

**Government of Pakistan
Revenue Division
Federal Board of Revenue
Inland Revenue**

F.No.1(7)Chief(IR-Formations)/2021-62668-R Islamabad, the 18th May, 2021

Chief Commissioners, Inland Revenue

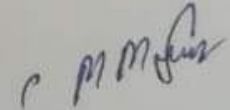
- (i) LTO, Islamabad
- (ii) RTO, Rawalpindi
- (iii) RTO, Faisalabad
- (iv) RTO, Peshawar

Subject: **Introduction of e-Hearing Rooms – Ban on Physical Hearing/ Face-to-Face Hearing in Designated IR Field Formations**

I am directed to refer to the subject and say that taxpayers' facilitation is one of the primary functions of all modern revenue collecting agencies. Main planks of the modern-day tax facilitation paradigms are reduction in compliance cost, and improvement in ease of doing business & transparency of the system – to which FBR has an unswerving commitment. In order to extend maximum facilitation to the taxpayers, e-Hearing of audit/assessment related hearings as well as appeal-related hearings has been launched by enabling and functionalizing the e-Hearing module in the Iris. The module enables online hearing – both from the dedicated hearing rooms established in the field formations, and from the places of the taxpayers. Such e-Hearings would be recorded, and archived for further legal and administrative utilization.

2. In the 1st phase, the module has been launched and tested in LTO Islamabad, RTO Rawalpindi, RTO Faisalabad, and RTO Peshawar wherein online e-Hearings through the dedicated e-Hearing Rooms have been enabled. Further, if any taxpayer requests, the facility of online hearing from the place of the taxpayer may also be extended. It may be noted that the module allows the head office to join any hearing at any time, without any prior notice, for an administrative appraisal of the system.

3. With the introduction of the e-Hearing module, the taxpayers/ARs would no longer be required to visit the offices of the officers for hearings, and such physical/face-to-face hearings in the offices of the officers would be phased out completely. Accordingly, no physical/face-to-face hearings in the offices of the officers would be conducted in LTO Islamabad, RTO Rawalpindi, RTO Faisalabad, & RTO Peshawar, and only online hearings through the e-Hearing module would be done w.e.f. 1st of June, 2021.



Naveed Ali Narejo
Secretary (Jurisdiction)

Cc:

- (i) Member (Information Technology), FBR, Islamabad.
- (ii) CEO, PRAL with the request to deploy and train technical human resource to properly equip the field formations and ensure smooth functioning of the system.
- (iii) Chief (FATE), FBR, Islamabad.