



Treasury Committee

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Jim Harra
First Permanent Secretary and Chief Executive
HMRC

via email

2 December 2022

Dear Jim,

On 2 December 2022, HMRC's official twitter account, issued the following tweet:

"Due to technical issues we have taken the decision to shut all of our phone lines apart from the National Clearance Hub helpline. Some online services are also impacted. We are sorry for any inconvenience and are working urgently to resolve this issue."¹

This followed an earlier tweet yesterday that noted "a number of [your] phone lines and online services" were being shut.²

It is of serious concern that taxpayers are apparently currently unable to reach HMRC by telephone, or potentially online.

I would therefore appreciate a response to the following questions, as soon as practicable:

1. Please can you describe the nature of the issue, the telephone lines and other services affected, the length of time it persisted, and the number of customers you would expect to have been affected?
2. Please outline the temporary procedures implemented to prevent a complete loss of service, or deal with pressing issues from taxpayers?
3. Please describe how the issue was tackled, and what procedures you will implement to prevent a similar loss of service in the future?

I will be placing this letter, and your reply, in the public domain.

With best wishes,

Harriett Baldwin

Harriett Baldwin MP
Chair of the Treasury Committee

¹ <https://twitter.com/HMRCgovuk/status/1598606540407283712>

² <https://twitter.com/HMRCgovuk/status/1598368839623917568>