

**THE FEDERAL TAX OMBUDSMAN
ISLAMABAD**

COMPLAINT NO. 15794/LHR/IT/2026

Dated: 31.08.2026* RO, Lahore



Mian Tabassam Iqbal,
House No.24, Street No.6,
Jahangir Road, Baghbanpura,
Lahore.

...Complainant

Versus

The Secretary,
Revenue Division,
Islamabad.

2505 T30 1 S

...Respondent

Dealing Officer	:	Mr. Muhammad Jamil Bhatti, Advisor
Appraised by	:	Mr. Muhammad Tanvir Akhtar, Advisor
Authorized Representative	:	Mr. Tayyab Ishtiaq, Advocate
Departmental Representative	:	Ms. Zunaira Khalid, ACIR, RTO-II, Lahore (present online)
Date of Hearing(s)	:	22.09.2026 & 12.10.2026

ORDER

The above-mentioned complaint was filed under Section 10(1) of the Federal Tax Ombudsman Ordinance, 2000 (FTO Ordinance) against non-issuance of exemption certificate u/s 159(1) / 159(1B) / 236C of the Income Tax Ordinance, 2001 (the Ordinance).

2. Brief facts of the case are that, the complainant, an individual, applied through IRIS portal for issuance of exemption certificate under section 159(1)/159(1B)/236C of the Ordinance on 30.03.2026 which elicited no response from concerned quarters despite lapse of considerable time. Hence this 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 the Federal Ombudsmen Institutional Reforms Act, 2013. In response thereto, the Departmental Representative submitted that the exemption





certificate has been issued vide order dated 14.10.2026. A copy of the certificate has been placed on record.

4. As the grievance of the complainant stands redressed consequent upon intervention of this forum, the investigation is closed. File be consigned to record.

Dated: 21 OCT 2026

(M. Zafar ul Haq Hijazi)
Federal Tax Ombudsman

