

THE FEDERAL TAX OMBUDSMAN ISLAMABAD

COMPLAINT NO. 17584/LHR/IT/2026

Dated: 06.10.2026- HQ* Islamabad

Ms. Nadia Fawad Khalid,
House No.211/GG, Phase-4, DHA,
Lahore.

...Complainant

V e r s u s

The Secretary,
Revenue Division,
Islamabad.

...Respondent

Dealing Officer	: Mr. Khalid Javed, Advisor
Appraised by	: Mr. Muhammad Naseer Butt, Advisor
Authorized Representative	: Nemo
Departmental Representative	: Mr. Ali Mansoor, ADCIR, CTO, Lahore (V/Link)
Date of hearing	: 20.10.2026

FINDINGS/RECOMMENDATIONS

This complaint was filed under Section 10(1) of the Federal Tax Ombudsman Ordinance, 2000 (FTO Ordinance) against non-issuance and delay in processing of income tax refund claim of Rs. 2,242,490/- for tax year 2023. The complainant filed income tax return, followed by an online refund application under Section 170 of the Income Tax Ordinance, 2001 on 03.11.2023. The refund arose due to tax payment/deductions. However, despite the lapse of significant time period, the department failed to process the refund application, hence this complaint.

2. The complaint was referred to the Secretary, Revenue Division, Islamabad for comments under Section 10(4) of the FTO Ordinance read with Section 9(1) of the Federal Ombudsmen Institutional Reforms Act, 2013 on 06.10.2026. However, the department failed to submit any parawise comments or formal reply within the allowed timeframe, choosing instead to maintain absolute silence and inaction.

3. Hearing in this case was conducted on 20.10.2026; the DR of the department joined the proceedings, but AR/complainant did not



attend. The DR stated that notice of requisite documents is being issued to the taxpayer/complainant for submission of documentary evidence.

4. Perusal of the case record reveals that the Complainant submitted the electronic refund application u/s 170 for tax year 2023 on 03.11.2023. According to the provision of Section 170(4) of the Income Tax Ordinance, 2001, the department was legally obligated to dispose of refund claim, in either way, within the stipulated time period of 60 days. The failure of the department to process the refund application within the mandatory statutory period of sixty (60) days clearly demonstrates departmental inaction, delay, ineptitude which constitutes maladministration in terms of provision of Section 2(3)(ii) of the FTO Ordinance, 2000.

RECOMMENDATIONS:

5. FBR to direct:

- (i) the CIR (Refund Zone), CTO Lahore to dispose of the pending refund application of the complainant for tax year 2023 in accordance with law, after providing an opportunity of hearing; and
- (ii) report compliance within 30 days.

Dated: 27 OCT 2026

(M. Zafar ul Haq Hijazi)
Federal Tax Ombudsman