

## ACHIEVEMENT OF AUTOMATED REFUND ISSUANCE CELL (ARIC)

### RTO KARACHI

The Automated Refund Issuance Cell (ARIC) project was initiated by **Mr. Asrar Raouf**, Director General, Regional Tax Office, Karachi, to further underpin the process of reforms, with the idea to not only ensure swift and transparent disposal of refund claims but also enable their service at the taxpayer's doorstep. ARIC achieved its target of processing all the 20,797 refund claims (below Rs.50,000/-) pertaining to the RTO, Karachi for Tax Year 2008 issuing 3,700 refund cheques amounting to Rs.14.5(m).

Each claim was processed as per law following pre-set automated office procedure culminating in mailing of refund voucher to the concerned taxpayers where the claim was found correct.

A simple but graceful prize distribution ceremony was held on the 30<sup>th</sup> June, 2009 by Mr. Asrar Raouf the Director General, Regional Tax Office, Karachi to applaud the underlying effort by bestowing shields/certificates and honourarium on the concerned officers/officials.



