

**PTHE FEDERAL TAX OMBUDSMAN
ISLAMABAD**

C.NO.17275/ABD/IT/2026

Dated: 29.09.2026 - HQ* Islamabad

Mr. Zeehan Ahmed

Dak khana Kakutri,
Banda Mughla, Tehsil & Distt.,
Haripur,

...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. Shaukat Nawaz, DCIR, RTO, Abbottabad (online)

Date of hearing

: 15.10.2026

FINDINGS/RECOMMENDATIONS

This complaint has been filed under Section 10(1) of the Federal Tax Ombudsman Ordinance, 2000 regarding the non-issuance and non-payment of an income tax refund amounting to Rs. 870,651/- determined for Tax Year 2024 by Regional Tax Office, Abbottabad, Federal Board of Revenue (FBR).

2. Main facts of the case are that the Complainant e-filed an online refund application under Section 170 of the Income Tax Ordinance, 2001 on 03.07.2026 for Tax Year 2024, claiming a refund amounting to Rs. 870,651/- arising on account of tax credit allowed under a Rectification Order passed under Section 221(1) of the Ordinance dated 02.07.2026 (supported by CPR No. IT-20260310-0101-1208319). Despite the lapse of geospatial/statutory time period mandating disposal within the prescribed timeframe of sixty days, the Department failed to issue or pay the refund to the Complainant. Hence, filing the instant complaint.

3. The complaint was sent for comments to the Secretary, Revenue Division, Islamabad in terms of Section 10(4) of the FTO Ordinance read

with Section 9(1) of Federal Ombudsmen Institutional Reforms Act, 2013. In response thereto, the Staff Officer-Legal, RTO Abbottabad forwarded parawise comments of the Commissioner-IR (Refund Zone) vide letter dated 06.10.2026, wherein it was contended that:

"The taxpayer filed a refund application on 03.07.2026, and while the rectification order and submission of application are matters of record, it was further intimated that the taxpayer has not filed his return of income for the tax year 2024 till date, and that the verification of claimed refund is under process and refund shall be finalized as per law after completion of verification process."

4. Case was fixed for hearing on 15.10.2026. The Complainant and the Departmental Representative attended the hearing online and reiterated their respective positions.

5. During hearing and review of the case record, it was observed that a Rectification Order under Section 221(1) dated 02.07.2026 was passed determining a refundable amount of Rs. 870,651/-. However, the Department contended that the refund order itself has not been finally issued as verification is under process and return filing requires scrutiny. Nevertheless, the Department was required to examine and dispose of the refund application in accordance with the law within the prescribed timeframe of sixty days under Section 170(4) of the Ordinance, but failed to do so.

FINDINGS:

6. In the light of Para-5 supra, this delay is manifestation of Departmental neglect, inattention and ineptitude in discharge of its duties and the same is tantamount to maladministration in terms of Section 2(3)(ii) of the FTO Ordinance, 2000.

RECOMMENDATIONS:

7. FBR to direct:

- (i) the Commissioner-IR, (Refunds) RTO, Abbottabad to process the refund claim of the Complainant for Tax Year 2024 in accordance with law, after providing adequate opportunity of being heard; and
- (ii) report compliance within 30 days.

Dated: 21 OCT 2026

(M. Zafar ul Haq Hijazi)
Federal Tax Ombudsman

