

**THE FEDERAL TAX OMBUDSMAN  
ISLAMABAD**

**COMPLAINT NO.17257/MLN/IT/2026**

Dated: 29/09/2026 - HQ\* Islamabad

**Mr. Muhammad Azhar Ali**  
Sherani Manzil Block 10  
D.G. Khan

...Complainant

**V e r s u s**

**The Secretary,**  
Revenue Division,  
Islamabad.

...Respondent

|                             |                                                      |
|-----------------------------|------------------------------------------------------|
| Dealing Officer             | : Mr. Shaukat Mahmood, Advisor                       |
| Authorized Representative   | : Complainant (online)                               |
| Departmental Representative | : Mr. Waleed Bin Saad, ACIR, RTO, Multan<br>(online) |
| Date of hearing             | : 15.10.2026                                         |

**ORDER**

This complaint was filed under Section 10(1) of the Federal Tax Ombudsman Ordinance, 2000 against non-issuance of refund for Tax Year 2025 amounting to Rs.9,361/- by Regional Tax Office (RTO), Multan, Federal Board of Revenue (FBR).

2. During the proceedings, the department submitted a compliance report dated 14.10.2026. The report confirmed that the complainant's refund application has been processed, with a refund order issued under Section 170(4) of the Income Tax Ordinance, 2001 on 14.10.2026. Accordingly, a refund of Rs. 5,150/- was approved, while a claim of refund for Rs. 4,211/- was rejected.

3. Since the refund order u/s 170(4) of the ITO, 2001 has been passed by the department, the appropriate remedy for the complainant lies in filing a statutory appeal before the relevant appellate authority. Accordingly, investigation is closed and the case file be consigned to record.

Dated: **21 OCT 2026**

**(M. Zafar ul Haq Hijazi)**  
Federal Tax Ombudsman