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# FBR Completes 100% Automation of Key Processes

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The Federal Board of Revenue (FBR) has made remarkable advancements in the automation of its operations, marking a transformative shift in how the agency manages tax and customs processes in Pakistan. [Investment tracking tools](#)

One of the most significant developments has been the complete automation of Inland Revenue and Pakistan Customs operations. This includes crucial modules for income tax returns, refund claims, and trade facilitation systems, such as the Gwadar Free Zone and valuation management systems, which streamline both compliance and service delivery.

The FBR's efforts go beyond mere automation. The organization has focused on redesigning its processes to increase efficiency, enhance transparency, and improve compliance. For instance, automated systems for duty drawbacks, tariff management, and dispute resolution have been implemented to make operations more streamlined and minimize delays. These changes not only ensure smoother processes but also provide a more predictable and reliable system for taxpayers and businesses.

The development of various IT applications has also played a pivotal role in supporting these automation efforts. The Tax Asaan Mobile App, which simplifies tax filing for users, and PASSTRAK, which facilitates currency declaration compliance, are notable examples. These applications reflect the FBR's commitment to making tax processes more user-friendly and accessible. Furthermore, the introduction of mobile applications dedicated to complaint management and digital invoicing further underscores the FBR's goal to create an efficient, taxpayer-friendly environment.

In addition to these advancements, the FBR has implemented several measures aimed at enhancing customs efficiency. The introduction of virtual assessments and self-declaration systems at ports is one such initiative, helping to reduce dwell time and speed up the clearance process for imports and exports. These digital systems not only reduce congestion at ports but also increase transparency, reduce human errors, and lower the potential for fraud.

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Taken together, these initiatives showcase the FBR's unwavering commitment to leveraging modern technology and innovative solutions to revolutionize Pakistan's tax administration. By embracing automation and digital tools, the FBR is enhancing operational efficiency, improving service delivery, and ultimately fostering a more streamlined and taxpayer-friendly environment.