

THE FEDERAL TAX OMBUDSMAN ISLAMABAD

COMPLAINT NO.16192/ISB/ST/2026

Dated:07.09.2026* HQ Islamabad

Mr. Muhammad Bin Shahid,
(Registration No. 6110119418745),
Plaza No. 44, Basement, Linear Commercial,
Safari Valley Phase 8, Bahria Town, Rawalpindi.

...Complainant

Versus

The Secretary,
Revenue Division,
Islamabad.

...Respondent

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 of sales tax registration application filed u/s 14(1) of the Sales Tax Act, 1990.

2. The complainant is an individual who is aggrieved by delay in processing of the sales tax registration application filed u/s 14(1) of the Sales Tax Act, 1990. The complainant further stated that the online application was filed on 31.08.2026, which was still pending with the department. The complainant requested to direct the department to process his registration application at the earliest.

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 as under. The RTO, Rawalpindi filed comments wherein they stated

* Date of registration with FTO Secretariat





that upon receipt of the physical verification report from CIR, City Zone, the complainant was registered on 23.09.2026. A copy of the updated tax profile has been obtained and placed on file. The RTO, Rawalpindi further stated that the subject complaint may kindly be treated as resolved:

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

