

**THE FEDERAL TAX OMBUDSMAN
ISLAMABAD**

COMPLAINT NO.16227/LHR/IT/2026

Dated: 08.09.2026* RO, Lahore

Ms. Tayyaba Shabbir,
4-D1, Nespak Housing Society,
Phase-1, Near Ameer Chowk,
College Road,
Lahore.

...Complainant

Versus

The Secretary,
Revenue Division,
Islamabad.

...Respondent

Dealing Officer	:	Mr. Muhammad Jamil Bhatti, Advisor
Appraised by	:	Mr. Khalid Javed, Advisor
Authorized Representative	:	Mr. Usama Hussain, ITP
Departmental Representative	:	Nemo
Date of Hearing	:	29.09.2026

FINDINGS / RECOMMENDATIONS

The above-mentioned complaint was filed under Section 10(1) of the Federal Tax Ombudsman Ordinance, 2000 (FTO Ordinance) against delay in transferring complainant's jurisdiction from RTO, Faisalabad to RTO-I, Lahore.

2. Brief facts of the case are that the complainant, an individual, running a business under the name & style of "M/s. Costumo", at H.No.203, Block A-1, PIA Society, Johar Town, Lahore having (CNIC#3520226051658) applied online on 17.09.2025 for change of jurisdiction from RTO, Faisalabad to RTO-I, Lahore which elicited no response from concerned quarters despite lapse of considerable time. Hence, this complaint.

3. The complaint was sent for comments to the Secretary, Revenue Division, Islamabad, Chief Commissioner-IR, RTO-I,



Lahore and Chief Commissioner-IR, RTO, Faisalabad in terms of Section 10(4) of the FTO Ordinance read with Section 9(1) of the Federal Ombudsmen Institutional Reforms Act, 2013. In response thereto, the Chief Commissioner-IR, RTO, Faisalabad informed that Deptt had no objection regarding request to change jurisdiction and matter was accordingly forwarded to Board through System (IRIS). Matter was pending at the end of the Secretary Jurisdiction (HQ) FBR, Islamabad. The Chief Commissioner-IR, RTO-I, Lahore vide letter dated 28.09.2026 had already issued no objection certificate in favour of the complainant.

FINDINGS:

4. Perusal of the record reveals that RTO-I, Lahore as well as RTO, Faisalabad have issued NOCs in favour of the complainant. Nevertheless, there has been delay in completing the action on the application for transfer of jurisdiction of the complainant which constitutes maladministration in terms of section 2(3)(ii) of the FTO Ordinance.

RECOMMENDATIONS:

5. FBR to direct; -
- (i) the Secretary (Jurisdiction), FBR, Islamabad to change the jurisdiction of the complainant in the light of NOCs issued by the respective RTOs, as per law & procedures; and
 - (ii) report compliance within 30 days.

Dated:

13 OCT 2026

(M. Zafar ul Haq Hijazi)
Federal Tax Ombudsman

