

**GOVERNMENT OF PAKISTAN
REVENUE DIVISION
FEDERAL BOARD OF REVENUE
[INFORMATION TECHNOLOGY WING]**

No. 1(130)SS(BDT)/2017/33076-R

Islamabad, the 14th March, 2018

To

1. All Chief Commissioners-IR
LTUs/CRTOs/RTOs
2. All Chief Collectors-Customs

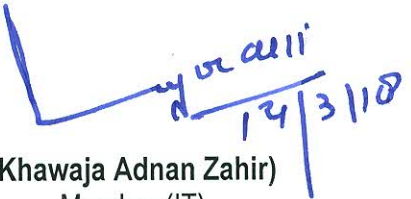
Subject: **COMMUNICATION WITH PRAL INCLUDING MODIFICATIONS / DEVELOPMENT IN SOFTWARE.**

It has been observed that various field offices of FBR are directly communicating with PRAL for IT requirements and issues which pertain to exemption certificates, registration and changes in profiles (Income Tax/Sales tax), de-registrations and other allied matters. Such direct communication results in confusion regarding the exact needs of the concerned office which leads to delay in the completion of projects. This direct communication is also compelling PRAL to make ad-hoc arrangements to resolve the issue rather than find a solution to settle the issue permanently.

2. In order to streamline the working of PRAL and ensure that all requirements and issues of field offices are handled properly, you are requested to route all communications with PRAL regarding any modification/ development in software and fixing issues through IT Wing. The communication should clearly state the requirement in detail / format, so that there is no gap between the desired and delivered results. The following officers are available for early resolution of issues described against each:

Sr.	Name	Designation	Matters	Phone	Email
1	Zain-ul-Abidin Sahi	Chief (BDT-IT)	Software / Iris related issue	051-9215107	zain.sahi@fbr.gov.pk
2	Kashif Younas	Second Secretary (BDT-IT)		051-9215646	kashif.younas@fbr.gov.pk
3	Syeda Adeela Bukari	Chief (IT)	Hardware / IT operations related issues	051-9202999	chiefitfbr@gmail.com
4	Saba Ijaz	Second Secretary (IT-I)	MIS related issues	051-9202231	ss.it-l@fbr.gov.pk

3. You are also requested to apprise the IT Wing in writing if you have any complaints regarding the current status of ongoing IT projects of your office, so that issues can be efficiently resolved. Such instructions may also be communicate to officers under your administrative control.


(Khawaja Adnan Zahir)
Member (IT)

Copy to:

1. Chairman, FBR.
2. All Members, FBR
3. All D.Gs, FBR