THE FEDERAL TAX OMBUDSMAN
ISLAMABAD

COMPLAINT NO.09796/ISB/IT/2026
Dated:21.05.2026* HQ Islamabad

Mr. Javed Iqbal, ...Complainant
(Registration No:3420151286461)
7A Rumman Heights, Collage Road,
Safari Villa 1, Bahria Town,
Rawalpindi.

Versus

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

Dealing Officer	:	Mr. Muhammad Naseer Butt, Advisor
Appraised by	:	Mr. Khalid Javed, Advisor
Authorized Representative	:	Mr. Muhammad Saad Jamil Sheikh, ITP
Departmental Representative	:	Ms. Romana Alam, ADCIR, RTO, Rawalpindi (Video Link Hearing)
Date of hearing	:	01.07.2026

FINDINGS/RECOMMENDATIONS

The complaint was filed under Section 10(1) of the Federal Tax Ombudsman Ordinance 2000 (FTO Ordinance) and the case was fixed for submitting comments on 12.06.2026. The comments were obtained from the department, which were examined and placed on file. The AR and DR attended. Arguments were heard and record perused and complaint is disposed of on the basis of available record as under.

2. The complainant is an overseas **Non-Resident Pakistani** who is aggrieved by delay in processing of refund for tax year 2024 amounting to Rs. 2,126,759/-. The online refund application was filed u/s 170 of the Income Tax Ordinance, 2001 (the Ordinance) on 12.02.2025, which was not processed by the department. The complainant prayed that the

* Date of registration with FTO Secretariat

department may be directed to process pending refund application and issue refund.

3. Perusal of complaint and record shows that the complainant came up before this forum to seek directions to the department to process his pending refund application for tax year 2024 claiming refund amounting to Rs. 2,126,759/-. The complainant, inter alia, claimed credit for the tax deducted u/s 236C on account of sale of property. The RTO, Rawalpindi filed written comments wherein, they responded the queries and confirmed that the refund application was e-filed by the complainant on 12.02.2025, which is still pending with the department despite passage of statutory period of 60 days.

4. It is also admitted by the respondent tax office that no outstanding current or arrear demand in respect of income tax is recoverable nor is any rectification, audit or revision pending in respect of Income Tax at this stage. However, no information regarding outstanding arrears demand for sale tax and FED has been provided. The respondent department was required to collect the information about such arrears from the relevant commissioner and incorporate the same in the comments but the needful was not done. It is further admitted by the department that the pending refund claim does not involve any contentious legal issue pending before any court and that the claimed refund has not been adjusted against any other demand. Therefore, there appears no valid justification for delaying processing of pending refund claim in the instant complaint.

5. In addition, the refund application has to be decided within 60 days in terms of section 170(4) of the Ordinance. However, the application is still pending despite passage of prescribed time limit. This inordinate delay is manifestation of departmental neglect and inattention in discharge of its duties and the same is tantamount to maladministration in terms of section 2(3)(ii) of the FTO, Ordinance, 2000.

Federal Tax Ombudsman Secretariat HQs
FTO
Islamabad

RECOMMENDATIONS:

6. FBR to:-

(i) direct the CIR (Refund Zone), RTO, Rawalpindi to dispose of pending refund application of the taxpayer for tax year 2024 on merits and issue due refund; and

(ii) report compliance within 60 days.

(M. Zafar ul Haq Hijazi)
Federal Tax Ombudsman

Dated: 03 JUL 2026