

**GOVERNMENT OF PAKISTAN  
REVENUE DIVISION  
FEDERAL BOARD OF REVENUE  
(IT WING)**

\*\*\*\*\*

F. No. 2(67)SS(BDT)2021/ 121246-R

Islamabad, the 18<sup>th</sup> May, 2022

Subject: **CREATION OF SUB-USER / ASSISTANT ROLES ON IRIS**

It had come to the notice of IT Wing that field officers were facing difficulties in performing their work efficiently due to the fact that the system requires the officer (e.g. Assistant/Deputy Commissioner-Inland Revenue) to perform all the functions himself, through his own user-ID. As a result, officers have to conduct multifarious tedious tasks, such as opening and downloading returns, and preparing notices and orders themselves, which consumed too much of their time. It was also learnt that some officers were sharing their user access with their staff in order to expedite disposal of work, which was undesirable.

2. In order to address the issue, the IT Wing directed PRAL to prepare “sub-user” or “assistant” roles in IRIS. The officer incharge of a Unit, Range, Zone or other formation will be enabled to create one or more “sub-users” through his IRIS login. The sub-user shall be able to view all the returns, statements, etc. available in the folder of his officer, and to create draft notices, orders, etc. However, the sub-user shall not be able to issue any notice or order. Thus, while the sub-user will be able to assist his officer in routine tasks, he will not be able to perform any legal function through the system.

3. To further prevent any possible misuse of these roles, the system has been designed that sub-users can be created only for officials posted in that office/formation, and upon transfer or retirement, etc. of an officer, all the sub-users created by him shall automatically stand closed. The incoming officer will then have to create sub-users afresh.

4. All officers are once again advised not to share their access credentials (IRIS username and password) with anyone, as the responsibility will lie on the officer personally for any misuse or unlawful activity conducted through his login. Sub-user/assistant roles have been created to address the excuse given by some officers that they had to share their password with their assistants because they were too overworked.

5. For further information and technical support regarding sub-users / assistant roles, please contact PRAL at:

INFORMATION & SUPPORT DURING OFFICE HOURS		INFORMATION & EXTENDED SUPPORT 24x7	
Landline	(051)9204604	Landline	(051)9212374 (051)8431155
IP Phones	1497 & 1234	IP phones	1492 & 1155
Email: <a href="mailto:datacenter@pral.com.pk">datacenter@pral.com.pk</a>			

(as above)

  
(Kiran Zahra)

Second Secretary (BDT-IT-I)

Distribution:

- SA to the Chairman, FBR
- All Members & Director-Generals of FBR, with the request to circulate to all their officers
- All Chief Commissioners and Chief Collectors, with the request to circulate to all their officers
- CEO PRAL, for enabling the system and providing user support.
- Webmaster, for placement on FBR's website