

**THE FEDERAL TAX OMBUDSMAN
ISLAMABAD**

COMPLAINT NO.16298/LHR/ST/2026

Dated 09.09.2026* R.O. Lahore

M/s Altas Power Ltd.,
Flat 98-A, Askari V, Gulberg-III, Lahore.

... Complainant

Versus

The Secretary,
Revenue Division,
Islamabad.

... Respondent

Dealing Officer	: Mr. Asem Iftikhar, Advisor
Appraised by	: Mr. Muhammad Tanvir Akhtar, Advisor
Authorized Representative	: Mr. Shakeel Ahmed, Advocate
Departmental Representative	: -
Date of hearing	: 22.09.2026

FINDINGS/RECOMMENDATIONS

This complaint has been filed under Section 10(1) of the Federal Tax Ombudsman Ordinance, 2000 (FTO Ordinance) against the failure to issue payments for e-RPOs Nos. 8128312/2026 dated 22.04.2026, No.8129412/2026 dated 15.06.2026 and 8129489/2026 dated 18.06.2026 respectively, through the Fully Automated Sales Tax e-Refund (FASTER) module.

2. Precisely, Complainant (having NTN#2878470-7) is a public limited company engaged in the business of electricity generation and a member entity of the prestigious Atlas Group of Companies. Following the early termination of its power generation agreement by the Government of Pakistan effective 1st October 2024, the Complainant has been seeking the release of its tax refunds. Complainant contends that the Department has failed to release payments amounting to Rs. 55.291 million, Rs. 67.757 million and Rs. 73.262 million against duly issued electronic Refund Payment



* Date of registration in FTO Sectt:



Orders (e-RPOs), which remain unpaid to date. Despite multiple requests addressed to the Chief (CSTRO), Federal Board of Revenue (FBR), Islamabad, and the lapse of considerable stipulated time, the refund amounts have not been credited to the Complainant's designated bank account. The Complainant submits that the delay, inattention and inefficiency constitute maladministration under the FTO Ordinance, 2000. Being aggrieved, Complainant filed the instant complaint.

3. The complaint was sent 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. In response thereto, the Chief (CSTRO/FTO), FBR, Islamabad submitted his comments vide letter dated 21.09.2026 and contended that the e-RPOs Nos. 8128312/2026, 8129412/2026 and 8129489/2026 are appearing valid in the system and payment against the same is likely to be released in next tranche of non-FASTER cases, subject to the approval of the competent authority.

4. Both the parties heard and record perused.

FINDINGS:

5. Perusal of the Department's parawise comments reveals that the electronic Refund Payment Orders (e-RPOs) in question are appearing as valid and active within the automated system. While the Department has acknowledged the legitimacy of the refund claims, it has deferred the disbursement by stating that the payments will be released in the subsequent tranche of non-FASTER cases, subject to competent approval. The failure to credit the taxpayer's designated bank account, despite the lapse of more than four months, constitutes maladministration under Section

2(3)(ii) of the Federal Tax Ombudsman Ordinance, 2000.

RECOMMENDATIONS:

6. In view of the above, the Chief (CSTRO/FTO), FBR, Islamabad is directed to expeditiously release the refund payments for e-RPOs No. 8128312/2026 dated 22.04.2026, No.8129412/2026 dated 15.06.2026 and 8129489/2026 dated 18.06.2026, in accordance with the law, and report compliance within 30 days.

Dated: 21 OCT 2026

(M. Zafar ul Haq Hijazi)
Federal Tax Ombudsman

