

**THE FEDERAL TAX OMBUDSMAN
ISLAMABAD**

C.NO. 17382/MLN/IT/2026

Dated: 01.10.2026 - HQ* Islamabad

Ms. Jaweria Khalid

Daak Khana Iutfabad,
Kotlaa Sadaat, Saddar,
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. 38,828/- for Tax Year 2025 by Regional Tax Office, Multan, Federal Board of Revenue (FBR).

2. During the proceedings, the department submitted compliance report dated 14.10.2026 enclosing formal order issued under Section 170(4) of the Income Tax Ordinance, 2001 on 14.10.2026, confirming that the refund application has been processed, and the refund order has been duly issued in favour of the complainant.

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

Dated: **21 OCT 2026**


(M. Zafar ul Haq Hijazi)
Federal Tax Ombudsman