



## Tax Return Filing Grinds to Halt as SRB Portal Faces Technical Glitch

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Karachi, August 16, 2023 – The Karachi Customs Agents Association (KCAA) has reported a disruption in the tax return filing process as the official portal of the Sindh Revenue Board (SRB) remains inaccessible due to ongoing upgrades and maintenance.

The delay, attributed to the actions of the Pakistan Revenue Automation Limited (PRAL) under the directive of the Federal Board of Revenue (FBR), has caused substantial inconvenience to taxpayers who are struggling to fulfill their monthly sales tax obligations.

The KCAA has promptly raised concerns regarding this issue, highlighting the difficulties being faced by Customs Agents (Service Providers) and various other service providers who are unable to submit their monthly Sindh Sales Tax Return due to the portal's unavailability. The SRB web portal, which has been undergoing maintenance, has not

been accessible despite the passage of a significant amount of time, causing growing frustration among taxpayers.

In response to the KCAA's intervention, the SRB has granted a deadline extension for e-deposit of Sindh Sales Tax for the month of July 2023, extending it to August 17, 2023. Additionally, the e-filing of the Sales Tax Return has been extended until August 21, 2023. However, the continued inaccessibility of the SRB portal has left taxpayers with no option but to wait for the contractor, PRAL, to restore the functionality of the SRB website.

The KCAA has called on PRAL and the FBR to take swift and effective measures to address this issue and restore the functionality of the Sindh Revenue Board's portal. This would allow their members, along with all taxpayers, to fulfill their sales tax obligations seamlessly and ensure a smoother filing process for the month of July 2023.

As the situation unfolds, the urgency of rectifying this technical glitch becomes increasingly apparent, as the disruption not only hampers the financial compliance efforts of businesses but also impacts the efficiency and credibility of the tax administration system as a whole.