

**THE FEDERAL TAX OMBUDSMAN
ISLAMABAD**

C.NO. 17296/MLN/IT/2026

Dated: 30.09.2026 - HQ* Islamabad

Mr. Ahsan Muzaffar

House No. 445, Gulshan-e-Wahid Colony
Phase 01, Near Nagana Chowk Northern
Bypass, Multan

...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 (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. 22,509/- for Tax Year 2022 by Regional Tax Office, 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. 21,822/- was approved, while a claim of refund for Rs. 687/- was rejected.

3. Since, relief has been granted to the complainant through intervention of this Forum, therefore, the investigation is closed. The case file be consigned to record.



Dated: **21 OCT 2026**

(M. Zafar ul Haq Hijazi)
Federal Tax Ombudsman