

**GOVERNMENT OF PAKISTAN  
(REVENUE DIVISION)  
FEDERAL BOARD OF REVENUE**

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F.No.1(1)Secy(Coord)/2023/229650-R

Islamabad the, 2<sup>nd</sup> December, 2024

To

All Chief Commissioners IR/Chief Collectors/Collectors Customs

Subject: **CONSTITUTION OF WELFARE CELL AT FIELD OFFICES LEVEL FOR THE FAMILIES OF FBR OFFICERS (IRS/PCS) DIED DURING SERVICE**

The undersigned is directed to refer to the above noted subject and to inform that, in order to address and resolve the issues faced by the families of FBR officers (PCS/IRS) who passed away during service, the competent authority has established a Welfare Cell in FBR formations across the Country. The objectives and purpose of the Welfare Cell are as follows:

**Objective:**

The cell will ensure efficient service delivery, timely assistance, and improved quality of life for these individuals.

**Purpose and Scope:**

- i. Facilitate the provision of pensions, healthcare, education and other entitlements for the families of deceased officers.
- ii. Support the families of officers who have passed away in-service vis-à-vis other Government departments.
- iii. Help them in their issues related to other service providers.
- iv. Assist the families of officers who passed away during service in accessing their entitled benefits.
- v. Address grievances and issues faced by these officers and their families in an expedited manner.
- vi. Recommend policies or improvements to existing processes for the families of deceased officers.

**02.** The following nominated focal persons along with a female officer (not below BS-17) from the relevant formation will visit the families of the officers passed away during service for the purpose mentioned above.

S.#	Focal Person by designation	Office Contact number	Jurisdiction over employees
1.	Secretary (Expenditure), FBR(HQ)	051-9202648	All families of deceased officers of FBR(HQ), Islamabad

2.	ADC/DC/AC (HQ) Collectorate of Customs(Preventive) Peshawar	091-9216070	All families of deceased officers of Customs in KP Province.
3.	AC/DC/ADCIR(HQ) RTO, Peshawar	091-9216151	All families of deceased officers of Inland Revenue in KP Province.
4.	AC/DC/ADCIR(HQ), LTO Islamabad	051-9106119	All families of deceased officers of Inland Revenue in Islamabad/Rawalpindi
5.	AC/DC/ADC(HQ), Collectorate of Customs Islamabad	051-9106007	All families of deceased officers of Customs in Islamabad/Rawalpindi
6.	AC/DC/ADCIR(HQ), RTO Gujranwala	055-9200741	All families of deceased officers of Inland Revenue in Gujranwala and Sargodha
7.	AC/DC/ADC(HQ), Collectorate of Customs Sialkot/Sambiral	052-6524997	All families of deceased officers of Customs in Gujranwala/Sialkot and surrounding areas.
8.	AC/DC/ADCIR(HQ), RTO Faisalabad	041-9210406	All families of deceased officers of Inland Revenue in Faisalabad
9.	AC/DC/ADC(HQ), Collectorate of Customs Faisalabad	041-9230107	All families of deceased officers of Customs in Faisalabad and surrounding areas.
10.	AC/DC/ADCIR(HQ), CTO Lahore	042-99211717	All families of deceased officers of Inland Revenue in Lahore
11.	AC/DC/ADC(HQ), Collectorate of Customs (Preventive) Lahore	042-99214515	All families of deceased officers of Customs in Lahore and surrounding areas.
12.	AC/DC/ADCIR(HQ), RTO Multan	061-9200815	All families of deceased officers of Inland Revenue in Multan/ Bahawalpur and surrounding areas.
13.	AC/DC/ADC(HQ), Collectorate of Customs Multan	061-9200377	All families of deceased officers of Customs in Multan and surrounding areas.
14.	AC/DC/ADCIR(HQ), RTO Hyderabad	022-9250034	All families of deceased officers of Inland Revenue in Sindh Province except Karachi.
15.	AC/DC/ADC(HQ), Collectorate of Customs Hyderabad	022-9250080	All families of deceased officers of Customs in Sindh Province except Karachi
16.	AC/DC/ADCIR(HQ), LTO, Karachi	021- 99210185-86	All families of deceased officers of Inland Revenue in Karachi.

17.	AC/DC/ADC(HQ), Collectorate of Customs (Appraisalment-West) Karachi	021-99214180	All families of deceased officers of Customs in Karachi
18	AC/DC/ADCIR(HQ), RTO, Quetta	081-9213113	All families of deceased officers of Inland Revenue in Baluchistan Province
19	AC/DC/ADC(HQ), Collectorate of Customs (Preventive) Quetta	081-9202708	All families of deceased officers of Customs in Baluchistan Province.

**03.** In case of any difficulty, families of deceased officers (IRS/PCS) shall promptly report any grievances to the designated Focal Person, who will address them at the earliest. If the issue remains unresolved, the Focal Person will escalate it to the Chief (Admin & Finance), FBR (HQs), Islamabad, for further action.

**04.** The Focal Persons shall also submit quarterly reports by the 10<sup>th</sup> of April/July/October/January each year on the following format:

Name of the deceased officer	Designation & scale of deceased officer	Nature of case processed	Financial Implications	Status of the case	Remarks
1	2	3	4	5	6

**05.** The Focal Persons shall also be responsible for maintaining a comprehensive database of all officers who passed away during service within their respective jurisdictions. The database should include details such as names, present and permanent addresses, contact numbers, designations, dates of death, and the current status of the deceased officers' families. This information shall be forwarded to the Chief (Admin & Finance), FBR (HQ), Islamabad, on a quarterly basis.

  
**(Shahid Ijaz Tarar)**  
 Secretary (Coordination)

Copy to:

Webmaster, FBR (HQs) Islamabad.