

**THE FEDERAL TAX OMBUDSMAN  
ISLAMABAD**

**C.NOS. 17739, 17621, 17613, 17708 & 17786/SKT/IT/2026**

Dated: 08.10.2026 & others - HQ\* Islamabad

**Mr. Mazhar Raza**

Office No.26, Judicial Complex  
Wazirabad  
(C.No.17739/SKT/IT/2026)

...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 | : Ms. Khadija Saeed, DCIR, RTO, Sialkot (online) |
| Date of hearing             | : 20.10.2026                                     |

**FINDINGS/RECOMMENDATIONS**

This complaint has been filed under Section 10(1) of the Federal Tax Ombudsman Ordinance, 2000 regarding unjustified delay in processing and release of income tax refund amounting to Rs. 215,500/- for Tax Year 2025 by Regional Tax Office, Sialkot, Federal Board of Revenue (FBR).

2. Main facts of the case are that the Complainant e-filed a refund application under Section 170 of the Income Tax Ordinance, 2001 on 30.08.2025 for Tax Year 2025, claiming a refund amounting to Rs.215,500/- arising on account of adjustable tax deductions under Sections 236K, 231AB, and 236(1)(a) supported by CPRs. Despite the lapse of the statutory time period mandating disposal within the prescribed timeframe, the Department failed to process and dispose of the refund application under Section 170(4) of the Ordinance within time. 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 Chief Commissioner IR, RTO Sialkot forwarded parawise comments of the Commissioner-IR (Refunds) vide letter dated 15.10.2026, wherein it was contended that:

***"the taxpayer has claimed a refund under sections 236K, 231AB & 236(1)(a) which is adjustable, and while the application has been examined and document verification is under process, there are no pending audit, rectification, or revision proceedings in the instant case, and the refund application will be processed after completion of codal formalities."***

4. Case was fixed for hearing on 20.10.2026. The Complainant and the Departmental Representative attended the hearing and reiterated their respective positions.

5. During hearing and review of the case record, it was observed that the refund application for Tax Year 2025 was duly e-filed along with supporting CPRs and withholding certificates on 30.08.2025, but no final refund order or payment had been issued by the Department till date. The Department was required to dispose of the refund application within the prescribed statutory timeframe under the law 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.**

7. The issues involved in complaints as detailed in Annexure-A are identical, i.e. deductions of income tax u/s 236K/C and other sections of ITO Ordinance, 2001 alleging delay in processing of refund applications beyond statutory time period of 60 days, as discussed in this complaint. All these cases/complaints also fall within the jurisdiction of CIR-Refund Zone, RTO,

Sialkot. In the complaints by Teachers / Associate Professors / Professors / Researchers regarding excess deduction of income tax u/s 149 of the ITO, 2001 during the months of May and June 2025 on account of recovery of rebate allowed to the teachers in the past, the refund claims be processed under the law.

### **RECOMMENDATIONS:**

8. FBR to direct:

- (i) the Commissioner-IR, (Refunds) RTO, Sialkot to process the refund claim of the complainant for Tax Year 2025, after providing adequate opportunity of being heard under the law; and
- (ii) report compliance within 30 days.

In view of above, findings/recommendations supra shall, mutatis mutandis, apply to all the complaints as given in **Annexure-A**.

10. Annexure A (page-3) forms the integral part of this order.

Dated: 23 OCT 2026

(M. Zafar ul Haq Hijazi)  
Federal Tax Ombudsman

### **Annexure-A**

| Sr# | Complaint No      | Complainant Name   |
|-----|-------------------|--------------------|
| 1.  | 17621/SKT/IT/2026 | ASAD ABBAS KAZMI   |
| 2.  | 17613/SKT/IT/2026 | RAZA ABBAS         |
| 3.  | 17708/SKT/IT/2026 | DR. ARFANA TALAT   |
| 4.  | 17786/SKT/IT/2026 | SHAKEEL AHMAD BUTT |