

**THE FEDERAL TAX OMBUDSMAN
ISLAMABAD**

Complaint No.15863/PWR/ST/2026

Dated: 01.09.2026*R.O.Peshawar

M/s Frontier Tech Wood Industries (Pvt) Ltd,
Head Office, Plot-98, Industrial Estate,
Jamrud Road, Hayatabad, Peshawar.

...Complainant

Versus

**The Secretary
Revenue Division
Islamabad.**

...Respondent

Dealing Officer	:	Mr. Shaukat Mahmood, Advisor
Authorized Representative	:	Mr. Muhammad Wajid, AR
Departmental Representative	:	Mr. Muhammad Ali, DCIR, RTO, Peshawar (Online)
Hearing Date	:	15.10.2026

FINDINGS/RECOMMENDATIONS

This complaint has been filed under Section 10(1) of the Federal Tax Ombudsman Ordinance, 2000 regarding the delay in processing and issuance of Sales Tax Refund Payment Order (RPO) amounting to Rs. 915,869/- by Regional Tax Office (RTO), Peshawar, Federal Board of Revenue (FBR).

2. Main facts of the case are that the Complainant previously withdrew FTO Complaint No. 00206/PWR/ST/2026 on 28.04.2026, retaining the legal right to reinstate the complaint if the Refund Payment Order (RPO) amounting to Rs. 915,869/- pursuant to Refund Order No. 8013986/2025/52 dated 30.06.2025 was not issued within stipulated period. Despite the lapse of the stipulated period and various correspondences by industrial chambers and associations, the Department failed to issue the RPO and allocate a dedicated Sales

* Date of registration in FTO Secretariat



Tax Refund Processing Officer within time. Hence, filing the instant complaint.

3. The complaint was sent for comments to the Secretary, Revenue Division, Islamabad in terms of Section 10(4) of the FTO Ordinance read with Section 9(1) of Federal Ombudsmen Institutional Reforms Act, 2013. In response thereto, the Additional Commissioner-IR (HQs), RTO Peshawar forwarded parawise comments of the Commissioner-IR (Refund Zone) vide letter dated 10.09.2026, wherein it was contended that:

"the complaint was initially viewed as lacking clear specifics due to multiple documents, but concerning the core grievance regarding the designation of a Sales Tax Refund Processing Officer, the office has already taken cognizance and requested the allocation of a Sales Tax Refund Officer from the Chief Commissioner's office."

4. Case was fixed for hearing on 15.10.2026. The Authorized Representative for the Complainant and the Departmental Representative attended the hearing and reiterated their respective positions.

5. During hearing and further clarification submitted on 26.09.2026, it was contended that the RPO amounting to Rs. 915,869/- for M/s Frontier Tech Wood Industries (Pvt) Ltd. has not been issued despite the lapse of the mandated timeframe. On the other hand, the Department acknowledged the administrative constraints regarding the processing officer and noted that appropriate requests have been initiated. Nevertheless, the Department was required to expedite and issue the RPO within time under the law but failed to do so.



INDINGS:-

6. In the light of para-5 supra, this delay is manifestation of departmental neglect, inattention and ineptitude in discharge of its duties and the same is tantamount to maladministration in terms of section 2(3)(ii) of the FTO Ordinance, 2000.

RECOMMENDATION:-

7. FBR to direct:-

- (i) the Commissioner-IR, (Refund Zone) RTO, Peshawar to designate a processing officer and expedite the issuance of the RPO in respect of M/s Frontier Tech Wood Industries (Pvt) Ltd. in accordance with law, after providing adequate opportunity of being heard; and
- (ii) report compliance within 30 days.

Dated: 21 OCT 2026

(M. Zafar ul Haq Hijazi)
Federal Tax Ombudsman

