

**THE FEDERAL TAX OMBUDSMAN
ISLAMABAD**

COMPLAINT NO.16643/SGD/IT/2026

Dated: 15.09.2026* R.O, Sargodha

Mr. Riasat Ullah Khan,
Naveed Book Depot Near Jail
Wali Puli Talagang Road
Mianwali.

... Complainant

V e r s u s

The Secretary
Revenue Division
Islamabad.

... Respondent

Dealing Officer	: Mr. Shaukat Mahmood, Advisor
Appraised by	: Mr. Muhammad Tanvir Akhtar, Advisor
Authorized Representative	: Complainant (online)
Departmental Representative	: Ms. Sana Hassan, DCIR, RTO-II, Lahore (online)
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) seeking correction of his name on his official tax profile/NTN record by Regional Tax Office-II (RTO), Lahore, Federal Board of Revenue (FBR).

2. Precisely, the main facts of the case are that the complainant is a salaried person bearing CNIC No. 38302-1177137-3 and approached the FTO due to discrepancies and requirement for correction of name on his tax profile matching his valid CNIC particulars. Hence, filing of instant 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 Federal Ombudsmen Institutional Reforms Act 2013. In response thereto, the Chief Commissioner Inland Revenue, RTO-II, Lahore, forwarded a compliance report vide letter dated 28.09.2026 from



the Assistant Commissioner Inland Revenue, Local Registration Office, RTO-II, Lahore. The Department submitted that standard operating procedures (SOPs) have been defined for name correction, requiring the applicant to email a request from his registered email address along with clear front and back copies of their original valid CNIC to ntnccellrto2lhr@gmail.com, or to visit the office in person for verification.

4. The case was fixed for hearing on 13.10.2026. The complainant, Mr. Riasat Ullah Khan and Departmental Representative (D.R), Ms. Sana Hassan, DCIR, RTO-II, Lahore were heard online. Both the complainant & D.R reiterated their respective positions.



FINDINGS

5. Perusal of the record reveals that the grievance pertains to a profile modification that requires adherence to standard departmental verification protocols. The Department has expressed its willingness to update the record as soon as the complainant fulfills the defined procedural requirements. **Consequently, no willful maladministration is established on the part of the department.**

6. The Complainant is advised to immediately submit his application along with front and back copies of his valid CNIC from his registered email address to the designated NTN Cell email i.e. ntnccellrto2lhr@gmail.com.

RECOMMENDATIONS

7. FBR to direct-

- (i) The concerned Commissioner-IR, RTO-II, Lahore to process the name correction on the complainant's tax profile within **seven (07)** days of receiving the requisite documents
- (ii) report compliance within 15 days.

Dated: 20 OCT 2026


(M. Zafar ul Haq Hijazi)
Federal Tax Ombudsman