

**THE FEDERAL TAX OMBUDSMAN
ISLAMABAD**

COMPLAINT NO.16189/SKT/IT/2026

Dated: 07.09.2026* R.O, Sialkot

Mr. Muneeb Altaf,

Islam Pura, Near Mian Saeed
Colony, New Minana Pura, Sialkot.

...Complainant

Versus

The Secretary,
Revenue Division,
Islamabad.

...Respondent

Dealing Officer	: Rana Hasan Akhtar, Advisor
Appraised by	: Mr. Khalid Javed, Advisor
Authorized Representative	: Ch. Muhammad Sabih Abbas Sulehria,
Departmental Representative	: i) Mr. Anadil Khan, DCIR, RTO, Sialkot
	ii) Mr. Amjad Ali, DCIR RTO Rawalpindi
Date of hearing	: 29.09.2026

FINDINGS/RECOMMENDATIONS

The complaint was filed under Section 10(1) of the Federal Tax Ombudsman Ordinance, 2000 (FTO Ordinance) against delay in change of jurisdiction from RTO, Rawalpindi to RTO, Sialkot.

2. Brief facts of the case, as stated in the complaint, are that the Complainant has alleged maladministration on the part of the Federal Board of Revenue (FBR) and the concerned field formation for their failure to process and respond to his request for change of tax jurisdiction from RTO Rawalpindi to RTO Sialkot, despite the passage of considerable time. The Complainant submitted an application/request to the Federal Board of Revenue on 05.06.2026 for the change/transfer of his tax jurisdiction from RTO Rawalpindi to RTO Sialkot. The said request was made for genuine and lawful reasons and was duly submitted to the concerned authority for necessary action. However, despite the lapse of more than three months, no response, decision, or communication whatsoever has been received from the concerned

*date of registration in FTO Sectt.





FBR authority. The Complainant further states that the continued silence and inaction on the part of the concerned FBR office has caused unnecessary inconvenience and hardship, particularly as the matter relates to his tax affairs and the appropriate jurisdiction of his tax record. Nevertheless, the failure to process or respond to his application dated 05.06.2026 constitutes unreasonable delay and administrative inaction, hence, this complaint.

3. In response to the notice issued under Section 10(4) of the FTO Ordinance, read with Section 9(1) of Federal Ombudsmen Institutional Reforms Act, 2013, the Chief Commissioner-IR, RTO, Sialkot submitted reply dated 14.09.2026, wherein it is contended that the Chief Commissioner-IR, RTO, Sialkot has issued NOC to the Secretary (Jurisdiction) through IRIS login on 14.09.2026 for change of jurisdiction from RTO, Rawalpindi to RTO, Sialkot. The Chief Commissioner-IR, RTO, Rawalpindi submitted reply dated 24.09.2026, wherein it is contended that the Chief Commissioner-IR, RTO, Rawalpindi has issued NOC to the Secretary (Jurisdiction) through IRIS login on 24.09.2026 for change of jurisdiction from RTO, Rawalpindi to RTO, Sialkot.

4. Both the parties heard on 29.09.2026 and record perused.

FINDINGS:

5. Inordinate delay in disposal of application filed on 05.06.2026 for change of jurisdiction from RTO, Rawalpindi to RTO, Sialkot is manifestation of Departmental neglect, inattention and inaptitude in discharge of its duties and the same tantamount to maladministration in terms of Section 2(3)(ii) of the FTO Ordinance, 2000.

**RECOMMENDATIONS:**

6. FBR to direct-

- (i) the Secretary (Jurisdiction), FBR, Islamabad to dispose of Complainant's application dated 05.06.2026 for change of jurisdiction from RTO, Rawalpindi to RTO, Sialkot, expeditiously, as per law & procedure; and
- (ii) report compliance within 30 days.

Dated: 13 OCT 2026

(M. Zafar ul Haq Hijazi)
Federal Tax Ombudsman