

**THE FEDERAL TAX OMBUDSMAN
ISLAMABAD**

COMPLAINT NO. 17491/MLN/IT/2026

Dated: 04/10/2026 - HQ* Islamabad

Mr. Ghulam Murtaza

Chah Karam Wala, Post Office, Mohri
Pur, Farid Pur, Tehsil Kabirwala,
District Khanewal

...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

: Complainant (Online)

: Mr. Waleed Bin Saad, ACIR, RTO Multan (Online)

: 20.10.2026

ORDER

This complaint was filed under Section 10(1) of the Federal Tax Ombudsman Ordinance, 2000 against non-issuance of refund for Tax Year 2025 amounting to Rs. 32,559/- by Regional Tax Office (RTO), Multan, Federal Board of Revenue (FBR).

2. During proceedings, the department submitted compliance report dated 20.10.2026 enclosing formal order issued under Section 170(4) of the Income Tax Ordinance, 2001 on 19.10.2026, 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: 23 OCT 2026


(M. Zafar ul Haq Hijazi)
Federal Tax Ombudsman