

THE FEDERAL TAX OMBUDSMAN ISLAMABAD

COMPLAINT NO.16033/ISB/IT/2026

Dated:03.09.2026* HQ Islamabad

Mr. Nawaz Khan,

...Complainant

(Registration No. 3110474111297),

20-3R, Qaziwala Road, Haroonabad, Bahawal
Nagar.

Versus

The Secretary,
Revenue Division,
Islamabad.

...Respondent

Dealing Officer	: Mr. Muhammad Naseer Butt, Advisor
Appraised by	: Mr. Khalid Javed, Advisor
Authorized Representative	: Nemo
Departmental Representatives	: i. Mr. Khalid Sultan, ADCIR, RTO, Bahawalpur (Telephonic Hearing) ii. Mr. Inayat ullah Khattak, AD (Audit), RTO, Islamabad
Date of hearing	: 07.10.2026

FINDINGS

The complaint was filed under Section 10(1) of the Federal Tax Ombudsman Ordinance 2000 (FTO Ordinance) against delay in deciding application for change of jurisdiction. The case was fixed calling for comments for 18.09.2026. The comments received from RTO, Islamabad and RTO, Bahawalpur, which were examined and placed on file. The DRs attended. However, the complainant did not join proceedings. Arguments were heard and record perused and complaint is disposed of as per available record as under.

2. The complainant stated that NTN 5310186-6 was mistakenly assigned to RTO Islamabad, whereas he is a resident of Haroonabad and carries on business there under the name and style of Nawaz and Co., which falls within the jurisdiction of RTO Bahawalpur. He filed online application on 10.08.2026 for change



of jurisdiction from RTO, Islamabad to RTO, Bahawalpur, which are still pending with the department. He therefore, requested transfer of his tax jurisdiction from RTO Islamabad to RTO Bahawalpur to facilitate timely tax compliance and reduce compliance costs.

3. The RTO, Islamabad filed written comments wherein, they stated that No Objection Certificate (NOC) for change of jurisdiction from RTO, Islamabad to RTO, Bahawalpur has been forwarded to the Second Secretary (Jurisdiction), FBR on 28.08.2026.

4. The RTO, Bahawalpur also filed written comments wherein, they stated that No Objection Certificate (NOC) for change of jurisdiction from RTO, Islamabad to RTO, Bahawalpur has been forwarded to the Secretary (Jurisdiction), FBR through online on 17.08.2026.

5. During hearing on 07.10.2026, the DR from RTO, Bahawalpur confirmed that the jurisdiction of complainant has been transferred from RTO, Islamabad to RTO, Bahawalpur. Copy of updated tax profile has been obtained and placed on file.

6. Since grievance of the complainant has been redressed with the intervention of this office, therefore, no further proceedings are warranted. Accordingly, the case is closed and file is sent to record room.

Dated:

13 OCT 2026

(M. Zafar ul Haq Hijazi)
Federal Tax Ombudsman

