

Ref : KTBA/08.2023/081

Date : August 17, 2023

Mr. Wasif Ali Memon,
Chairman,
Sindh Revenue Board,
6th Floor, Shaheen Commercial Complex,
Dr. Ziauddin Ahmed Road,
Karachi.

Dear *Wasif Sir, AOA.*

Non-Functioning of SRB Web Portal and Challenges in Tax Payment

As you may be aware that the e-portal of SRB is dysfunctional for the last many number of days, the purpose of writing this letter is to highlight to your office the consequential and resulting issues, which have turned into a chaotic situation especially for the last few days owing to which nor any payment of service tax is possible neither any filing of service tax return.

2- Your urgent attention and response, therefore, is required to provide the redressal as otherwise it is apprehended that the voluntary extension of due dates of payment of service tax to SRB and filing of July Return till August 24th would be of no use and will have to be further extended till your taxpayer is enabled to file the same on properly functional e-portal. The non-functioning of the SRB portal has notably lead to following disruptions:

- i- Non-Submission of filing of SRB Returns
- ii- Cross input adjustment between Provincial and Federal Sales Tax
- iii- Search Taxpayer
- iv- Timely payment of SRB taxes
- v- E-Registration

i- Non-Operational Portal: The inability to access and utilize the SRB e-portal has hampered the ability of taxpayers to comply with statutory obligations. This has resulted in delays in filing returns and making necessary adjustments, which are prone to lead to unnecessary legal complications.

ii- Cross Input Adjustment: The lack of a functional SRB portal has made it extremely difficult for taxpayers to perform cross input adjustments between Provincial and Federal Sales Tax, which is integral part of return filing of major numbers of your taxpayers. This has result in delay in filing Federal Sales Tax Returns and leads to double taxation scenarios, which is completely unwarranted.

iii- Search Taxpayer: Taxpayers are unable to use the feature of Search Taxpayer, which bars them to confirm the status and registration of person they are dealing with, leaving them in a difficult situation as to whether the information provided is correct and exists in the Database of the SRB.

iv- Payment Difficulties: Another major concern arising from the non-operational portal is the difficulty in making timely payments of SRB taxes. Taxpayers are facing challenges in accessing payment mechanisms, which in turn affects their timely compliance and meeting deadlines. Although SRB has extended the due dates yet the failure of e-portal has halted every possible means to do so.

Besides that above issues, which are related to filing of monthly return, we understand the following issue also demands your attention:

v- E-registration: New-registration are taking place on a daily basis, this delay in the maintenance of website has barred the taxpayer from getting themselves registered in the system, causing which may lead to additional taxes being charged or withheld at the time of transaction.

Way Forward:

3- It is crucial to take cognizance that these issues should not be a concern for taxpayers alone but factually should be a concern for the regulator. A regulator, which is essentially reposed with the responsibility to take care to notify to its taxpayer of its failure to bring in the correction in the software on which depends the most basic and the fundamental function of tax compliance i.e. return filing.

We earnestly request your intervention. Karachi Tax Bar Association is always ready to collaborate with the Sindh Revenue Board to find effective solutions that should be befitting on both sides.

Thanking You,

(Syed Zafar Ahmed)

President

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C.C to :

- i. **Mr. Nasir Khan**, Member (Information Technology), FBR, Islamabad
- ii. **Syed Javed**, Independent Director Chairman BOD, PRAL, Islamabad
- iii. **Mr. Rana Munir Hussain**, President, Pakistan Tax Bar Association
- iv. **Press and Media**