

**FEDERAL TAX OMBUDSMAN SECRETARIAT  
ISLAMABAD**

**COMPLAINT NO. 18103/MLN/IT/2026**

Dated: 15/10/2026 \* HQ Islamabad

**Ms. Rashida Qurashi,**

Chah Juman Shah Wala, Dak  
Khana Makhdoom Rasheed,  
Gharyala, Tehsil Multan.

...Complainant

**V E R S U S**

**The Secretary,**

Revenue Division,  
Islamabad.

...Respondent

Dealing Officer

Authorized Representative

Departmental Representative

Date of hearing

**Mr. Shaukat Mahmood**

Advisor / Head Small Refund Cell

: NIL

: NIL

: NIL

**ORDER**

The complaint was filed under Section 10(1) of the Federal Tax Ombudsman Ordinance 2000 (FTO Ordinance), wherein the complainant was aggrieved by delay in processing of refund for tax year 2025 amounting to Rs. 44,103/- The online refund application was filed u/s 170 of the Income Tax Ordinance, 2001 (the Ordinance) on 17.10.2025, which was not processed by the department despite the lapse of statutory time of 60 days.

2. The Complaint was forwarded to RTO Multan for processing of refund order u/s 170(4) or stating the reason for not issuance of refund order u/s 170(4) on or before 26.10.2026

3. In Response, RTO Multan has shared a copy of refund order passed u/s 170(4) of the Ordinance on 21.10.2026 amounting to Rs. 44,103/- for the tax year 2025.

4. The relief has been granted to the complainant through intervention of this office. The investigation is, therefore, closed and file is sent to the record room.

Dated:

**23 OCT 2026**

**(M. Zafar ul Haq Hijazi)**  
Federal Tax Ombudsman