THE FEDERAL TAX OMBUDSMAN
ISLAMABAD

COMPLAINT NO. 17443/MLN/IT/2026

Dated: 03/10/2026 - HQ* Islamabad

Mr. Nazir Ahmad Nasir
Noshera Nashaib, P.O Shah Pur
Doratta Layyah ...Complainant

Versus

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. 66,928/- 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 16.10.2026, 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.

(M. Zafar ul Haq Hijazi)
Federal Tax Ombudsman

Dated: 23 OCT 2026

*date of registration in FTO Sectt..