

**THE FEDERAL TAX OMBUDSMAN
ISLAMABAD**

C.NO.17208/MLN/IT/2026

Dated: 28.09.2026 - HQ* Islamabad

Ms. Dur-I-Shahwar Jaffri

House No.171 Satellite Town,
Burewala.

...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	: Malik Riaz, ACIR, RTO, Sahiwal (online)
Date of hearing	: 15.10.2026

ORDER

This complaint has been filed under Section 10(1) of the Federal Tax Ombudsman Ordinance, 2000 regarding the delay in processing and issuing income tax refund amounting to Rs. 85,092/- for Tax Year 2025 by Regional Tax Office, Sahiwal, Federal Board of Revenue (FBR).

2. During the proceedings, the department submitted a compliance report dated 15.10.2026. 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 13.10.2026.

Accordingly, a refund of Rs. 66,001/- was approved, while a claim of refund for Rs. 19,091/- 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