

**THE FEDERAL TAX OMBUDSMAN
ISLAMABAD**

COMPLAINT NO. 16401/PWR/IT/2026

Dated: 10.09.2026 *R.O. Peshawar

**M/s BQ Pharma & Medical Devices
Private Limited,
43-A, Mian Road Industrial Estate,
Jamrud Road Hayatabad, Peshawar.**

... Complainant

V e r s u s

**The Secretary
Revenue Division
Islamabad.**

... Respondent

Dealing Officer	:	Mr. Sardar Ali Khawaja, Advisor
Appraising Officer	:	Mr. Muhammad Tanvir Akhtar, Advisor
Authorized Representative	:	Mr. Muhammad Umair, ITP
Departmental Representative	:	Mr. Muhammad Ashraf, DCIR, RTO Peshawar
Date of Hearing	:	24.09.2026

FINDINGS

The subject complaint has been filed under Section 10(1) of the Federal Tax Ombudsman, Ordinance, 2000 (FTO Ordinance) against the RTO, Peshawar regarding delay in issuance of Income Tax exemption certificate u/s 153(4) of the Income Tax Ordinance, 2001.

2. The complaint was referred to the Secretary Revenue Division for departmental reply/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 CCIR, RTO, Peshawar, submitted parawise comments which were examined and placed on file.

3. The case was fixed for hearing. The A/R Mr. Muhammad Umair, ITP attended & the D/R Mr. Muhammad Ashraf, was heard online and the case was discussed as per written submissions.



During the course of investigation, the A/R of the complainant submitted an application dated 01.10.2026, requesting to withdraw his complaint, on the plea that the matter has been resolved successfully, hence no further action is required. Contents of the withdrawal request are reproduced as under:-

"I have the Honour to express my sincere gratitude for your kind consideration and valuable efforts in the resolution of the matter titled "complaint No.16401/PWR/IT/2026 M/s BQ Pharma and medical Devices (Pvt) Ltd". We are pleased to acknowledge that the issue has been fully and satisfactorily resolved by the concerned department.

You esteemed office's prompt attention, professional approach, and effective supervision have been instrumental in bringing this matter to its logical conclusion. Such dedication and commitment to administrative justice are highly commendable. We remain deeply obliged for your kind cooperation and support throughout the proceedings, and we gratefully recognize your pivotal role in ensuring a fair and timely resolution.

Kindly accept our profound thanks and highest regards.

4. Since the complainant's grievance of delay in processing his application for the issuance of exemption certificate, has been addressed by the RTO, Peshawar, consequent upon intervention of the FTO office, no further action is warranted. File be consigned to record.



Dated: 14 OCT 2026

(M. Zafar ul Haq Hijazi)
Federal Tax Ombudsman