

**(TO BE PUBLISHED IN THE GAZETTE OF PAKISTAN PART-I)**  
**GOVERNMENT OF PAKISTAN**  
**(REVENUE DIVISION)**  
**FEDERAL BOARD OF REVENUE**  
**(HRM Wing)**  
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**Notification**  
**Federal Board of Revenue**  
**Organizational Key Performance Indicators (KPIs)**

**Dated: 19.06.2020**

No. **93870-R/2020**: Pursuant to the approval of Secretary Revenue Division, Organizational Key Performance Indicators (KPIs) of Federal Board of Revenue are as under:-

**KPI -1: Revenue Target Performance**

- 1) Percentage of target achieved viz-a-viz assigned target
- 2) Breakdown of tax receipts by tax instruments
  - a) Income Tax
  - b) Sales Tax
  - c) Federal Excise Duty
  - d) Customs Duty
  - e) Other (WWF, CVT, etc.)
- 3) Breakdown of tax receipts by segments
  - a) Corporate tax receipts
  - b) AOP's tax receipts
  - c) Individuals/Commercial receipts
- 4) Breakdown of tax receipts by geography
  - a) Tax Office Wise
- 5) Number of new taxpayers registered
  - a) Tax office wise
  - b) Percentage increase
  - c) Percentage of total population
- 6) Number of Active taxpayers by tax instruments
  - a) Income Tax registered taxpayers
  - b) Sales Tax registered taxpayers

**KPI -2: Level of Automation**

- 1) Percentage of processes that are completely automated
- 2) Percentage of processes that are re-designed for efficiency
- 3) Number of IT systems developed, equipped and launched
- 4) No. of online facilities like mobile application introduced

- 5) Number of initiatives taken for reducing dwell time at ports.

### **KPI – 3: Taxpayer’s Facilitation**

- 1) Percentage of taxpayers reporting satisfaction with point of contact services
- 2) Percentage time reduction in filing of tax returns
- 3) Percentage of refund claims processed through IT systems developed by FBR
- 4) Percentage improvement in Paying Taxes Indicator
- 5) Percentage reduction in average time required to process Income Tax and Sales Tax refunds
- 6) Percentage reduction in physical examination to facilitate trade across borders.
- 7) Percentage increase in post clearance audit
- 8) Number of processes automated to strengthen Risk Management System (RMS) for Facilitating Trade
- 9) Number of taxpayers representation disposed off during fiscal year by Audit Wing

### **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 nation
- 2) Number of data generating processes initiated with other agencies
- 3) Integration of third party databases inflowing data into IRS system
- 4) Percentage of POS system integrated in each region/province
- 5) Percentage of designated imports and domestic production track and traced.

### **KPI -5: Revenue Laws Simplification**

- 1) Number of Withholding Lines reduced during the Fiscal Year
- 2) Number of tariff lines rationalized during Fiscal Year

### **KPI -6: Risk Based Audit Conducted by FBR**

- 1) Number of cases selected by FBR through random balloting
- 2) Percentage of Risk Based Audits Completed during the Fiscal Year
- 3) Monthly evaluation of performance reports in respect of audit cases
  - a. u/s 214C of Income Tax Ordinance, 2001
  - b. u/s 72B of Sales Tax Act, 1990
  - c. u/s 42B of Federal Excise Act, 2005

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

- 1) Execution and successful implementation of Annual budgetary proposals related to Customs/Inland Revenue Laws, Rules, procedures and allied laws.
- 2) Number of tax treaties executed with foreign countries in order to facilitate investment

#### **KPI -8: FBR Outreach & Human Resource Development**

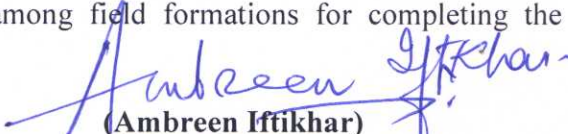
- 1) Number of field projects completed during the Fiscal Year
- 2) Number of officers sent abroad for official trainings during the Fiscal Year
- 3) Number of cases in which disciplinary action under E&D Rules, 1973 has been taken during the year
- 4) Number of reward cases processed under Reward Rules
- 5) Number of media campaigns launched for taxpayers facilitation
- 6) Number of taxpayers complaints redressed during the year

#### **KPI-9: FBR Representation before various Legal forums**

- 1) Representation of cases where FBR(HQ) is the sole respondent at Supreme Court/High Courts or FTO.
- 2) Individual performance appraisal of each Panel Advocate & Special Public Prosecutors through devised SOP on yearly basis

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

- 1) Preparation and timely submission of Working Paper in PAC for the settlement of Audit Paras.
- 2) Timely dissemination of PAC directives among field formations for completing the requisite actions.

  
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The Manager,  
Printing Corporation of Pakistan Press,  
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Copy to:

1. SA to Secretary Revenue Division/Chairperson, FBR.
2. All Members, FBR (HQ), Islamabad.
3. All DGs/Chief Commissioners (IR)/Chief Collectors.
4. Secretary (PR), FBR, Islamabad.