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KTBA Flags Glitches and Anomalies in IRIS Portal

Karachi, March 14, 2025 – The Karachi Tax Bar Association (KTBA) has raised concerns over persistent glitches and anomalies affecting the Federal Board of Revenue’s (FBR) IRIS portal.

The association has urged immediate action to resolve these issues, which are disrupting tax compliance and causing inconvenience for taxpayers.

KTBA President Ali A. Rahim, in an official letter to the FBR Chairman, highlighted the numerous technical difficulties encountered on the IRIS portal. According to KTBA, these issues are creating obstacles in the seamless filing of returns, generating PSIDs, and making tax payments. The glitches also limit access to critical tax-related information, ultimately affecting the efficiency of the system and the ease of compliance.

The KTBA emphasized that both tax professionals and general taxpayers are facing challenges due to these anomalies. The IRIS portal, intended as a facilitation tool, is currently plagued with inefficiencies that hinder smooth tax operations. “These issues not only cause inconvenience but also contribute to compliance difficulties, particularly for taxpayers who are not tech-savvy,” KTBA stated.

In an effort to provide constructive feedback, KTBA has compiled a detailed matrix outlining the specific glitches, their impact on users, and possible solutions. The association believes that addressing these concerns will enhance user experience and promote better compliance with tax regulations.

The KTBA has called upon the FBR to take urgent steps to:

- (i) Conduct a thorough investigation into the reported IRIS glitches and anomalies.
- (ii) Implement improvements based on the feedback provided to optimize portal functionality and user accessibility.

“We are confident that the FBR, under your able leadership, will take swift measures to rectify these issues and strengthen the IRIS portal as a dependable tool for taxpayers,” KTBA President Ali A. Rahim stated.

Furthermore, KTBA underscored that regular upgrades and system enhancements should be an ongoing process to ensure the IRIS portal remains efficient and user-friendly. The association assured that it will continue to monitor and highlight any future anomalies in the portal to support smooth usability and operations for taxpayers nationwide. Addressing these concerns, KTBA noted, is essential for building trust and ensuring an efficient tax compliance system in Pakistan.