each region/province**

Before Jul-2021 total POS Registered/Integrated: 1017

Registered / Integrated during 2021-22 (Jul-2021 to date): 4613

% Increase in POS Registration / Integration: 81%

Source: IT Wing (IR), FBR

KPI -5: Revenue Laws Simplification

**1) Number of Withholding Lines reduced during the Fiscal Year 2021-22**

This exercise is done on the annual basis through the Finance Act. Therefore no changes are made in the Act during the period under report.

Source: IR Policy Wing,  
FBR

**2) Number of tariff lines rationalized during First Half of Fiscal Year 2021-22**

**Table-21: Number of tariff lines rationalized during Fiscal Year 2021-22**

| Number of Tariff Lines Rationalized | Rate of Customs Duty during 2020-21 (Before Rationalizing) | Rate of Customs Duty during 2021-22 (After Rationalizing) |
|-------------------------------------|--|---|
| 185                                 | 20   | 11  |
| 33                                  | 20   | 16  |
| 3                                   | 20   | 0   |
| 132                                 | 16   | 11  |
| 52                                  | 11   | 0   |
| 96                                  | 11   | 3   |
| 287                                 | 3  | 0   |
| Total: 788                          |  |   |

Source: Customs Wing,

FBR

The above table shows that during FY 2021-22, FBR took substantial steps for incentivizing the industry through tariff-based measures.

KPI-6: Risk Based Audits Conducted by FBR

**a) Number of cases selected by FBR through random balloting**

Number of cases selected by FBR through random balloting = 12533 selected in the previous year are being audited in the current FY.

**b) Percentage of Risk Based Audits completed during the Fiscal Year**

Percentage of Risk Based Audits completed during the current Fiscal Year = 3%

**c) Monthly evaluation of performance reports in respect of audit cases**

**Table-22: Monthly evaluation of performance reports in respect of audit cases under Section 214C of Income Tax Ordinance, 2001**

| Month   | July 2021- December 2021       |                        |                          |                            |         |                                 |                                   |
|---------|--------------------------------|------------------------|--------------------------|----------------------------|---------|---------------------------------|-----------------------------------|
|         | Opening Balance of Audit Cases | Added during the month | Deleted during the month | Finalized during the month | Pending | Demand Created (Rs. in Million) | Demand Collected (Rs. in Million) |
| Jul-21  | 16,554                         | 3,054                  | 62                       | 182                        | 19,364  | 1,512.58                        | 4.21                              |
| Aug-21  | 19,364                         | 2,030                  | 284                      | 503                        | 20,607  | 2,786.99                        | 11.56                             |
| Sept-21 | 20,607                         | 4,248                  | 91                       | 596                        | 24,168  | 3,879.41                        | 15.99                             |
| Oct-21  | 24,168                         | 46                     | 1,783                    | 745                        | 21,686  | 3,986.17                        | 21.38                             |
| Nov-21  | 21,686                         | 127                    | 164                      | 820                        | 20,829  | 3,878.89                        | 25.68                             |
| Dec-21  | 20,829                         | 80                     | 300                      | 765                        | 19,844  | 14,929.51                       | 32.74                             |
|         | 123,208                        | 9,585                  | 2,684                    | 3,611                      | 126,498 | 30,974                          | 112                               |

Source: Audit & Accounting, IRS Wing, FBR

**Table-23: Monthly evaluation of performance reports in respect of audit cases under Section u/s 72B of Sales Tax Act, 1990**

| Month  | July 2021- December 2021       |                        |                          |                            |         |                                 |                                   |
|--------|--------------------------------|------------------------|--------------------------|----------------------------|---------|---------------------------------|-----------------------------------|
|        | Opening Balance of Audit Cases | Added during the month | Deleted during the month | Finalized during the month | Pending | Demand Created (Rs. in Million) | Demand Collected (Rs. in Million) |
| Jul-21 | 4,734                          | 275                    | 30                       | 63                         | 4,916   | 925.17                          | 3.87                              |
| Aug-21 | 4,916                          | 5                      | 100                      | 93                         | 4,728   | 24,872.28                       | 2.37                              |
| Sep-21 | 4,728                          | 10                     | 42                       | 169                        | 4,527   | 1,995.70                        | 11.35                             |
| Oct-21 | 4,527                          | 15                     | 28                       | 131                        | 4,383   | 7,337.32                        | 9.83                              |
| Nov-21 | 4,383                          | 26                     | 13                       | 110                        | 4,286   | 1,651.80                        | 15.28                             |
| Dec-21 | 4,286                          | 57                     | 2                        | 189                        | 4,152   | 1,144.95                        | 34.18                             |
| Total  | 27,574                         | 388                    | 215                      | 755                        | 26,992  | 37,927                          | 77                                |

**Table-24: Monthly evaluation of performance reports in respect of audit cases under Section u/s 42B of Federal Excise Act, 2005**

| July 2021- December 2021       |                        |                          |                            |         |                                 |                                   |
|--------------------------------|------------------------|--------------------------|----------------------------|---------|---------------------------------|-----------------------------------|
| Opening Balance of Audit Cases | Added during the month | Deleted during the month | Finalized during the month | Pending | Demand Created (Rs. in Million) | Demand Collected (Rs. in Million) |
| 20                             | 6                      | 0                        | 0                          | 26      | 0.00                            | -                                 |
| 26                             | 0                      | 0                        | 2                          | 24      | 0.11                            | -                                 |
| 23                             | 2                      | 0                        | 3                          | 22      | 0.00                            | -                                 |
| 23                             | 1                      | 0                        | 3                          | 21      | 715.72                          | -                                 |
| 21                             | 9                      | 0                        | 4                          | 26      | 2,844.75                        | -                                 |
| 26                             | 1                      | 0                        | 2                          | 25      | 27.01                           | -                                 |
| 139                            | 19                     | 0                        | 14                         | 144     | 3,588                           | 0                                 |

Source: Audit &amp; Accounting, IRS Wing, FBR

## KPI-7: Formulation of National Tax / Customs Policy

Tax Policy related measures are taken in the Federal Budget and implemented once the budget is passed by the National Assembly. In the period under review no major policy initiatives were taken due to the fact that Budget for FY 2021-22 was passed only recently.

**Number of tax treaties executed with foreign countries in order to facilitate investment**

No tax treaty was executed with any foreign country during H1 of FY 2021-22.

Source: International Taxes Wing (IR), FBR

## KPI-8: FBR Outreach &amp; Human Resource Development

**1) Number of field projects completed during the Fiscal Year****Table-25: Details of field projects completed during H1 of FY 2021-22**

**2) Number of officers sent abroad for official trainings during the Fiscal Year**

**Table-26: Number of officers nominated for official trainings during H1 of FY 2021-22**

| S # | Name of the Training Course  | Officers Trained IR/Customs (BPS 17-20) | Number of Officers Nominated |
|-----|--|---|------------------------------|
| 1   | Online Foreign Trainings <ul style="list-style-type: none"> <li>• 11th CBCTI Experts workshop DLP Train the Trainer</li> <li>• WCO Passenger Facilitation and Control Working Group (PFCWG) Global Cruise SHIP Workshop</li> <li>• WCO STCE programme</li> <li>• 5th WCO Global AEO Conference to be Hosted</li> </ul> | 35                                      | 35                           |
| 2   | Foreign Training through EAD- NOC Issued   |   | 31                           |

Source: Admin/HR Wing, FBR

**3) No. of cases in which disciplinary action under E&D Rules has been taken during H1 of FY 2021-22**

**Table-27: Disciplinary action under E&D Rules taken during H1 of FY 2021-22**

| BPS of Officers | Number of Cases Where Disciplinary Action Taken During FY 2019-20 |
|-----------------|---|
| 19-22           | 3   |
| 17-18           | 7   |
| 16              | 33  |
| Total:          | 43  |

Source: Admin/HR Wing, FBR

**4) Number of reward cases processed under Reward Rules**

**Table-28: Number of reward cases processed under Reward Rules during H1 of FY 2021-22**

| S # | Name of Project  | Amount (Rs. in Million) | Status    |
|-----|--|-------------------------|-----------|
| 1   | Construction of International Hostel and Classroom at DOT Complex, Allama Iqbal Town. Lahore | 81.296                  | Completed |
| 2   | Construction of Office Building for Jhang Zone (IR)  | 56.585                  | Completed |

| S # | Nature of Reward Case | Number of officers | Reward Amount | Sanction date |
|-----|-----------------------|--------------------|---------------|---------------|
|-----|-----------------------|--------------------|---------------|---------------|

|   |  |    |                          |            |
|---|--|----|--------------------------|------------|
| 1 | Seizure of Gold/Currency amounting to Rs. 2.69 million   | 1  | 12 month basic salary    | 16.08.2021 |
| 2 | Extra Ordinary Performance of JIAP, Karachi  | 2  | 06/12 month basic salary | 08.09.2021 |
| 3 | For coordinating well with all agencies at Torkham station and ease out the congestion of perishable goods | 19 | 01 month basic salary    | 22.10.2021 |
| 4 | Swift clearance of congestion of empty transit containers at Torkham ( more than 5000 in Nos.)             | 14 | 01 month basic salary    | 31.12.2021 |

Source: Admin /HR/Customs Wing, FBR

## 5) Number of media campaigns launched for taxpayers facilitation

**Table-29: Media campaigns were launched for taxpayers' facilitation during H1 of FY 2021-22**

| S # | Nature of Media Campaign  | Medium     | Dates                                    |
|-----|---|------------|--|
| 1   | Income Tax Return Filing  | Print      | 18-30th September 2021                   |
|     |   | Electronic | 18-30th September 2021                   |
|     |   | Radio      | 18-30th September 2021                   |
| 2   | POS Prize Scheme, Retail Outlets (An integrated campaign was run for almost three months) | Print      | 11,12,13,17,18,19,24,25,26 December 2021 |
|     |   | Electronic | 11,12,16,17,18,23,24,25 December 2021    |
|     |   | Radio      | 12,17,18,19,24,25,26,31 December 2021    |

Source: FATE Wing, FBR

## Number of taxpayers' complaints redressed during the year

**Table-30: Number of taxpayers' complaints redressed during the H1 of FY 2021-22**

| Period                              | July 2021 to December 2021 |
|-------------------------------------|----------------------------|
| Total Number of Complaints Received | 6665                       |
| Total Number of Complaints Resolved | 6574                       |
| In-Process Complaints               | 91                         |
| Percentage of Resolution            | 98.6                       |
| Citizen Satisfaction Level          | 53%                        |

Source: FATE Wing, FBR

KPI-9: FBR representation before various legal forums

### 1) Representation of cases where FBR (HQs) is the sole respondent at Supreme Court/High Courts or FTO

**Table-31: Representation of cases where FBR (HQs) is the sole respondent during H1 of FY 2021-22**

| S #    | Forum                 | Total Number of Cases | Representation Filed | Representation Not Filed |
|--------|-----------------------|-----------------------|----------------------|--------------------------|
| 1      | Supreme Court         | 0                     | 0                    | 0                        |
| 2      | High Court            | 9                     | 9                    | 0                        |
| 3      | Federal Tax Ombudsman | 74                    | 74                   | 0                        |
| 4      | FTO Review            | 1                     | 1                    | 0                        |
| Total: |                       | 84                    | 84                   | 0                        |

Source: Legal Wings, FBR

**2) Individual performance appraisal of each Panel Advocate & Special Public Prosecutors through devised SOP on yearly basis.**

Mechanism for individual performance appraisal of each Panel Advocate & Special Public Prosecutors was devised during 2020-21 and their performance is given in Table-34 below:

**Table-32: Performance appraisal of each Panel Advocate & Special Public Prosecutors**

| Total Number of Panel Advocates / Special Public Prosecutors | Performance Evaluation |              |                              |
|--|------------------------|--------------|------------------------------|
|  | Good                   | Satisfactory | Unsatisfactory Below Average |
| 516  | -                      | -            | -                            |

. Source: Legal Wings, FBR

It may be noted that performance appraisal of Advocates is an annual process and therefore no appraisal was done during the period under report.

**KPI-10: Implementation of Public Account Committee (PAC) directives**

**1) Preparation and timely submission of Working Papers in PAC for settlement of Audit Paras.**

**a) Performance of Customs Wing**

Table-36 & 37 given below show that all working papers pertaining to PAC meetings were prepared timely and submitted to the PAC for settlement of audit paras during the period reported upon.

**Table-33: Submission of Working Papers in PAC for settlement of Audit Paras (Customs Wing)**

| S # | Date of PAC Meeting | Date of Submission of Working Papers To PAC | Timely Submission of Working Papers to PAC |
|-----|---------------------|---|--|
| 1.  | 04.08.2021          | 01.08.2021                                  | 100%                                       |
| 2.  | 10.08.2021          | 05.08.2021                                  | 100%                                       |
| 3.  | 03.09.2021          | 01.09.2021                                  | 100%                                       |
| 4.  | 05.10.2021          | 01.10.2021                                  | 100%                                       |
| 5.  | 13-14.10.2021       | 08.10.2021                                  | 100%                                       |

Source: Legal & Accounting-Customs Wings, FBR

#### b) Performance of IR Wing

**Table-34: Submission of Working Papers in PAC for settlement of Audit Paras (IRS Wing)**

| S NO | Date of PAC Meeting | Date of submission of Working papers to PAC | Timely Submission of Working Papers to PAC |
|------|---------------------|---|--|
| 1    | 19.07.2021          | 16.07.2021                                  | 100%                                       |
| 2    | 04.08.2021          | 03.08.2021                                  | 100%                                       |
| 3    | 06.08.2021          | 05.08.2021                                  | 100%                                       |
| 4    | 12.08.2021          | 11.08.2021                                  | 100%                                       |
| 5    | 03.09.2021          | 02.09.2021                                  | 100%                                       |
| 6    | 13-14.10.2021       | 12.10.2021                                  | 100%                                       |

Source: Audit & Accounting Wings, FBR

#### 2) Timely dissemination of PAC directives among field formations for completing requisite actions.

##### a) Performance of Customs Wing

Tables-35 & 36 given below show that PAC directives were disseminated in time to the field formations for completing requisite actions during H1 of 2021-22.

**Table-35: Dissemination of PAC directives among field formations (Customs Wing)**

| S # | Date of PAC Meeting | Date of Dissemination of PAC Directives to Field Formations |
|-----|---------------------|---|
| 1.  | 04.08.2021          | 17.08.2021  |
| 2.  | 10.08.2021          | Customs related Paras did not come under discussion         |

|    |               |   |
|----|---------------|---|
| 3. | 03.09.2021    | Customs related Paras did not come under discussion |
| 4. | 05.10.2021    | 25.10.2021  |
| 5. | 13-14.10.2021 | 16.12.2021  |

Source: Audit & Accounting Wings, FBR

**b) Performance of IR Wing**

**Table-36: Dissemination of PAC directives among field formations (IRS Wing)**

| <b>S #</b> | <b>Date of PAC Meeting</b> | <b>Date of Dissemination of PAC Directives to Field Formations</b> |
|------------|----------------------------|--|
| 1.         | 19.07.2021                 | 20.07.2021   |
| 2.         | 04.08.2021                 | 05.08.2021   |
| 3.         | 06.08.2021                 | 08.08.2021   |
| 4.         | 12.08.2021                 | 13.08.2021   |
| 5.         | 03.09.2021                 | 06.09.2021   |
| 6.         | 13-14.10.2021              | 15.10.2021   |

Source: Audit & Accounting Wings, FBR

## Chapter-2 Implementation of FBR's Reform Agenda

### Performance of the Reforms and Modernization Wing during HFY 2021 – 22

The Reforms & Modernization Wing was established in July 2020 to serve as a platform where the reform interventions and initiatives of the various Wings could be updated and consolidated for regular reporting to the higher authorities. Its role has gradually expanded to various other tasks and responsibilities, including engagement with international donor partners, developing and compiling key documents and reports, hiring of experts and consultants for engaging with FBR Wings, and overseeing the Program Office, (Pakistan Raises Revenue Program), on behalf of the Chairman's Secretariat.

A synopsis of the main activities of the Reforms and Modernization Wing for the first half of the financial year 21-22 is presented below:

1. Monitoring of the Program Office for the World Bank sponsored Pakistan Raises Revenue Program - The Program Office was initially part of the Chairman's Secretariat at FBR, but was later placed in the Reforms & Modernization Wing. The Reforms Wing has been monitoring the progress of the 10 Disbursement Linked Indicators (DLIs) constituting Component 1 of the Program. The Reforms Wing has also successfully fulfilled the requirements of DLI 10 for the last financial year through the completion of an Annual Performance Report for the Financial Year 20-21, which is now available on FBR's website.
2. Initiation of discussions with Asian Development Bank for assistance in specific areas - In February, 2021, the Reforms Wing reached out to the then Country Director of Asian Development Bank, Ms. Xiaohong Yang, to propose an active engagement of the Bank with FBR for assistance with the following measures:
  - a. Tax-gap analysis of sectors for policy intervention in sectors like, i) Petroleum, Energy & Power; ii) Textile; and iii) Banking
  - b. Simplification of IRS Tax-Code
  - c. Developing a module for Automation of Income Tax refunds
  - d. Regional and global tax incentives for SMEs
  - e. Comparative analysis of taxation of special economic zone enterprises

The draft IRS Strategic Reform Plan was also shared with ADB, which was highly appreciated by the ADB Country Director. The Bank offered assistance in certain areas. A TADAT workshop was sponsored by ADB in collaboration with IMF. Tax Administration Diagnostic Assessment Tool (TADAT) has been designed by development partners to provide an objective assessment of the health of key components of a country's system of tax administration. This framework is focused on the 9 key performance outcome areas (POAs) that cover most tax administration functions, processes and institutions. The assessment of these performance outcome areas is based on 32 high-level indicators that are each built on 1 to 5 dimensions that together add up to 55 measurement dimensions, making TADAT a comprehensive but administrable diagnostic tool. The Reforms Wing coordinated a TADAT Assessment of FBR.

The TADAT Final Assessment Report was released in October, 2021 wherein FBR has been scored on the 9 key performance outcome areas (POAs). The TADAT assessment served as an

objective evaluation of the strength and weakness of FBR, thus assisting in furthering the reform agenda and serving as a roadmap for future reform interventions. It has helped in the drafting and finalization of the Inland Revenue Strategic Reform Plan 2021 – 25.

3. Engagement with International Monetary Fund for assessment of administrative needs of Federal Board of Revenue. The Reforms Wing organized and coordinated two rounds of discussions with consultants from IMF. The IMF experts, Mr. Kors Kool, Mr. Graham Whyte and Mr. Bruce Quigley had detailed meetings with various Board members, and as a result of these meetings, two reports were generated by the IMF to assist the Federal Board of Revenue in its Reform agenda. The Wing actively assisted in the preparation of these reports. The first report was titled Technical Assistance Report on Tax Administration while the second report titled Compliance Risk Management, emphasizes the need for establishing a Compliance Risk Management Unit as a separate Directorate in order to drive compliance activities. Subsequently, Section 230I has been introduced in the Finance Act 2021-22, for the establishment of a Directorate General of Compliance Risk Management.

4. Engagement with Foreign Commonwealth and Development Office (FCDO) and Her Majesty's Revenue and Customs (HMRC) for the provision of technical assistance in key areas. The Reforms Wing has been in discussions with FCDO and HMRC since August 2020 as a result of which the FCDO through the World Bank Trust Fund has provided consultants for the following:

- i) Development of a Gender Policy in FBR to mainstream the Gender tag. The Reforms Wing actively advocated for gender specific incentives as a result of which 25% tax concession has been provided in the Finance Act 2021-22 for female entrepreneurs under Clause 19 of Part III of Second Schedule of the Income Tax Ordinance, 2001.
- ii) Development of a Communication Strategy for FBR - Active stakeholder engagement is essential if FBR is to change its image and reach out to the taxpayers. A draft Communication Strategy Report has been prepared in which modern communication strategies like 'Nudge Theory' and behaviorally-informed messaging have been discussed.
- iii) A draft MOU between HMRC and FBR has been finalized through regular discussions between the FBR Reforms team and the HMRC team, for working together on a comprehensive capacity building program to assist FBR achieve its objectives on tax reforms. HMRC is already providing technical assistance in areas like Change Management and matters related to International Taxes.

## Conclusion

FBR has been playing a pivotal role not only in collection of taxes but also in expanding the tax base through various policy and administrative reform interventions. Despite a number of complexities, and the challenges presented by the Covid pandemic, the Federal Board of Revenue has shown commendable performance in the recent past. But increasing tax revenues is not an easy task, and entails careful review of the tax laws, administrative processes and procedures within the broader contours of national policy and the socio-economic milieu.

The Changing situation in Afghanistan and withdrawal of the coalition forces will impact the economic situation in Pakistan as spillover effect cannot be ignored. Russia-Ukraine tension and war can also have disruptive effects on global commodity prices which can disturb trade flows. We have already seen that removing domestic taxes on POL products to keep prices stable has hit FBR's tax collection efforts.

Despite various challenges FBR was able to surpass the H 1 revenue collection target during FY 2021-22. The delivery against Key Performance Indicators was on track during the period. The KPI of Revenue Target was achieved. The other performance indicators especially the Level of Automation, Taxpayer's Facilitation, Integration of FBR with other Revenue Agencies & Departments, Revenue Laws Simplification and Risk Based Audits by FBR were duly focused.

During the period under review FBR kept engaged with the development partners and kept focus on ways and methods to achieve the agreed KPIs in the H2 of the FY too. Long terms initiatives were also discussed and are at different stages of approval and implementation. The focus of all these initiatives remains on

- I. Simplification of laws and automation
- II. Tax Payer Education and facilitation through improved communication
- III. Non-intrusive enforcement
- IV. Capacity Building of the Organization and available Human Resources

FBR will continue its commitment for improving its efficacy and service delivery with the support and assistance of its major stakeholders.

## Acknowledgments

The Working Group on the FBR's Half Yearly Report 2021-22 would like to thank all FBR's Wings and offices for their assistance and significant contributions to this report.

The Reforms Wing of FBR thanks the Chairman, Federal Board of Revenue, Mr. Asim Ahmad, for his leadership and support. The Working Group is also grateful for the excellent cooperation and support received from senior management of FBR in compiling this report.

Every effort has been made to ensure accuracy of the data used in this publication.

For more information on the Federal Board of Revenue and its activities, visit online at [www.fbr.gov.pk](http://www.fbr.gov.pk) or call 051-111-772-772.