

**THE FEDERAL TAX OMBUDSMAN
ISLAMABAD**

COMPLAINT NO.09872/ISB/IT/2026

Dated:23.05.2026* HQ Islamabad

Mr. Tariq Amin,
(Registration No: 3740504965871)
House No. 46, Bank Road Rawalpindi.

...Complainant

Versus

The Secretary,
Revenue Division,
Islamabad.

...Respondent

Dealing Officer	:	Mr. Muhammad Naseer Butt, Advisor
Appraised by	:	Mr. Muhammad Tanvir Akhtar, Advisor
Authorized Representative	:	Mr. Sayyam Aftar, AR
Departmental Representatives	:	i. Ms. Romana Alam, ARCIR, RTO, Rawalpindi (Video Link Hearing)
		ii. Mr. Muhammad Usman, USO, PRAL,
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 comments on 12.06.2026. The RTO, Rawalpindi and PRAL, FBR filed parawise comments, which were examined and placed on file. The DR and AR attended. Arguments were heard and record perused and complaint is disposed of on the basis of available record as under.

2. The complainant stated that he is presently residing in Canada and is unable to access his registered Pakistani mobile number and email account linked with his FBR/Iris profile. The complainant further stated that his wife, Mrs. Aisha Tariq, being the lawful holder of a valid General Power of Attorney dated 11.05.2026, personally visited the office of the Local Registration Officer (LRO), Regional Tax Office, Rawalpindi, and submitted a

* Date of registration with FTO Secretariat



formal request along with supporting documents for updating the taxpayer's registered mobile number and email address.

3. The complainant further stated that proposed cell number & email address of the taxpayer's wife which she wants to update in his husband tax profile is as follows. **Cell: 03135983348 Email: aishaguria@gmail.com** However, the tax office informed that, under the current system limitations, the registered mobile number cannot be replaced unless the SIM is registered in the name of the taxpayer himself. Consequently, despite the existence of a valid General Power of Attorney and personal appearance of the authorized attorney, the requested update could not be processed.

4. The complainant further stated that this situation is causing serious hardship and practical difficulties for overseas Pakistanis, particularly in cases involving password recovery, account access, filing of returns, and compliance with statutory obligations under tax laws. It is pertinent to mention that the Iris registration system already allows, at the time of new NTN registration, the use of a mobile number belonging to a family member appearing in the taxpayer's Family Registration Certificate (FRC), where the taxpayer is not physically present in Pakistan. Therefore, a similar facilitative mechanism may kindly be introduced for password recovery and profile update cases as well, especially for overseas Pakistanis.

5. The complainant requested that the registered mobile number and email address may kindly be updated in accordance with the request submitted by the attorney holder; and necessary directions may kindly be issued for introducing an appropriate facilitative mechanism whereby immediate family members/ authorized attorney holders may update or verify contact details of overseas taxpayers in genuine cases.



6. The RTO, Rawalpindi filed written comments wherein, they stated that Iris system has been linked with NADRA and telecom companies and the system only allows to update a cell number that is registered against the CNIC of a taxpayer. Therefore, in the instant case, although the taxpayer authorized his representative, the system does not allow to update any cell number except that is registered against his CNIC. **It is also stated that Family tree option (i.e. cell number registered against the persons listed in his FRC in NADRA's current record) is available in Iris for new registrations cases but for resident Pakistanis only.**

7. The PRAL, FBR also filed written comments wherein, they stated that the current system allows modification of a profile's mobile number only when the corresponding SIM is registered in the taxpayer's name.

8. Perusal of complaint and record shows that the complainant is a **non-resident** who came up before this forum to seek direction to the department for updating of cell number and email address of his wife in his tax profile. It is further observed that the complainant filed an application on 21.05.2025, which was still pending with the department. However, the as per department the existing system does not allow inserting cell number and email of any other person in the tax profile of a person. The system requires that SIM of the cell should have been issued in the name of the taxpayer. However, the department stated that **Family Tree Option** (i.e. cell number registered against the persons listed in his FRC in NADRA's current record) is available in Iris for new registrations cases but for resident Pakistanis only. In view of the stated facts, the following recommendations are made for facilitating the complainant.



**Recommendations:**

9. FBR to:

- (i) direct the Chief Commissioner-IR, RTO, Rawalpindi to take corrective action after examining Family Tree Option in accordance with law and dispose of pending application of the complainant; and
- (ii) report compliance within 30 days.

(M. Zafar ul Haq Hijazi)
Federal Tax Ombudsman

Dated: 07 JUL 2026