

**Government of Pakistan
Revenue Division
Federal Board of Revenue
Inland Revenue**

C.No.1(5) ST-L&P/Misc/2019/238706-R

Islamabad, the 14th December, 2020

ORDER

Subject: Constitution of Provincial Complaint Resolution Committee for Settlement of Issues Relating to Sales Tax Refund Matters for Punjab (North)


Federal Board of Revenue is pleased to constitute a “**Complaint Resolution Committee Punjab (North)**” comprising following members for settlement of sales tax refund issues of taxpayers falling under the jurisdiction of field formations of Lahore, Faisalabad, Gujranwala, Sargodha and Sialkot:

	Name & Designation	Position
1.	Mr. Gohar Ejaz, Patron in Chief, APTMA, Lahore.	Convener
2.	Chief Commissioner-IR, RTO, Lahore.	Member
3.	Dr. Qurat Ul Ain Irfan, Vice President, Pacific Pharmaceuticals, Lhr	Member
4.	Mr. Almas Hyder, Former President, LCCI, Lahore.	Member
5.	Mr. Mohammad Raza Baqir, Executive Director, APTMA Lahore	Member
6.	Additional Commissioner (HQ), RTO, Lahore	Member/Secretary

Terms of Reference (TOR)

TOR of the Complaint Resolution Committee are as under:

- (i) Review the nature of complaints/issue possible solution and take immediate action for resolution;
- (ii) Follow up with concerned field formations till issue is resolved;
- (iii) Maintain complete record of complaints/issues, mechanism adopted for resolution and post resolution action required, if any; and
- (iv) Share data with Board on monthly basis indicating issues received, issues resolved and issues pending for resolution and reasons for pendency.


(Aamer Amin Bhatti)
Chief (ST-Operations) 14.12.2020

Cc:

- (i) SA to Member (IR Ops), FBR, Islamabad
- (ii) All Chief Commissioners-IR, LTOs/MTO/CTOs/RTOs
- (iii) All Chiefs (IR Operations), FBR, Islamabad
- (iv) All Members of the Committee
- (v) Chief FATE, FBR for placing on website
- (vi) All Chambers of Commerce & Industry