

THE FEDERAL TAX OMBUDSMAN ISLAMABAD

COMPLAINT NO.17015/ISB/ST/2026

Dated:22.09.2026* HQ Islamabad

M/s SAFESKYNEXUS (Private) Limited, ...Complainant
(Registration No. J419074),
Office No. 2, Ground Floor, NICAT, Alpha
Techno Square, NASTP, Old Airport Road,
Chaklala Cantt, Rawalpindi.

Versus

The Secretary, ...Respondent
Revenue Division,
Islamabad.

Dealing Officer	: Mr. Muhammad Naseer Butt, Advisor
Appraised by	: Mr. Badruddin Ahmad Qureshi, Advisor
Authorized Representative	: Nemo
Departmental Representative	: Mr. Amjad Ali Khan, DCIR, RTO, Rawalpindi (Telephonic Hearing)
Date of hearing	: 12.10.2026

FINDINGS

The complaint was filed under Section 10(1) of the Federal Tax Ombudsman Ordinance, 2000 against delay in processing the sales tax registration application filed u/s 14(1) of the Sales Tax Act, 1990.

2. The complainant, M/s SAFESKYNEXUS (Private) Limited, stated that they applied for Sales Tax Registration (Form 14) on 09.09.2026 via the Iris portal, which is still pending with the department. Furthermore, the NADRA biometric verification was completed on the same date. However, the application remains stuck in the Iris Outbox. No Sales Tax Number has been granted, and no objection has been raised by the FBR field office. It is therefore requested that the FBR be directed to immediately process and complete Sales Tax Registration.

3. The case was fixed for calling comments on 06.10.2026. The RTO, Rawalpindi filed comments, which were examined and placed



on file. The DR attended. However, the complainant did not join proceedings. Arguments were heard, the record was perused, and the complaint is disposed of on the basis of the available record. Moreover, the RTO, Rawalpindi filed comments wherein they have stated that the complainant is a private limited company and does not require LRO approval for sales tax registration. The case is registered in sales tax w.e.f. 10.09.2026, the same day when the taxpayer submitted the application for sales tax registration. In view of the above, the subject complaint may kindly be treated as resolved. A copy of the updated tax profile has been obtained and placed on file. However, if the taxpayer faces any issue in filing the sales tax return for the month of September-2026, he may approach the LRO office for further facilitation.

4. Since the grievance of the complainant has been redressed through intervention of this office. Therefore, the instant case is closed, and the file is consigned to the record room.

Dated: 22 OCT 2026

(M. Zafar ul Haq Hijazi)
Federal Tax Ombudsman

