

**THE FEDERAL TAX OMBUDSMAN
ISLAMABAD**

COMPLAINT No.17523/MLN/IT/2026

Dated: 05.10.2026* R.O. Multan

Mr. Muhammad Shoaib,

H. No.107/XXIII, Faisal Street, near
Chase Up, Bosan Road, Multan.

... Complainant

V e r s u s

The Secretary,
Revenue Division,
Islamabad.

... Respondent

Dealing Officer
Appraised by
Date of Hearing

: Dr. Khalil Ahmad, Advisor
: Mr. Muhammad Naseer Butt, Advisor
: -

FINDINGS/RECOMMENDATIONS

The complaint was filed under Section 10(1) of the Federal Tax Ombudsman Ordinance, 2000 (FTO Ordinance) against undue delay in disposal of the complainant's (**CNIC 3660308507527**) request dated 05.10.2026 for transfer of jurisdiction from the Regional Tax Office (RTO), Sahiwal to RTO, Multan.

2. Facts of the case in brief are that the Complainant is an individual and permanent resident of District Vehari which falls under the Jurisdiction of RTO, Sahiwal.

3. The complaint was sent for comments to the Secretary Revenue Division, in terms of Section 10(4) of the FTO Ordinance read with Section 9(1) of the Federal Ombudsmen Institutional Reforms Act, 2013. In response thereto, the Chief Commissioner-IR, RTO, Multan submitted a copy of NOC vide letter No.4300 dated 08.10.2026 addressed to Secretary (Jurisdiction), FBR, Islamabad for transfer jurisdiction of the taxpayer from RTO, Sahiwal to RTO, Multan.

* Date of registration in FTO Sectt.

4. The CCIR, RTO, Sahiwal has also submitted a copy of letter / NOC vide letter No.1761 dated 15.10.2026 addressed to Second Secretary, Jurisdiction, FBR, Islamabad stating therein that his office has no objection if the jurisdiction of the Complainant is transferred from RTO, Sahiwal to RTO, Multan.

5. Both the RTOs concerned are in agreement on the issue of jurisdiction. Nevertheless, FBR has the authority to effect such transfer in exercise of powers conferred under the provisions of Section 209(6) of the Ordinance.

RECOMMENDATIONS:

6. FBR to:

- (i) direct the Secretary (Jurisdiction), FBR, Islamabad to transfer the jurisdiction of the Complainant from RTO, Sahiwal to RTO, Multan as per law; and
- (ii) report compliance within 30 days.

Dated: 23 OCT 2026

(M. Zafar ul Haq Hijazi)

Federal Tax Ombudsman

