

THE FEDERAL TAX OMBUDSMAN ISLAMABAD

COMPLAINT NO. 16507/LHR/IT/2026

Dated: 12.09.2026* RO Lahore

Mr. Raees Ahmad,
H.No.289 Block-A Eden Garden,
Near Gajju Mata,
Lahore.

... Complainant

Versus

The Secretary,
Revenue Division,
Islamabad.

... Respondent

Dealing Officer	:	Mr. Muhammad Jamil Bhatti, Advisor
Appraised by	:	Mr. Muhammad Tanvir Akhtar, Advisor
Authorized Representative	:	Nemo
Departmental Representative	:	Mr. Yasir Butt, Addl. CIR, RTO, Multan (present online)
Date of Hearing	:	06.10.2026

FINDINGS

The above-mentioned complaint was filed Section 10(1) of the Federal Tax Ombudsman Ordinance, 2000 (FTO Ordinance) regarding non-processing of application for revision of return of income for Tax Year 2024 under Section 114(6)(ba) of the Income Tax Ordinance, 2001 (the Ordinance).



2. Brief facts are that the Complainant, an individual, e-filed Income Tax Return for Tax Year 2024 and submitted an application for revision of the said return to Commissioner-IR, RTO, Multan on 25.07.2026. It is alleged that despite lapse of considerable time, the application has not been decided, causing hardship to the Complainant, which constitutes maladministration. Hence, this complaint.

3. The complaint was referred to the Secretary, Revenue Division for comments, in terms of Section 10(4) of the FTO Ordinance read with Section 9(1) of the Federal Ombudsmen Institutional Reforms

*Date of registration in FTO Sectt.

Act, 2013. In response thereto, the Chief Commissioner-IR, RTO, Multan vide letter dated 07.10.2026 forwarded parawise comments of the Commissioner-IR, Multan Zone, RTO, Multan stating therein that in response to clarification notice issued, the complainant has submitted his reply covering the requisites of the notice. After examination, the complainant's grievance has been redressed by allowing permission to revise his income tax return for tax year 2024 vide order dated 05.10.2026.

4. Notice was issued for hearing on 06.10.2026, but neither the AR/complainant attended the hearing proceedings nor any request for adjournment was received. However, departmental representative attended the hearing and reiterated the stance taken in the parawise comments. DR further stated that although the complaint was filed on 12.09.2026, i.e. before lapse of 60 days period. The application for revision of income tax return for tax year 2024 was filed on 25.07.2026. The application for revision is approved / permission granted on 05.10.2026. The compliance has been made. The AR of the complainant vide e-mail dated 07.10.2026 stated that the grievance of the complainant has been redressed and requested to withdraw the complaint.

5. As the grievance of the complainant stands redressed consequent upon intervention of this forum, the investigation is closed. File be consigned to record.

(M. Zafar ul Haq Hijazi)
Federal Tax Ombudsman

Dated: 20 OCT 2026

