

**THE FEDERAL TAX OMBUDSMAN
ISLAMABAD**

COMPLAINT NO.25368/MLN/IT/2025

Dated: 13.10.2025* R.O. Multan

Mr. Mamoon Aslam,

Tax Line Pvt Ltd, Talha Commercial
Market, Canal Road, Tehsil Chishtian.

... Complainant

V e r s u s

The Secretary,
Revenue Division,
Islamabad.

... Respondent

Dealing Officer	:	Dr. Khalil Ahmad, Advisor
Appraisal Officer	:	Muhammad Tanvir Akhtar, Advisor
Authorized Representative	:	Complainant in person
Departmental Representatives	:	(i) Mr. Muhammad Ramzan, ACIR, RTO, Peshawar
		(ii) Mr. Muhammad Ali Taj, DCIR'
		(iii) Mr. Muhammad Nawaz, A.D.
		(iv) Mr. Zia-ul-Haq, Sr. DBA, RTO, Multan

FINDINGS / RECOMMENDATIONS

The complaint has been filed under Section 10(1) of the Federal Tax Ombudsman Ordinance, 2000 (FTO Ordinance) by a tax practitioner against irregularities in registration process of Federal Board of Revenue (FBR). The content of the complaint is reproduced as under.

"Following the recent update in which the Federal Board of Revenue (FBR) made it mandatory for new taxpayer registrations to be verified only through the registered mobile number linked to the applicant's CNIC. Certain individuals have found ways to bypass this verification process. In several cases I reviewed, the taxpayers' registration forms (Form 181) show the "Medium" as "Manual", indicating that these NTN's were not generated through the normal online process but

* Date of registration in FTO Sectt.



instead created through internal FBR access – possibly from within Regional Tax Offices (RTOs) or PRAL back offices. It is reported that some individuals are exploiting this loophole, charging thousands of rupees per case to manually create NTNs without proper SIM verification. This practice undermines the integrity of the taxpayer registration system and damages public trust in FBR's digital reforms. I strongly urge FBR to investigate this matter, identify the persons involved in this malpractice, and take immediate action to close any system loopholes that allow manual creation of NTNs without proper verification”

2. The complaint was referred to the Secretary Revenue Division, for comments, 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, Bahawalpur forwarded Para-wise comments of the Incharge NTN Cell dated 23.10.2025 vide letter dated 28.10.2025, contending that no NTN has been issued manually from RTO Bahawalpur. The form of registration (u/s 181) of Khalid Rehman vide number 2160477503295 attached with complaint does not pertain to RTO Bahawalpur. Online verification of registration number shows that jurisdiction of the said registration number pertains to RTO, Peshawar. In this regard the Chief Commissioner-IR, RTO, Peshawar forwarded comments of Assistant commissioner (IR) dated 04.11.2025 vide letter dated 04.11.2025 contending that the concerned unit incharge has requested Manager PRAL, RTO Peshawar vide letter dated 03.11.2025 for provision of login information of the officer whose login was used for the said manual registration. Later on CIR, D. I.



Khan Zone, RTO Peshawar has recommended to refer the matter to Member I.T. (FBR) to identify delinquent officer.

3. The Database Administrator, RTO, Multan was called in to join the proceedings. He was asked to provide list of new manually registered taxpayers in order to find out whether the SOP for issuance of new NTN is being observed or not. He provided a list of 65 manually registered cases during the month of Nov, 2025 within the jurisdiction of RTO Multan as a sample. It was found that these cases have been registered manually from the login of Dept'l officers without following the latest SOP for the registration of new NTN.

4. During the course of investigation proceedings, the Complainant requested to withdraw his complaint vide email dated 17.12.2025. However, since the alleged issuance of fake NTNs entails the following implications, the investigation proceedings were continued.

- (i) The new manually issued NTNs may be misused to avail tax relief at reduced rate especially in case of property registration.
- (ii) The number of non-filers keep swelling because such newly registered persons may not be bona fide filers.

5. The CCIR, RTO Multan was required to look into the matter and it was found that out of 65 manually registered new cases in RTO, Multan 38 taxpayers did have one or more SIMs in their name as verified from online available website. Further, in these 65 newly issued NTNs, 51 registered persons belong to jurisdiction of RTO, Multan and have been registered by using user ID of officer / official working in RTO, Multan and the remaining 14 have been registered by using ID of officers of other RTOs. Most of these newly registered persons are filers and there is every likelihood that they were



registered to avail the benefit of reduced regime of withholding taxes especially for registration of immovable property.

FINDINGS:

6. In view of likely leakage of state revenue, the issue requires further probe by the Field Formations because such registrations have been made in violation of Standard Operation Procedure (SOP) laid down by the FBR for registration of taxpayers linking it with mandatory incorporation of SIM numbers. **Maladministration in terms of section 2(3)(i) i.e. "a decision, process recommendation, act of omission or commission which- (a) is contrary to law, rules or regulations or is a departure from established practice or procedure, unless it is bona fide and for valid reasons;"** is clearly visible.

RECOMMENDATIONS:

7. FBR to -
- (i) direct the DG (DT & IT), FBR and PRAL authorities at Islamabad to carry out a thorough investigation of the DATA of recent **manually registered persons** by the Field Formations in order to forestall any Revenue leakages;
 - (ii) Departmental officers involved in bye-passing FBR,s SOP need to be identified and taken to the task; and
 - (iii) report compliance within 30 days.



(M. Zafar ul Haq Hijazi)
Federal Tax Ombudsman

Dated: 29 DEC 2025

Approved for reporting

[Signature]