

# THE FEDERAL TAX OMBUDSMAN ISLAMABAD

## COMPLAINT NO. 17889/MLN/IT/2026

Dated: 11.10.2026 - HQ\* Islamabad

**Mr. Asghar Ali,**  
H. No.1028, St. No.03, Colony No.1,  
Khanewal, Multan.

... Complainant

### **V e r s u s**

**The Secretary,**  
Revenue Division,  
Islamabad.

... Respondent

Dealing Officer  
Appraised by  
Authorized Representative  
Departmental Representative  
Date of hearing

: Mr. Khalid Javed, Advisor  
: Mr. Muhammad Naseer Butt, Advisor  
: Nemo  
: Mr. Waleed, ACIR, RTO, Multan (V/Link)  
: 20.10.2026

### FINDINGS/RECOMMENDATIONS

This complaint was filed under Section 10(1) of the Federal Tax Ombudsman Ordinance, 2000 against non-issuance and delay in processing of income tax refund claims aggregating to Rs. 1,359,114/- (Rs. 204,344/- for Tax Year 2024 and Rs. 1,154,770/- for Tax Year 2025). The complainant filed income tax returns, followed by online refund applications under Section 170 of the Income Tax Ordinance, 2001 on 22.05.2026 for tax year 2024 (IRIS Barcode No. 100000277492237) and on 23.05.2026 for tax year 2025 (IRIS Barcode No. 100000274745952). The refunds arose due to tax deductions under various heads. However, despite the lapse of significant time period, the department failed to process the refund applications, 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 12.10.2026. However, the department failed to

\*date of registration in FTO Sectt..



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.

4. Perusal of the case record reveals that the complainant submitted the electronic refund applications u/s 170 for tax years 2024 and 2025 on 22.05.2026 and 23.05.2026, respectively. According to the provision of Section 170(4) of the Income Tax Ordinance, 2001, the department was legally obligated to dispose of refund claims, in either way, within the stipulated time period of 60 days. The failure of the department to process the applications and passing refund orders within the mandatory statutory period of sixty (60) days clearly demonstrates administrative neglect, apathy, and delay. The above position manifests 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), RTO Multan to dispose of the pending refund applications of the complainant for tax years 2024 and 2025 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

