

# THE FEDERAL TAX OMBUDSMAN ISLAMABAD

## COMPLAINT NO.16644/PWR/IT/2026

Dated: 15.09.2026 \*R.O. Peshawar

**Mr. Aamir Mushtaq,** ... Complainant  
S/O Mushtaq Ahmad, Amin  
Autos.27, Dil Jan Plaza, Near FC  
Headquarters, Peshawar Cantt.

### *Versus*

The Secretary ... Respondent  
Revenue Division  
Islamabad.

|                             |                                                  |
|-----------------------------|--------------------------------------------------|
| Dealing Officer             | : Mr. Sardar Ali Khawaja, Advisor                |
| Appraising Officer          | : Mr. Muhammad Tanvir Akhtar, Advisor            |
| Authorized Representative   | : Mr. Haseeb Ayaz, Advocate                      |
| Departmental Representative | : Mr. Muhammad Ali, DCIR, RTO,<br>Peshawar       |
| <b>Date of Hearings</b>     | <b>: 06.10.2026, 13.10.2026 &amp; 15.10.2026</b> |

### ORDER

The subject complaint has been filed under Section 10(1) of the Federal Tax Ombudsman, Ordinance, 2000 (FTO Ordinance) against the RTO Peshawar regarding the institutional failure of the FBR/PRAL to safeguard the taxpayer data as an unknown person has accessed IRIS account of him and his father and made alteration in their profile without any authority.



2. The complaint was referred to the Secretary Revenue Division for departmental reply/comments 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 CCIR, RTO, Peshawar, submitted parawise comments which were examined and placed on file.

3. The case was fixed for hearing. The A/R Haseeb Ayaz, Advocate & the D/R Mr. Muhammad Ali, DCIR, RTO Peshawar



attended and the case was discussed as per written arguments. The A/R reiterated his stance that unauthorized change has been made in the IRIS profile of his clients, hence, the matter may be investigated so that to identify the un-known person responsible for making the unauthorized alteration in their tax profiles. The D/R rebutted claim of the complainant stating that the data of IRIS profile of the complainants shows that they have voluntarily changed/alterd their profile through using the e-mail ID mushtaqahmed1913@outlook.com showing mobile no. 0346-5359408.

4. The A/R expressed his satisfaction stating that his grievance has been resolved to the extent of changes made in the IRIS profile of Mr. Mushtaq Ahmed, (Father of the complainant) whereas the complaint relevant to Mr. Aamir Mushtaq will be taken up the with the IT wing of the FBR (HQ) for further investigation. Thus the subject complaint may be treated as withdrawn.

5. Keeping in view the written request made by the A/R, for withdrawal of his complaint, no further action is suggested at this stage. File be consigned to record.

Dated: 20 OCT 2026

(M. Zafar ul Haq Hijazi)  
Federal Tax Ombudsman