

BEFORE
THE FEDERAL TAX OMBUDSMAN
ISLAMABAD

COMPLAINT NO.2480/LHR/IT/2022

Dated:16.06.2022*RO Lahore

Mr. Muhammad Saleem,
House No.52-A, Abubakar Block, ... Complainant
New Garden Town, Lahore.

Versus

The Secretary,
Revenue Division, ... Respondent
Islamabad.

Dealing Officer : Dr. Tariq Mahmood Khan, Advisor
Appraisal by : Mr. Muhammad Tanvir Akhtar, Advisor
Authorized Representative : None
Departmental Representative : Mr. Ali Khalid, DCIR RTO Lahore

FINDINGS/RECOMMENDATIONS

The above-mentioned complaint was filed under Section 10(1) of the Federal Tax Ombudsman Ordinance, 2000 (FTO Ordinance) against delay in disposal of refund application for Tax Years 2015 to 2021.

2. Briefly, the Complainant is an senior citizen, 89 years old, applied refund for Tax Years 2015 to 2021, but Deptt failed to process refund claims, hence this complaint.

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 Deptt submitted parawise comments vide letter dated 15.07.2022 contending that supporting documents for verification of tax payment were not provided, therefore notice u/s 170(4) of the Ordinance was issued requisitioning certain information from the Complainant for processing of refund.

4. During hearing, DR reiterated his stance taken in the parawise comments.

5. DR heard and available record perused.

FINDINGS:

6. Perusal of the record reveals that Complainant is an 89 years old senior citizen, and he has applied for pending refund for the tax years 2015 to 2021.

RECOMMENDATION

FBR to:-

- a) direct the Chief Commissioner, RTO Lahore to help the Complainant in provision & furnishing of essential documents personal attendance of the complainant must be excused during refund proceedings;
- b) dispose of the refund claims for Tax Years 2015 to 2021 expeditiously preferably within 15 days in accordance with law;
- c) sanctioning of the due refund the 89 year old senior citizen must be telephonically informed and the due amount credited to his given account as a token of respect to the senior citizen; and
- d) report compliance within 30 days.

Dated: 19/8/2022
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Approved for Reporting

(Dr. Asif Mahmood Jah)
(Hilal-i-Imtiaz) (Sitara-i-Imtiaz)
Federal Tax Ombudsman

Certified to be True Copy
19/8/22
Registrar
FTO Secretariat
Islamabad