

**THE FEDERAL TAX OMBUDSMAN
ISLAMABAD**

Complaint No.16822/FSD/IT/2026

Dated: 17.09.2026* R.O. Faisalabad.

Ms. Shamshad Bibi,
Chak No. 295/RB, Rasala No. 12,
Faisalabad.

...Complainant

V e r s u s

The Secretary
Revenue Division
Islamabad.

...Respondent

Dealing Officer
Appraising Officer

: Dr. Tariq Mahmood Khan, Advisor
: Mr. Khalid Javed, Advisor

FINDINGS/RECOMMENDATIONS

This complaint has been filed u/s 10(1) of the Federal Tax Ombudsman Ordinance, 2000 (FTO Ordinance) against failure to transfer jurisdiction from RTO, Bahawalpur to RTO, Faisalabad.

2. Briefly, Complainant (having CNIC #3310076858970), an individual, contended that Deptt has allotted jurisdiction RTO, Bahawalpur in the system(IRIS) instead of RTO, Faisalabad, whereas, the address of Complainant is Chak No. 295/RB, Mohallah, Rasala No. 12, Faisalabad which falls within the territorial jurisdiction of RTO, Faisalabad. Further, Complainant filed application before CCIR, RTO, Bahawalpur on 09.09.2026 for changing the jurisdiction from RTO, Bahawalpur to RTO, Faisalabad but no response was received till date. Being aggrieved Complainant filed instant complaint.

* Date of registration in FTO Sectt.

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3. The complaint was referred to the Secretary, Revenue Division, Islamabad for comments in terms of Section 10(4) of the FTO Ordinance read with Section 9(1) of Federal Ombudsmen Institutional Reforms Act 2013(FOIRA). In response thereto, the Chief Commissioner IR, Regional Tax Office, Bahawalpur vide letter dated 06.10.2026 informed that Deptt has no objection regarding request to change jurisdiction and matter has been forwarded to Board through System (IRIS). The RTO, Faisalabad has also issued NOC for transferring the jurisdiction of the case from RTO, Bahawalpur to RTO, Faisalabad on 16.10.2026. Now the matter is pending at the end of the Secretary Jurisdiction (HQ) FBR, Islamabad



FINDINGS:

4. As both the RTOs concerned have issued NOCs, therefore, now FBR has to finalize the change of jurisdiction in accordance with law.

RECOMMENATIONS:

5. FBR to direct:-

- (i) the Secretary Jurisdiction (HQ), FBR, Islamabad to transfer the jurisdiction from RTO, Bahawalpur to RTO, Faisalabad as per law & procedure; and
- (ii) report compliance within 30 days


(M. Zafar ul Haq Hijazi)
Federal Tax Ombudsman

Dated: 27 OCT 2026