

GOVERNMENT OF PAKISTAN  
REVENUE DIVISION  
FEDERAL BOARD OF REVENUE

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C. No. 1(8) S(W)/FBR/07

Islamabad, the 24<sup>th</sup> July, 2014

**Subject: SOPs IN RESPECT OF IN-SERVICE DEATH OF FBR EMPLOYEES**

It has been observed with great concern that no proper SOPs are adopted in the cases of deaths in service of the FBR employees. At times, the field offices belatedly inform FBR Hqrs. of the deaths in service for issuance of the notification of condolences. The relief to the bereaved family under the Prime Minister's Package and other admissible payments are also delayed considerably by the concerned Field Offices.

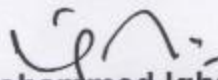
2. In order to streamline such circumstances, the following SOPs have been approved by the Competent Authority for strict implementation.

- i. In case of the death of a serving, or retired, FBR employee, the concerned Field Office shall immediately issue a circular providing therein time and venue of *jinaza* and the contact details of the bereaved family.
- ii. The concerned Head of Department, or his representative who must be a senior officer, shall attend *Jinaza* of the deceased employee.
- iii. Flower, wreath shall be laid on the grave of deceased employee immediately after the funeral on behalf of Chairman and Members of Federal Board of Revenue.
- iv. The Head of Field Office shall extend complete cooperation to the bereaved family and ensure maximum facilitation in the *jinaza* and afterwards.
- v. *Ijtimai dua* shall be held in the concerned office.

3. In case of death in service, the following further measures shall be taken on immediate basis.

- i. FBR Hqrs shall be immediately informed of the sad demise of the employee for issuance of the notification of condolence on behalf of the Federal Government.
- ii. The Management Wing shall immediately notify condolence message on the standard format.

- iii. The concerned Field Office shall inform the bereaved family about the Prime Minister's Assistance Package and all other dues admissible to the family within seven days of the death of employee. Copy of the Prime Minister's Assistance Package shall also be furnished to the bereaved family, both in English and Urdu.
  - iv. Any information/documents required for making the payments should specifically be mentioned in the above letter and attached as annexures.
  - v. Where no information/documents are required, payment of the dues should be finalized within 30 days.
  - vi. Where certain information/documents are to be obtained, a regular contact through letters and telephone calls shall be made with the family and the case finalized within 60 days.
  - vii. The concerned Head of Field Office shall take personal interest in facilitation of the bereaved family and payments of the admissible dues/other provisions of the Prime minister's Assistance Package. In case of any lapse on the part of department, the responsibility may be fixed by the concerned Head of Office under intimation to the Board.
4. This issues with the approval of Chairman, FBR.

  
(Mohammad Iqbal)  
Chief (Administration)