

**THE FEDERAL TAX OMBUDSMAN
ISLAMABAD**

COMPLAINT NO. 06637/LHR/IT/2026

Dated: 14.04.2026* RO, Lahore

Mr. Shahzad Ahmad, Bhatti,
208-P, Phase 8, DHA,
Lahore.

...Complainant

Versus

The Secretary,
Revenue Division,
Islamabad.

...Respondent

Dealing Officer	:	Mr. Muhammad Jamil Bhatti, Advisor
Appraised by	:	Mr. Khalid Javed, Advisor
Authorized Representative	:	Mr. Rehan Akhtar, Advocate
Departmental Representative	:	Dr. Abhia Rasheed, ACIR, RTO, Lahore (present online)
Date of Hearing(s)	:	09.06.2026 & 11.06.2026

FINDINGS/RECOMMENDATIONS

The above-mentioned complaint was filed under Section 10(1) of the Federal Tax Ombudsman Ordinance, 2000 (FTO Ordinance) against non-issuance of refund for Tax Year 2025

2. Briefly, the Complainant, an individual, non-resident, e-filed the return of income for Tax Year 2025 u/s 114(1) of the Income Tax Ordinance, 2001 (the Ordinance), which was deemed to be assessed u/s 120(1) of the Ordinance, claiming a refund amounting to Rs.0.544 million. According to the AR of the complainant, the refund claim relates to tax deducted under section 236C of the Ordinance that was inadvertently paid twice. The refund application, under sub-section (4) of Section 170 of the Ordinance, was e-filed for tax year 2025 on 25.11.2025. However, the Deptt failed to pass an order under Section 170(4) of the Ordinance, within the stipulated time. Hence, this complaint.

*Date of registration with FTO Secretariat



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 Chief Commissioner-IR, RTO, Lahore vide letter dated 15.06.2026 forwarded parawise comments of the Commissioner-IR, Refund Zone, RTO, Lahore stating therein that the complainant claimed tax deduction u/s 236C of the Ordinance, and tax on capital gain, while no relevant record was attached with the application. To ascertain the admissibility of tax deductions, the notice u/s 170(4) of the Ordinance has been issued to the complainant for compliance by 05.06.2026. The refund application is under process of verification and will be disposed of as per law once the required documents/ record will be provided by the complainant.

4. During the course of hearing, both the AR of the Complainant and the DR reiterated the stance taken in the complaint and parawise comments respectively.

5. Both parties heard and available record perused.

6. Admittedly, the Complainant e-filed refund application for tax year 2025 on 25.11.2025. In terms of Section 170(4) of the Ordinance, the Deptt was required to dispose of refund applications, either way, within 60 days of the filing, after providing an opportunity of hearing. It is a matter of record that the Department did not take any action on the refund application and no effort was made to resolve the issue, resultantly statutory time of sixty days got lapsed. Thus, failure of the Deptt to dispose of Complainant's refund application for Tax Year 2025 within the time stipulated in terms of Section 170(4) of the Ordinance is established.



FINDINGS:

7. Delay in processing of refund application for Tax Year 2025 is established. This delay is manifestation of departmental neglect, inaction and ineptitude in discharge of its duties and the same tantamount to maladministration in terms of Section 2(3)(ii) of FTO Ordinance, 2000.

RECOMMENDATIONS:

8. FBR to:-

- (i) direct the Commissioner-IR, Refund Zone, RTO, Lahore to dispose of refund application of the Complainant for Tax Year 2025 after providing opportunity of hearing to the Complainant, as per law; and
- (ii) report compliance within 30 days.

9. The Complainant is advised to provide proof of tax payment to the Department within a fortnight of issuance of this order.

Dated: 22 JUN 2026
U.f


(M. Zafar ul Haq Hijazi)
Federal Tax Ombudsman

