

**THE FEDERAL TAX OMBUDSMAN
ISLAMABAD**

COMPLAINT NO.17286/KHI/IT/2026

Dated: 29.09.2026* RO, Karachi
(Tax Year 2024)

Mr. JAVED AHMED RAHU
CNIC # 4130445972009

...Complainant

Villa No.16, Street No.6 Precinct 35
Sports Villas, Bahria Town
Karachi.

Versus

The Secretary,
Revenue Division,
Islamabad.

...Respondent

Dealing Officer	:	Mr. Sahibzada Abdul Mateen, Advisor
Appraised by	:	Mr. Muhammad Naseer Butt, Advisor
Authorized Representative	:	Mr. Tariq Hussain, Advocate
Departmental Representative	:	Nemo
Date of hearing	:	13.10.2026

FINDINGS / RECOMMENDATIONS

The complaint has been filed under Section 10(1) of the Federal Tax Ombudsman Ordinance, 2000 (FTO Ordinance) against non-issuance of Refund for Tax Year 2024 by the Commissioner Inland Revenue, Refund Zone, RTO, Hyderabad.



2. Briefly stated the complainant is an Individual derives income from agriculture and assessed to tax with RTO, Hyderabad. The complainant filed refund application u/s.170 of the Income Tax Ordinance, 2001 for the Tax Year 2024 claiming refund of Rs.1,078,960/- on 19.07.2025. The above-mentioned refund claim is based on the tax deduction (on Motor vehicle Transfer Fee) u/s.231B(1) of the Income Tax Ordinance, 2001, which is adjustable tax. The Department did not take cognizance of the refund application and failed to initiate any proceedings in that regard, hence this complaint.

* Date of registration with FTO Secretariat

3. The complaint was referred to the Secretary Revenue Division, Government of Pakistan for comments and hearing by the Departmental Representative (D.R.), in terms of Section 10(4) of the FTO Ordinance read with section 9(1) of the Federal Tax Ombudsman Institutional Reforms Act, 2013.

4. The Commissioner-IR, Refund Zone, RTO, Hyderabad submitted Para-wise comments, which are placed on record, stating therein as follows;

"PARA-WISE COMMENTS

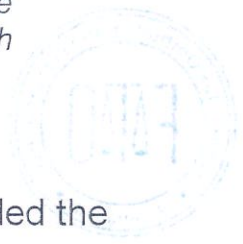
It is respectfully submitted that the complainant / taxpayer filed a complaint before the Honourable Federal Tax Ombudsman (FTO) vide Compliant No.FTO-17286/KHU/IT/2026 dated 30.09.2026, regarding the non-issuance of an income tax refund for Tax Year 2024.

In this regard, it is submitted that the refund claim of Mr. Javed Ahmed Rahu, Registration No.4130445972009, is presently pending for administrative approval. Upon receipt of the requisite administrative approval, the refund claim shall be processed accordingly, and the refund order under Section 170(4) of the Income Tax Ordinance, shall be issued strictly in accordance with the applicable provisions of law."

FINDINGS:

5. The Authorized Representative of the complainant attended the hearing, whereas the Respondent Department chose not to appear before this Forum. However, the Department filed the comments which have been reproduced supra. Accordingly, the available record was perused and a decision was reached.

6. After the investigation conducted by this office and examination of the available record, it has been established that the complainant filed refund application under Section 170 of the Income Tax Ordinance, 2001 for the Tax Year 2024 claiming refund of Rs.1,078,960/- on 19.07.2025. Refund claim is required to be processed within sixty days from the date of filing of the application in



terms of Section 170(4) of the Income Tax Ordinance, 2001, which states:

"170(4)

The Commissioner shall, within sixty days of receipt of a refund application under sub-section (1), serve on the person applying for the refund an order in writing of the decision after providing the taxpayer an opportunity of being heard."

It has been found that the concerned officer did not attend to the refund application with the diligence and attention required under the law and failed to act within the prescribed timelines. This omission amounts to "maladministration," as it constitutes neglect, inattention, delay, incompetence, inefficiency and ineptitude, in discharge of duties and responsibilities; as defined under Section 2(3)(ii) of the FTO Ordinance, 2000.



RECOMMENDATIONS:

7. FBR to direct;

- (i) the Commissioner-IR, Refund Zone, RTO, Hyderabad to dispose of refund claimed for the Tax Year 2024 in accordance with law after providing opportunity of being heard; and
- (ii) report compliance within 30 days.

Dated: 20 OCT 2026

(M. Zafar ul Haq Hijazi)
Federal Tax Ombudsman