FEDERAL TAX OMBUDSMAN SECRETARIAT
ISLAMABAD

COMPLAINT NO. 17539/SKT/IT/2026

Dated: 05/10/2026 * HQ Islamabad

Ms. Shakila Bano,
Pindi Bhattian. ...Complainant

V E R S U S

The Secretary,
Revenue Division,
Islamabad. ...Respondent

Dealing Officer	: **Mr. Shaukat Mahmood** Advisor /Head Small Refund Cell
Authorized Representative	: NIL
Departmental Representative	: NIL
Date of hearing	: NIL

ORDER

The complaint was filed under Section 10(1) of the Federal Tax Ombudsman Ordinance 2000 (FTO Ordinance), wherein the complainant was aggrieved by delay in processing of refund for tax year 2025 amounting to Rs. 86,550/- The online refund application was filed u/s 170 of the Income Tax Ordinance, 2001 (the Ordinance) on 17.07.2026, which was not processed by the department despite the lapse of statutory time of 60 days.

2. The Complaint was forwarded to RTO Gujranwala for processing of refund order u/s 170(4) or stating the reason for not issuance of refund order u/s 170(4) on or before 16.10.2026.

3. In Response, RTO Gujranwala has shared a copy of refund order passed u/s 170(4) of the Ordinance on 12.10.2026 amounting to Rs. 86,550/- for the tax year 2025.

4. The relief has been granted to the complainant through intervention of this office. The investigation is, therefore, closed and file is sent to the record room.

(M. Zafar ul Haq Hijazi)
Federal Tax Ombudsman

Dated: 15 OCT 2026