

**GOVERNMENT OF PAKISTAN
(REVENUE DIVISION)
FEDERAL BOARD OF REVENUE
INTEGRITY MANAGEMENT CELL**

No. 06(Chief-IMC)/2020

Islamabad, 11th November, 2020.

Subject: TERMS OF REFERENCE FOR INTEGRITY MANAGEMENT CELL (IMC) & REGIONAL INTEGRITY COMMITTEES (RICs) FEDERAL BOARD OF REVENUE

Consequent to establishment of an "Integrity Management Cell (IMC)" at the Federal Board of Revenue and constitution of "Regional Integrity Committees (RICs)" in the field formations under FBR, the following Terms of Reference (TORs) are hereby framed for transparent, fair and judicious processing of complaints by the IMC and RICs.

Composition of IMC:

2. The IMC, headed by a BS – 21/22 officer of IRS/Customs, shall be assisted by 02 Chiefs (one each from Customs & IRS), 02 Secretaries (one each from Customs & IRS) and as much supporting staff as is required and deemed necessary. All the Chairpersons of RICs shall report directly to In-Charge, IMC in all matters, falling within the domain of IMC.

Mode of lodging of complaints:

3. A complaint against an employee of FBR may be submitted in person either directly to the IMC at FBR (HQs) or to any of the designated RIC through email or in writing, along with credentials of the complainant including his name, CNIC, cell number, mailing address and an affidavit in writing, certifying the genuineness/ correctness of the contents of his complaint and the facts given therein. The following modes for lodging of complaint have been provided by the Board:-

- a. By email at complaints@fbr.gov.pk.
- b. On FBR online complaint portal.
- c. By submitting a hard copy of the complaint through post, addressed either to Chairman FBR, In-Charge, IMC or Chairperson of the RIC
- d. Meeting in person with Secretary/Chief (IMC) or Chairperson of an RIC.
- e. Complaints forwarded from PM Portal.

 11/11/20

Processing of complaints:

4. On receipt of a complaint either at IMC or RIC, as the case may be, through afore-mentioned modes, the same shall be processed as follow:-

- a. **AT THE BOARD LEVEL:** A "Probe Committee", comprising the following officers, shall initially examine and scrutinize the contents of each complaint, received at FBR or by IMC:
- i. Chief (IMC)
 - ii. Chief (Mgt) concerned
 - iii. Second Secretary/Secretary (IMC)
 - iv. Any other representative from the field formation concerned (if required)

The Probe Committee, after satisfying itself as to the genuineness of a complaint, shall submit its recommendation to the In-Charge, IMC. In case the complaint is required to be further probed and inquired, the same shall be forwarded to the concerned RIC for report. In case the complaint is not genuine or lacking in any necessary clarification, the same shall be communicated to the complainant in writing.

The Probe Committee shall hold its meetings on weekly basis or as and when required and shall maintain complete record of its proceedings.

- b. **AT THE FIELD LEVEL:**

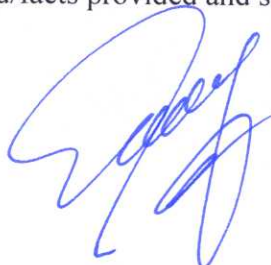
In case of complaints against BS 01 to 16 FBR employees, the RIC, after satisfying itself as to the genuineness of a complaint, shall proceed as per law and either order further probe or inquiry in the complaint or file the complaint under intimation to the complainant in writing.

In case of complaints against BS 17 and above FBR employees, the RIC after its initial scrutiny, shall forward the complaint to the IMC along with its recommendations which shall be discussed in the "Probe Committee" of IMC. Further appropriate action in all such complaints shall be taken with the approval of In-Charge, IMC and in the light of recommendations of the "Probe Committee".

The RICs shall hold its meetings on weekly basis or as and when required and shall maintain complete record of its proceedings.

5. **General Principles for Inquiry and Probing Complaints:**

- a. In order to save time and ensure prompt disposal of complaints, the scope of probe by IMC and RICs shall be strictly restricted/limited to the allegations leveled/facts provided and substantiated in the complaint.

 11/11/20

- b. No pseudonymous/anonymous complaint shall be entertained by the IMC or by the RIC in the light of instructions issued to this effect by the Government Pakistan.
- c. The time limit for disposal of a complaint by the IMC and RICs shall be 30 days, which may be further extended by a period of 30 days by In-Charge, IMC.
- d. Proper opportunity of hearing shall be provided to all the accused to defend themselves against the charges, leveled against them in the complaint so as to adhere to the basic principles of natural justice.
- e. During the course of verification/initial probe, if the complainant produces or is willing to produce any documentary evidence to support his allegations against any officials/officer or to withdraw his complaint, the same shall be allowed after recording in writing and the complaint may be closed by IMC or RIC as the case may be.
- f. The scope of inquiries, under taken by the IMC or RICs shall strictly be limited to the ambit of E&D Rules, 1973, catering for disciplinary action against civil servants.
- g. All proceedings of IMC & RICs will be confidential and nothing will be divulged to any irrelevant person.

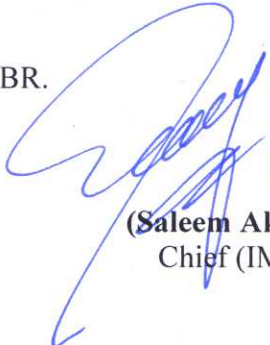
6.

Miscellaneous:

- a. The RIC shall submit a monthly report on a given format (**Annex- I**), including the total number of complaints received, disposed, pending action and complaints closed during a month to the IMC under intimation to the Chief Collector/ Chief Commissioner/ Director General before the 5th of next month.
- b. The IMC, FBR HQs shall be competent to issue instructions from time to time to the RICs to regulate its functions and proceedings.
- c. The Chairman FBR on the recommendations of In-Charge, IMC may refer a case against an officer/official to any other competent forum for further action under any other relevant law for the purpose in case there exists substantial evidence of massive corruption against the officer/official.
- d. The In-charge IMC, either on his own motion or on recommendation by a RIC and with the approval of Chairman FBR, may initiate on an inquiry against an official/officer if sufficient and lawful evidences with regard to corruption is available.

7.

This issues with the approval of Board in Council, FBR.


11/11/20
(Saleem Akhtar)
Chief (IMC)

ANNEX-I

STATEMENT OF COMPLAINTS RECEIVED/DISPOSED
DURING THE MONTH OF.....

S.No.	Total number of complaints carried forward from previous month	Number of complaints received by RIC during the month	Number of complaints forwarded by IMC during the month	Total number of under process complaints (3+4)	Number of complaints closed during the month
1	2	3	4	5	6

Number of Complaints forwarded to IMC during the month	Number of complaints recommended for action during the month	Total number of complaints pending at the end of the month {5 - (6+7+8)}	Remarks (if any)
7	8	9	10

 11/11/20