

**THE FEDERAL TAX OMBUDSMAN
ISLAMABAD**

COMPLAINT No.16474/MLN/IT/2026

Dated: 11.09.2026* R.O. Multan

Mr. Farooq Anjum,
7/1-4-L, Renala Khurd,
District, Okara.

... 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	:	Mr. Asif Ali Malik, Advocate
Departmental Representative	:	Mr. Masood-ul-Hassan, ACIR, RTO Sahiwal
Date of Hearing(s)	:	05.10.2026 & 07.10.2026

ORDER

The complaint was filed under Section 10(1) of the Federal Tax Ombudsman Ordinance, 2000 (FTO Ordinance) against undue delay in disposal of the complainant's (**CNIC 3530320598755**) for transfer of jurisdiction from Unit-03 Okara to Unit-01 Okara being a **Non-Resident** Pakistani by the RTO Sahiwal.

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 Chief Commissioner-IR, RTO, Sahiwal forwarded Para-wise comments of the Commissioner-IR, Okara Zone dated 23.09.2026 vide letter dated 25.09.2026. The department has contended as under:

Quote

“As per e-profile, the taxpayer is the resident of Chak No.7/1-AL Renala Khurd, Okara, Punjab. After examination of record

* Date of registration in FTO Sectt.



available, it has transpired that the taxpayer e-filed normal return for resident Pakistanis instead of filing of return for non-resident Pakistanis for the Tax Year 2026. Furthermore, the taxpayer has not provided any evidence of his residence so as to prove that the taxpayer was a **Non-Resident** individual as per Section 82 of the Income Tax Ordinance, 2001. Considering the fore-going, the case of the taxpayer cannot be transferred to Unit 01, Okara Zone, RTO Sahiwal from Unit 03 Okara Zone, RTO Sahiwal.”

Unquote

3. On fixed date of hearing on 05.10.2026, the DR attended. Case was discussed. None appeared for the complainant despite electronic service of notice. DR was, however, apprised that complainant has annexed a copy of NICOP in support of his contention on CMIS portal. On next date of hearing i.e. 07.10.2026, the DR as well as AR appeared. The DR explained that jurisdiction has been changed from Unit-03, Okara to Unit-01, Okara which is the rightful jurisdiction. The AR acknowledged it.

4. Since the grievance of the Complainant stands addressed consequent upon intervention of this forum, the investigation is closed. File be consigned to record.

Dated: 13 OCT 2026

(M. Zafar ul Haq Hijazi)
Federal Tax Ombudsman