

**THE FEDERAL TAX OMBUDSMAN
ISLAMABAD**

COMPLAINT NO. 17581/MLN/IT/2026

Dated: 06/10/2026 - HQ* Islamabad

Mr. Abdul Wahab

H.No.38, St. No.1, Police Line,
Sadiq Colony,
Multan

... 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	: Mr. Waleed Bin Saad, ACIR, RTO Multan (Online)
Date of hearing	: 20.10.2026

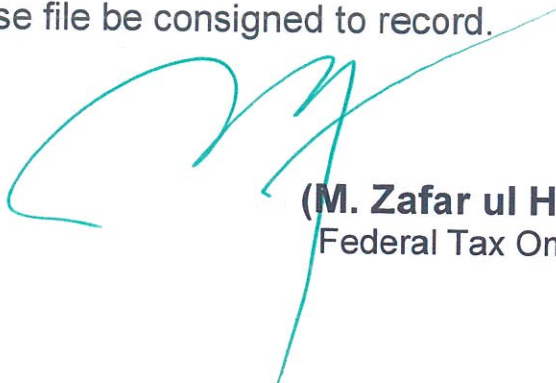
ORDER

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. 346,206/- by Regional Tax Office (RTO), Multan, Federal Board of Revenue (FBR).

2. During the 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 15.05.2026, confirming that the refund application has been processed and the refund amounting to Rs.222,238 /- has been duly issued in favour of the complainant whereas refund amounting to Rs.326,569 /- has been rejected by the Department.

3. Since the refund order u/s 170(4) of the ITO, 2001 has been passed by the department, the appropriate remedy for the complainant lies in filing a statutory appeal before the relevant appellate authority. Accordingly, investigation is closed and case file be consigned to record.

Dated: **23 OCT 2026**


(M. Zafar ul Haq Hijazi)
Federal Tax Ombudsman