

THE FEDERAL TAX OMBUDSMAN ISLAMABAD

COMPLAINT NO.16905/ISB/ST/2026

Dated:19.09.2026* HQ Islamabad

M/s Oliotech Oilfield Services (Pvt) Ltd,
(NTN. 4307388),
3 km from Sangjani Toll Plaza, Peshawar Raod,
Sangjani, Islamabad.

...Complainant

Versus

The Secretary,
Revenue Division,
Islamabad.

...Respondent

Dealing Officer	:	Mr. Muhammad Naseer Butt, Advisor
Authorized Representative	:	Mr. Ali Mehdi, Advocate
Departmental Representatives	:	Ms. Naila Gul Sheikh, ADCIR, RTO, Islamabad (Video Link Hearing)
	:	Mr. Inayat ullah Khattak, AD (Audit), RTO, Islamabad
Date of hearing	:	12.10.2026

FINDINGS/RECOMMENDATIONS

The complaint was filed under Section 10(1) of the Federal Tax Ombudsman Ordinance 2000 for deletion/correction of duplicate/ erroneously reflected invoices from Iris portal in terms of Sales Tax General Order 01 of 2026. The case was fixed for calling comments on 06.10.2026. The RTO, Islamabad filed comments, which were examined and placed on file. The AR and DRs attended. Arguments were heard and record perused and complaint is disposed of on the basis of available record as under.

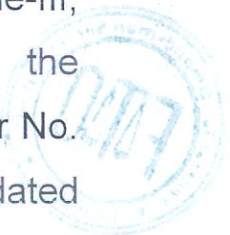
2. The complainant stated that M/s Oliotech Oilfield Services (Pvt) Ltd is a registered corporate sales taxpayer whose Point-of-Sale system is duly integrated with the FBR's computerized system (Iris) through a licensed integrator. During June 2026, the Complainant rendered services in the Provinces of Punjab, Sindh

and Baluchistan, chargeable to sales tax exclusively under the respective provincial sales tax statutes.

3. The complainant further stated that owing to an inadvertent error, invoices relating to these provincial services were reflected in the Complainant's federal sales tax return on Iris and one of the companies, namely Schlumberger Seaco Inc., whose invoices were issued in its name, was also mistakenly recorded as "Dowel Schlumberger" due to the similarity in their name. As the Iris system does not permit a registered person to delete or rectify such invoices after first 72 hours, the Complainant has since been unable to file its federal sales tax return without being made to discharge federal sales tax on transactions that are, in law, subject to provincial sales tax alone.

4. The complainant further stated that he repeatedly and diligently approached the concerned authorities in writing for removal/correction of the said invoices, vide letter dated 14.07.2026 application to the Commissioner Inland Revenue, Zone-III, Corporate Tax Office, Islamabad, seeking deletion of the erroneously reflected invoices under Sales Tax General Order No. 01 of 2026 dated 30.03.2026 followed by reminders dated 31.07.2026, 05.08.2026 to CCIR, RTO, Islamabad necessitated by dissolution of the Corporate Tax Office and consequent jurisdictional reallocation.

5. The complainant further stated that in response to the department's first substantive query received almost seven weeks after the original application, the complainant furnished a detailed explanation (diarized 04.09.2026, Diary No. 1840) clarifying that the discrepancy was a bona fide clerical error in recording the name of the service recipient — M/s Schlumberger Seaco Inc. (NTN 0700447-8) having been mistakenly recorded as M/s Dowel



Schlumberger (Western) S.A. — and enclosing the correct invoices and payment advice in support.

6. Throughout, the complainant has also filed its provincial sales tax returns for the relevant period declaring the said invoices, evidencing full compliance with its provincial obligations and its continuing bona fide intent to regularize its federal position. Furthermore, despite three written applications over nearly two months (14.07.2026 to 05.08.2026), the Respondents neither deleted/corrected the disputed invoices nor communicated any decision, save for internal forwarding occasioned by administrative reorganization of the tax office. Only on 03.09.2026 was any substantive departmental communication received, and even that was confined to seeking clarification rather than resolving the matter.

7. As a direct consequence, the complainant's federal sales tax return for the period in question has remained unfiled for several months, exposing a compliant taxpayer to needless default and penal consequences for a default not of its own making. The failure of the Respondents to act on repeated, properly diarized written requests within a reasonable time, and to resolve a purely administrative/procedural matter — deletion/correction of erroneously entered invoices under the Department's own Sales Tax General Order No. 01 of 2026 — amounts to inaction, delay and inattention in the discharge of statutory responsibility, and constitutes maladministration within the contemplation of Section 2(3) of the Federal Tax Ombudsman Ordinance, 2000.

8. The complainant further stated that if the Respondents had any genuine objection regarding their tax liability, input tax adjustment, or the genuineness of the invoices, they possessed ample statutory powers under the Sales Tax Act, 1990 to scrutinize,





audit or assess the same in accordance with law. There was no lawful justification for withholding deletion/correction of the invoices and thereby obstructing the filing of the return itself; filing of a return and assessment of tax liability are distinct statutory functions, and the availability of the latter to the department in no way justifies obstruction of the former.

9. The complainant prayed to direct the concerned Respondents to forthwith delete/correct the duplicate/erroneously reflected invoices from Iris profile in accordance with Sales Tax General Order No. 01 of 2026; direct that the complainant be facilitated in filing its pending federal sales tax return(s) without further obstruction or delay and recommend that the matter be examined and resolved expeditiously in accordance with law, without prejudice to the Respondents' powers to independently scrutinize/assess the complainant's tax affairs, if considered necessary, through due statutory process.

10. The RTO, Islamabad filed comments wherein, they stated that the complainant submitted its first application before the Corporate Tax Office (CTO), Islamabad, on 14.07.2026. However, the said CTO was dissolved vide Board's Order No. F.No.57(2) Jurisdiction/2026-77469-R dated 16.07.2026, and two new zones created were created in Regional Tax Office, Islamabad. Consequently, the relevant record and pending applications were required to be transferred/reorganized amongst the newly established formations.

11. The RTO, Islamabad further stated that the complainant was aware of the status of its application and its representative, Mr. Wasal Haider, personally visited the office and pursued the matter for expeditious processing. As soon as the requisite resources were

deployed and the application was taken up for examination, the matter was processed further.

12. The RTO, Islamabad further stated that during examination of the application, it was considered necessary to obtain further clarification and supporting documentary evidence from the complainant before making any recommendation for deletion of the invoices. Accordingly, the complainant was asked vide written communication dated 03.09.2026 to furnish the requisite explanation and supporting record. The complainant furnished its response on 04.09.2026.

13. The RTO, Islamabad further stated that the explanation and documents furnished by the complainant were examined in detail. During examination, certain issues requiring independent verification were noticed. The matter could not, therefore, be processed merely on the basis of the assertion of the complainant that the invoices had been erroneously declared in the Federal Sales Tax Return.

14. The RTO, Islamabad further stated that the complainant had declared six invoices during June, 2026 in favour of three registered persons. Subsequently, it claimed that the relevant services were rendered in the provinces and that the invoices had inadvertently been declared in the Federal Sales Tax Return. Since the invoices had already been issued and reflected in the Federal Sales Tax system, it was necessary to verify whether the corresponding transactions had been received/recorded by the respective recipients and whether the Sales Tax charged through such invoices had been claimed or adjusted as input tax.

15. The RTO, Islamabad further stated that the complainant furnished copies/details of its provincial declarations in support of its





contention that the services were actually rendered in the respective provinces. However, examination of the record disclosed certain discrepancies and required further verification. In particular, the six invoices declared by the complainant involved aggregate value of Rs.5,207,313/- and Sales Tax of Rs.800,109/-. Therefore, before deletion of the invoices from the Federal Sales Tax system, it was necessary to establish that the corresponding Federal Sales Tax had not been utilized by the recipients as input tax.

16. The RTO, Islamabad further stated that the complainant has also referred to the invoices as duplicate/erroneously issued invoices. However, examination of the available record revealed that three invoices were issued in the name of M/s. Dowell Schlumberger, NTN 0816095, whereas the complainant's subsequent explanation referred to M/s. Schlumberger Seaco Inc., NTN 0700447. Since these are separate entities having entirely different NTN numbers, the invoices could not be treated as duplicate merely on the basis of similarity in their names without verification of the actual recipient and transaction.

17. In view of the above, it became necessary to independently verify from M/s. Dowell Schlumberger (Western) S.A., NTN 0816095, whether:

- (i) it actually received or availed any services from M/s. Oliotech Oil Field Services (Private) Limited against the invoices in question during June 2026;
- (ii) the said invoices were recorded in its books of account, purchase records or other relevant records;
- (iii) the Sales Tax amount charged through the said invoices was claimed or adjusted as input tax in its Federal Sales Tax Return for June 2026 or any subsequent tax period; and

- (iv) the corresponding transactions were otherwise reported or accounted for by the recipient.

18. The RTO, Islamabad further stated that accordingly, a notice dated 01.10.2026 has been issued to M/s. Dowell Schlumberger (Western) S.A. seeking verification of the above facts and production of the relevant record. Furthermore, the verification from the recipient is necessary before recommending deletion of the invoices. Deletion of invoices from the Federal Sales Tax system without establishing the status of the corresponding input tax in the hands of the recipient may result in loss of government revenue or creation of an incorrect tax position. The department is therefore required to exercise due diligence before recommending deletion of already-issued and reported invoices.

19. The RTO, Islamabad further stated that their office department has not rejected the complainant's request. Rather, the application is under active examination and the additional verification has been undertaken to determine the factual position and ensure that deletion of the invoices does not adversely affect the revenue or facilitate inadmissible input tax adjustment.

20. The RTO, Islamabad further stated that upon receipt of the response and relevant record from M/s. Dowell Schlumberger (Western) S.A., the matter shall be examined expeditiously. Thereafter, the application of the complainant shall be processed further and, where the claim is found factually and legally sustainable, the case shall be forwarded to the competent authority/Board for necessary action regarding deletion of the invoices in accordance with Sales Tax General Order No. 01 of 2026 dated 30.03.2026.

21. Perusal of the complaint and record shows that the complainant approached this forum seeking directions to the





department to delete/correct the duplicate or erroneously reflected invoices from its Iris profile in accordance with Sales Tax General Order No. 01 of 2026 dated 30.03.2026. Record further shows that the complainant approached the department through written application dated 14.07.2026 and subsequent reminders dated 31.07.2026 and 05.08.2026. However, no final decision was communicated on the request, and the complainant's federal sales tax return remained unfiled due to the unresolved issue. Although the department attributed the initial delay partly to the dissolution of the Corporate Tax Office and reallocation of jurisdiction, such administrative reorganization cannot, by itself, justify prolonged pendency of a taxpayer's properly submitted application without timely resolution.

22. It is further noted that, consequent upon the intervention of this Office, the RTO, Islamabad issued a notice dated 01.10.2026 to M/s. Dowell Schlumberger (Western) S.A., requiring compliance by 09.10.2026 and seeking verification of the following matters;

- (i) it actually received or availed any services from M/s. Oliotech Oil Field Services (Private) Limited against the invoices in question during June 2026;
- (ii) the said invoices were recorded in its books of account, purchase records or other relevant records;
- (iii) the Sales Tax amount charged through the said invoices was claimed or adjusted as input tax in its Federal Sales Tax Return for June 2026 or any subsequent tax period; and
- (iv) the corresponding transactions were otherwise reported or accounted for by the recipient.

23. During the hearing held on 12.10.2026, the DR confirmed that the reply from M/s. Dowell Schlumberger (Western) S.A. was still awaited. The DRs further assured that, upon receipt of the reply, the

matter would be examined expeditiously and forwarded to the Federal Board of Revenue for necessary action regarding deletion/correction of the disputed invoices in accordance with Sales Tax General Order No. 01 of 2026 dated 30.03.2026.



24. The complainant's application dated 14.07.2026, followed by reminders dated 31.07.2026 and 05.08.2026, remains pending with the department. 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.

RECOMMENDATIONS:

25. FBR to:

- (i) direct the Commissioner-IR (Corporate Zone-II), RTO, Islamabad, to dispose of the complainant's pending application dated 14.07.2026 and ensure that the verification initiated vide notice dated 01.10.2026 is pursued on priority and completed expeditiously, in accordance with law within 15 days;
- (ii) direct the Chief (Sales Tax), FBR to examine and decide the complainant's application for deletion/correction of the disputed invoices, upon receipt of the case from the field formation, in accordance with Sales Tax General Order No. 01 of 2026 dated 30.03.2026, within 10 days
- (iii) report compliance above within 30 days

Dated: 21 OCT 2026

(M. Zafar ul Haq Hijazi)
Federal Tax Ombudsman