

**THE FEDERAL TAX OMBUDSMAN
ISLAMABAD**

COMPLAINT NO.16968/FSD/ST/2026

Dated 21.09.2026 *R.O Faisalabad

M/s Fastex Fabrics (Pvt) Ltd,
20-KM, Sheikhpura Road,
Faisalabad.

...Complainant

Versus

The Secretary,
Revenue Division,
Islamabad.

...Respondent

Dealing Officer	: Dr. Tariq Mahmood Khan, Advisor
Appraisal Officer	: Mr. Muhammad Naseer Butt, Advisor
Authorized Representatives	: Mr. Saqib Shahzad, Advocate
Departmental Representatives	: Mr. Muhammad Zaman Khan, Senior Auditor, RTO, Faisalabad.
Date of Hearings	: 13.10.2026 & 20.10.2026

ORDER

The complaint was filed under Section 10(1) of the Federal Tax Ombudsman Ordinance, 2000 against failure to process carry forward Sales Tax refund claims of Rs.9.433 million for the tax period 09/2023 by Regional Tax Office (RTO), Faisalabad, Federal Board of Revenue (FBR).

2. Precisely, complainant (having STRN 3277876262207) a private limited company, engaged in business of manufacturer-cum-exporter of textile made-ups. According to the complainant, he filed monthly Sales Tax returns regularly and claimed refunds through FASTER system. The FASTER system allowed carry forward refunds of Rs.9.433 million for the tax period 09/2023 but the same amount was stuck up due to processing of refund claim of October 2023. The Complainant contended that he filed application

* Date of registration in FTO Sectt.

alongwith supportive documents before the concerned CIR to process the above said refund claims but department failed to take any action in this regard till date. Hence, filing of 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 (FOIRA). In response thereto, the CIR, Refund Zone, RTO, Faisalabad submitted report on contents of complaint vide letter dated 06.10.2026. On merits, it was contended that the sales tax refund claim for the tax period September 2023 was processed vide e-RPO No. 8117695/2024 dated 19.08.2024, whereas the sales tax refund claim for the tax period October 2023 was processed on 10.03.2024, i.e. 162 days before the processing of the refund claim for September 2023. Thus, the refund claim for October 2023 was processed before the refund claim for September 2023. Whereas the complainant was required to file sales tax refund claim for the month of September 2023 before October 2024 and due to this reason carry forward amount of Rs.9.433 million was not incorporated for the next month. To incorporate the carry forward amount, the complainant was required to roll back the RPOs and Annex-H for the months of September 2023, October 2023 and onward. Hence, no element of maladministration was involved in the case.

4. The case was fixed for hearing on 13.10.2026 and 20.10.2026. Mr. Muhammad Zaman Khan, Senior Auditor, RTO, Faisalabad attended as DR. The complainant was represented by Advocate Mr. Saqib Shahzad. During hearing, AR of the complainant requested to withdraw the complaint.



5. In view of supra, the complaint stands disposed of, as withdrawn. File be consigned to record.



Dated: 23 OCT 2026

(M. Zafar ul Haq Hijazi)
Federal Tax Ombudsman