

**THE FEDERAL TAX OMBUDSMAN
ISLAMABAD**

COMPLAINT NO. 16449/SKT/IT/2026

Dated: 11.09.2026* R.O, Sialkot

Mr. Umair Aziz,

G. T. Road, Kamoke, Gujranwala.

...Complainant

Versus

The Secretary,
Revenue Division,
Islamabad.

...Respondent

Dealing Officer	:	Mr. Rana Hassan Akhtar, Advisor,
Appraised by	:	Mr. Muhammad Tanvir Akhtar, Advisor
Authorized Representative	:	Syed Murtaza Haider Shah, Advocate
Departmental Representative	:	Mr. Hassan Sultan Raja, ACIR, RTO, Gujranwala
Date of Hearing	:	06.10.2026

ORDER

The complaint was filed under Section 10(1) of the Federal Tax Ombudsman Ordinance, 2000 (FTO Ordinance) against delay in issuance of refund amounting to Rs.1.909 million & Rs.16.712 million for Tax Years 2024 & 2025, respectively.

2. During the course of investigation proceedings, it transpired that Complaint No. 15014/SKT/IT/2026, pertaining to the same issue, had already been filed by the complainant and is currently under investigation in this office. The instant Complaint No. 16449/SKT/IT/2026, being a duplicate complaint on the same issue, is accordingly disposed of.

3. File be consigned to record.

Dated: **20 OCT 2026**

(M. Zafar ul Haq Hijazi)
Federal Tax Ombudsman

