

**THE FEDERAL TAX OMBUDSMAN
ISLAMABAD**

COMPLAINT No.16983/MLN/IT/2026

Dated: 21.09.2026* R.O. Multan

Kanwar Ashair Qadir,

Kanwar House, Tulamba, Mian Channu,
Khanewal.

... 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

Date of Hearing

: -

FINDINGS/RECOMMENDATIONS

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 3610481617157**) request dated 02.09.2026 for transfer of jurisdiction from the Regional Tax Office (RTO), Islamabad to RTO, Multan.

2. Facts of the case in brief are that the complainant is permanent resident of Tulamba, District Khanewal which falls under the jurisdiction of RTO Multan having tax status of an individual.

3. The complaint was sent for comments to the Secretary Revenue Division, 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, Multan submitted a copy of NOC dated 01.10.2026 addressed to Secretary (Jurisdiction), FBR, Islamabad for transfer jurisdiction of the taxpayer from RTOI, Islamabad to RTO, Multan.



* Date of registration in FTO Sectt.

4. The CCIR, RTO, Islamabad has also submitted a copy of online NOC / forwarding dated 14.09.2026 that his office has no objection if the jurisdiction of the complainant is transferred from RTO, Islamabad to RTO, Multan.

5. Both the RTOs concerned are in agreement on the issue of jurisdiction. However, FBR has the authority to effect such transfer in exercise of powers conferred under the provisions of Section 209(6) of the Ordinance.

FINDINGS:

6. Delay in disposal of application dated 02.09.2026 for transfer of change of major jurisdiction from RTO, Islamabad to RTO, Multan is tantamount to maladministration, in terms of Section 2(3)(ii) of the FTO Ordinance.

RECOMMENDATIONS:

7. FBR to:

- (i) direct the Secretary (Jurisdiction), FBR, Islamabad to transfer the jurisdiction of the Complainant from RTO, Islamabad to RTO, Multan as per law; and
- (ii) report compliance within 30 days.

Dated: 16 OCT 2026

(M. Zafar ul Haq Hijazi)
Federal Tax Ombudsman