



FEDERAL TAX OMBUDSMAN SECRETARIAT
5-A CONSTITUTION AVENUE
ISLAMABAD

No. 07/DC/Reg/2026

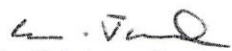
Dated: 21.07.2026

CIRCULAR

In continuation of this office earlier instructions issued vide F. NO. 07/DC/Reg/2026 dated 1st June, 2026 Hon'ble FTO has issued the following instructions for immediate compliance:

- i. Now onwards all proceedings/hearings at FTO HQs and Regional offices shall be conducted **online** unless both or either of the litigant parties opt in writing for **personal/physical hearings**.
 - ii. While asking for Parawise comments and issuing notices for hearing by FTO office both Complainant and FBR's concerned field formations shall be given both options: **online or personalized hearing**.
 - iii. Notwithstanding the above, in selected Complaints, involving complicated legal and procedural issues, personal hearing shall be continued.
 - iv. While this Secretariat extends this facilitating arm to all field formations of FBR, in return it expects an enhanced level of timely response and utmost cooperation from FBR, for smooth fast track proceedings.
2. Admin/IT wings shall ensure that seamless, smooth and uninterrupted online communications facilitate the above.

THIS ISSUES WITH THE APPROVAL OF HON'BLE FEDERAL TAX OMBUDSMAN


(Khalid Javed)
Registrar
051-9214348

Distribution: - All Advisors, FTO HQs, Islamabad and Regional Offices.

CC:

- i. Secretary to Hon'ble FTO.
- ii. PS to Secretary
- iii. Director General
- iv. Director(Admn)
- v. MIS Manager
- vi. Deputy Director (Registration)
- vii. Assistant Director (Monitoring)
- viii. Office Copy.