

**Subject: Request for Information under the Sindh Transparency & Right to Information Act 2016 and Article 19A of the Constitution of the Islamic Republic of Pakistan**

Approximately 2 million vehicle owners in Sindh are forced to make 2-4 completely avoidable visits every year to pay their annual motor vehicle tax. This process is cumbersome and ill-designed. Customers typically go to a designated bank branch, wait in a queue for the E&T representative (who is often absent from his seat) to scrutinise the registration book, log into the E&T server, fill a form and write down the amount to be paid.

Equipped with this information, the customers now queue up at a second counter to pay the amount and obtain a receipt. The customers queue up for the third time to present the receipt to the E&T representative. The representative stamps the registration book and updates the computer record. At this stage a 'display sticker' ought to be provided. More often than not the 'sticker' is either not available or given for six months only, thus necessitating yet another visit after six months.

Citizens on numerous occasions have held meetings, sent letters and made presentations to officials of Excise and Taxation Department to reform the present cumbersome and wasteful system. They have repeatedly insisted that the current archaic annual motor vehicle tax payment system ought to be replaced by creating provisions for payment by internet and phone money transfer schemes.

Pakistanis has approximately 140 million mobile phone SIMs and some 80 million mobile phone users. There are many excellent mobile phone money transfer schemes like 'Easy Paisa', 'Mobicash', 'UBL Omni' and 'Upaisa' to name a few, which are being extensively used by ordinary citizens. Internet and mobile phone money transfer systems are now a norm across most part of the world. Why should the Pakistani citizens make repeated visits to various offices and banks, burn fuel and waste time to pay their motor vehicle tax – an activity that can be easily performed in less than one minute by sitting at home and using an existing mobile phone money transfer scheme.

We as 'Citizens for Right to Information' would like to know the following under the **Sindh Transparency & Right to Information Act 2016:**

1. Why has the Sindh government so far insisted on retaining (despite repeated suggestions and complaints) its archaic and torturous tax payment system and not

adopting a simple and convenient internet / mobile phone money transfer option for payment of annual motor vehicle tax in the province.

2. (a) How many persons are employed by E&T Department in various offices and bank branches for collection of annual motor vehicle tax in Sindh. (b) What is the total value of monthly salary paid to these employees.
3. Is lack of knowledge / technology on the part of the concerned officials or the potential for illegal benefits from a manual, spread out and less transparent system, the key reasons for not reforming this archaic motor vehicle tax collection system.

Kindly provide this information within 15 working days as stipulated in the **Sindh Transparency & Right to Information Act 2016**.