

**THE FEDERAL TAX OMBUDSMAN
ISLAMABAD**

COMPLAINT NO.16833/FSD/ST/2026

Dated 18.09.2026* R.O. Faisalabad

M/s Generation World,
16-KM, Jaranwala Road, Faisalabad.

... Complainant

Versus

The Secretary,
Revenue Division,
Islamabad.

... Respondent

Dealing Officer
Appraisal Officer

: Dr. Tariq Mahmood Khan, Advisor
: Mr. Muhammad Tanvir Akhtar, Advisor

FINDINGS/RECOMMENDATIONS

The complaint was filed against the Chief (CSTRO), FBR, Islamabad in terms of Section 10(1) of the Federal Tax Ombudsman Ordinance, 2000 (FTO Ordinance), for failure to make payment of Rs.10.789 million against various e-RPOs i.e. 8138221/2026, 8138222/2026 dated 20.07.2026, 8138615/2026 dated 04.08.2026 and 8139389/2026 dated 31.08.2026 through Fully Automated Sales Tax e-Refund (FASTER) module.



2. Precisely, the Complainant having (STRN#0802999903682) contended that Deptt did not release the payment of Rs.10.789 million against the different e-RPOs as mentioned above till date. Complainant approached the relevant authorities but department failed to transfer payment. Hence, filing of instant complaint.

3. The complaint was referred to the Secretary, Revenue Division Islamabad for comments in terms of Section 10(4) of the FTO Ordinance read with Section 9(1) of Federal Ombudsmen Institutional Reforms Act 2013 (FOIRA). In response thereto, the

* Date of registration in FTO Sectt:

Second Secretary (CSTRO/FTO), FBR, Islamabad vide letter dated 28.09.2026 intimated that payment against the above said e-RPOs were appearing valid in the CSTRO database and will be released in next tranche of non-FASTER cases, subject to the approval of the competent authority.

FINDINGS:



4. Un-due delay in processing/releasing of refund claims for e-RPOs No. 8138221/2026, 8138222/2026 dated 20.07.2026, 8138615/2026 dated 04.08.2026 and 8139389/2026 dated 31.08.2026 is a manifestation of departmental neglect, inattention and ineptitude in discharge of its duties and is tantamount to maladministration in terms of Section 2(3)(ii) of the FTO Ordinance, 2000.

RECOMMENDATIONS:

5. FBR to direct:-

- i) the Chief, (CSTRO), FBR, Islamabad to settle the payments of refunds against e-RPOs No. 8138221/2026, 8138222/2026 dated 20.07.2026, 8138615/2026 dated 04.08.2026 and 8139389/2026 dated 31.08.2026, expeditiously, as per law and;
- ii) report compliance within 30 days.

Dated: 19 OCT 2026

(M. Zafar ul Haq Hijazi)
Federal Tax Ombudsman