

**THE FEDERAL TAX OMBUDSMAN
ISLAMABAD**

COMPLAINT NO. 17227/MLN/IT/2026

Dated: 28/09/2026 - HQ* Islamabad

Mr. Muhammad Riaz Ansari

House No. 1293, Mohallah Bagh
Wera, O/S Dheli Gate, Multan

...Complainant

V e r s u s

The Secretary,

Revenue Division,
Islamabad.

...Respondent

Dealing Officer

: Mr. Shaukat Mahmood, Advisor

Authorized Representative

: -

Departmental Representative

: -

Date of hearing

: -

ORDER

This complaint was filed under Section 10(1) of the Federal Tax Ombudsman Ordinance, 2000 against non-issuance of refund for Tax Year 2024 amounting to Rs. 37,986/- by Regional Tax Office (RTO), Multan, Federal Board of Revenue (FBR).

2. During the proceedings, the department submitted a compliance report dated 08.10.2026. The report confirmed that the complainant's refund application has been processed, with a refund order issued under Section 170(4) of the Income Tax Ordinance, 2001 on 21.09.2026. Accordingly, a refund of Rs. 34,837/- was approved, while a claim of refund for Rs. 3,149/- was rejected.

3. Since, relief has been granted to the complainant through intervention of this Forum, therefore, the investigation is closed. The case file be consigned to record.

Dated: **15 OCT 2026**

(M. Zafar ul Haq Hijazi)
Federal Tax Ombudsman