

THE FEDERAL TAX OMBUDSMAN ISLAMABAD

COMPLAINT NO. 16082/LHR/IT/2026

Dated: 04.09.2026*RO, Lahore

M/s. Ittefaq Trading Co,
6-KM GT Road,
Khorī Murīdke,
Sheikhupura.

...Complainant

Versus

The Secretary,
Revenue Division,
Islamabad.

...Respondent

Dealing Officer	:	Mr. Muhammad Jamil Bhatti, Advisor
Appraised by	:	Mr. Muhammad Tanvir Akhtar, Advisor
Authorized Representative	:	Mr. Makhdoom Rasheed, Advocate Mr. Zalayed Ali Advocate
Departmental Representative	:	Mr. Umer Mukhtar, ACIR, RTO-II, Lahore
Date of Hearing	:	28.09.2026

FINDINGS

The above-mentioned complaint was filed under Section 10(1) of the Federal Tax Ombudsman Ordinance, 2000 (FTO Ordinance) against non-issuance of exemption certificate u/s 153(1) read with section 159(1) of the Income Tax Ordinance, 2001 (the Ordinance).

2. Brief facts of the case are that, the complainant, an individual, sole proprietor of M/s. Ittefaq Trading Co., applied through Iris portal for issuance of exemption certificate under section 153(1)/159(1) of the Ordinance on 06.07.2026 for tax year 2027 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 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-II, Lahore vide letter dated 15.09.2026 forwarded parawise comments of the CIR, Zone-III, RTO-II, Lahore. It has been contended that the application has already been disposed of vide order dated 08.09.2026 in accordance with law. However, no maladministration or intentional delay in disposal of complainant's application is involved. It is once again submitted that the delay in disposal of complainant's application was due to structural reforms in FBR, i.e creation of a new field formation in Lahore, creation of logins of officers and transfer of cases and application accordingly.

4. During the course of hearing, both the AR and DR reiterated the stance taken in the complaint and parawise comments, respectively. The DR stated that application for exemption certificate u/s 159 has been rejected due to non-submission of supporting documents. But the CIR, has promised that if the complainant files the fresh application for exemption certificate u/s 159 of the Ordinance along with complete documents. The exemption certificate will be issued.

5. Both the parties heard and available record perused.

FINDINGS:

6. Perusal of the record reveals that the Complainant applied for exemption certificate under Section 159 of the Ordinance on 06.07.2026 for Tax Year 2027 but the Deptt failed to dispose of the same within reasonable time. The contention of the Deptt regarding delay due to structural reforms is not tenable as the Deptt is duty bound to dispose of such applications expeditiously. However, since the application has now been disposed of vide order dated 08.09.2026 and the DR has assured that in case the Complainant

files fresh application for exemption certificate along with complete documents, the same shall be disposed of strictly in accordance with law after affording opportunity of hearing.

7. The complaint stands disposed of in the above terms. Case file be consigned to record.

Dated: **19 OCT 2026**


(M. Zafar ul Haq Hijazi)
Federal Tax Ombudsman





19 OCT 1972