

**THE FEDERAL TAX OMBUDSMAN
ISLAMABAD**

C.NOS. 17633/ISB/IT/2026

Dated: 06.10.2026 HQ* Islamabad

Mr. Farhan Ali
PTV NEWS CENTRE,
Islamabad

...Complainant

V e r s u s

The Secretary,
Revenue Division,
Islamabad.

...Respondent

Dealing Officer	: Mr. Shaukat Mahmood, Advisor
Authorized Representative	: Nemo
Departmental Representative	: Mr. Inayat Ullah Khattak, AD (Audit) RTO, Islamabad
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 refunds for Tax Years 2021 and 2022 by Regional Tax Office, Islamabad, Federal Board of Revenue (FBR).

2. During the proceedings, the department submitted compliance report dated 16.10.2026 enclosing formal order issued under Section 170(4) of the Income Tax Ordinance, 2001 on 15.10.2026, confirming that the refund applications have been processed, and the refund orders have been duly issued in favour of the complainant.

3. Since, relief has been granted to the complainant through the intervention of this Forum, therefore, investigation is closed. The case file be consigned to record.

23 OCT 2026


(M. Zafar ul Haq Hijazi)
Federal Tax Ombudsman