

**THE FEDERAL TAX OMBUDSMAN
ISLAMABAD**

COMPLAINT NO.16359/LHR/IT/2026

Dated: 10.09.2026* RO, Lahore

Mr. Qasim Luqman,
12-A/4, Kapoor Thala House,
Lake Road, Old Anarkali,
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. Muhammad Ibrahim, Advocate
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, Sialkot 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. National Furnishers Exclusive", at Shop No.944, J-2 Johar Town, Lahore having (CNIC#3520060438857) submitted application online on 04.09.2026 for change of jurisdiction from RTO, Sialkot 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, Sialkot 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-I, Lahore vide letter dated 25.09.2026 had already issued no objection certificate in favour of the complainant. The Chief Commissioner-IR, RTO, Sialkot vide letter 10.09.2026 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.

RECOMMENDATIONS:

4. 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 in accordance with law & procedures; and
 - (ii) report compliance within 30 days.



Dated: 14 OCT 2026
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(M. Zafar ul Haq Hijazi)
Federal Tax Ombudsman