

**THE FEDERAL TAX OMBUDSMAN  
ISLAMABAD**

**COMPLAINT No.15867/MLN/IT/2026**

Dated: 01.09.2026\* R.O. Multan

**Mr. Sajid Bari Syed,**

Flat 178, Street No 15, BMCHS,  
Sharf Abad, Karachi.

... Complainant

**V e r s u s**

The Secretary,  
Revenue Division,  
Islamabad.

... Respondent

Dealing Officer

: Dr. Khalil Ahmad, Advisor

Appraised by

: Mr. Muhammad Naseer Butt, Advisor

Authorized Representative

: Absent

Departmental Representative

: Mr. Adeel Quddusi, DCIR, RTO-II, Karachi

Date of Hearing(s)

: 29.09.2026 & 07.10.2026

**FINDINGS / RECOMMENDATIONS**

The complaint has been filed under Section 10(1) of the Federal Tax Ombudsman Ordinance, 2000 (FTO Ordinance) against delay in issuance of refund amounting to Rs.1.317 million for Tax Year 2025 alongwith additional payment for delayed refund in terms of Section 171(1) of the Income Tax Ordinance, 2001 (the Ordinance). According to the Complainant (**Non-Resident**), refund application for the said tax year was e-filed on 18.01.2026. The department failed to pass order under Section 170(4) of the Ordinance within the stipulated time.



2. The complaint was referred to the Secretary Revenue Division, for comments, 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 CCIR, RTO-II, Karachi forwarded Para-wise comments of the Commissioner-IR, Zone-I dated 16.09.2026 vide letter dated 16.09.2026. The department stance is as under:

**Quote**

\* Date of registration in FTO Sectt.

“It is submitted that the taxpayer and the property in question is situated in Multan and the taxpayer has already filed his refund application before the Commissioner Inland Revenue, Multan Zone. However, the taxpayer's case is presently appearing in the jurisdiction of RTO-II, Karachi, which appears to be due to an incorrect/mismatched jurisdictional allocation in the system. As the taxpayer and the subject property fall within the territorial jurisdiction of Multan, the matter relating to the refund application is required to be dealt with by the competent Inland Revenue authorities having jurisdiction over the taxpayer / property. The taxpayer may, therefore, be advised to get his jurisdiction corrected in the FBR system.

In this regard, the taxpayer may kindly be requested to file an online application for change of jurisdiction from RTO-II, Karachi to RTO-Multan through the prescribed FBR online facility. Upon completion of the jurisdiction-change process, the refund matter may be pursued with the concerned Commissioner Inland Revenue, Multan Zone.” Unquote

3. During hearing on 29.09.2026, the DR attended from RTO-II, Karachi. Case was discussed. The AR has requested for adjournment on telephone. Case was refixed for 07.10.2026. On the said of hearing, the DR attended on zoom. None appeared for the Complainant despite notice. The DR repeated that his earlier stance but conceded to issue notice under Section 170(4) of the Ordinance to process the claim.

4. The complaint has been filed for issuance of refund which is pending since long. The Complainant is expatriate living in USA as appearing in the copy of NICOP available in CMIS with his permanent residential address at Khanewal and present address at USA. His taxpayer profile inquiry is showing its jurisdiction with RTO-II, Karachi. However, according to particulars mentioned in Form A available on

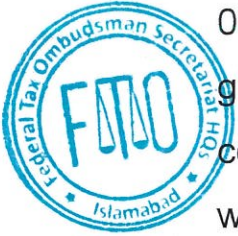


CMIS portal, the Complainant has declared his address as "Flat 178, Street No 15, BMCHS, Sharf Abad, Karachi". In order to resolve these contradictions, the jurisdiction of the Complainant was traced in IRIS and it is found that it lies with the RTO-II, Karachi. The notices under Section 10(4) of the FTO Ordinance read with Section 9(1) of the FOIRA were therefore issued to RTO-II, Karachi for comments. In response thereof the CCIR, RTO-II, Karachi filed parawise comments and suggested for change of jurisdiction prior to disposal of pending refund claim. The case was fixed for hearing on 29.09.2026 and 07.10.2026 but none appeared on behalf of the Complainant on the given contact address of the Complainant as well as AR. The given cell number remained unattended and no compliance to notice whatsoever was made. Lastly the case was heard on 07.10.2026. The DR who appeared on zoom from RTO-II, Karachi was asked to initiate proceedings in terms of Section 170(4) of the Ordinance in IRIS portal to dispose of the matter. He committed to do so. The Complainant is at liberty to apply for transfer of jurisdiction from RTO-II, Karachi to RTO, Multan, if he so desires.

5. Since the Complainant has failed to pursue the complaint, the complaint is disposed of with the above observations. File be consigned to record.

Dated: 13 OCT 2026

(M. Zafar ul Haq Hijazi)  
Federal Tax Ombudsman





13 OCT 1992