

**THE FEDERAL TAX OMBUDSMAN
ISLAMABAD**

Complaint No.17383/KHI/ST/2026

Dated: 01.10.2026* R.O. Karachi

M/s Tech 6 Solutions (Pvt) Ltd,
Office 317, The Forum Mall, Block-9
Clifton, Karachi.

...Complainant

V e r s u s

The Secretary,
Revenue Division,
Islamabad

... Respondent

Dealing Officer	: Mr. Badruddin Ahmad Quraishi, Advisor
Authorized Representative	: Mr. Muhammad Amir, ITP
Departmental Representative	: Mr. Muhammad Ali Baig, OIR, CTO-1 Karachi
Date of hearings	12.10.2026 & 20.10.2026

FINDINGS/RECOMMENDATIONS

The above-mentioned complaint has been filed under Section 10(1) of the Federal Tax Ombudsman Ordinance, 2000 (FTO Ordinance) against CTO-I, Karachi, for failure to update the office address, email address & Cell number in the FBR registration profile as per the records of the SECP.

2. Briefly, Tech6 Solutions (Private) Limited bearing NTN No: 7005993-8 is registered with FBR as Importer/Exporter/Distributor and listed in the sales tax with registration number 3277876314142. The complainant approached CIR, Zone-V, CTO-1 Karachi on 28-07-2026 to request processing of changes in the FBR Registration profile: change of address, change of email ID & change of cell number. The CIR conducted the physical verification of business premises to confirm the authenticity/genuineness of the location and particulars on 27-08-2026, and as a result, the existence and operational status of the registered person at the registered premises were duly ascertained during the course of physical verification. The physical verification team submitted a No Objection Certificate for correction/ change of the registered address,



* Date of registration in FTO Sectt

email address, and cell number as requested by the registered person. The CIR forwarded the registered person's request to the LRO Section through the CCIR Secretariat, CTO-I, Karachi, vide Letter No. 579 dated 09-09-2026 for necessary action. The registered person's representatives were advised to approach the concerned LRO for an update. Subsequently, the matter was identified as a technical issue relating to the updation of Form-181 through IRIS, requiring resolution by PRAL. Accordingly, the registered person was advised to approach PRAL's office in Karachi and submit a request via email, which was duly complied with. Presently, the proceedings are pending at the level of Technical Team/PRAL, Islamabad, without any result to date; hence this complaint.

3. The complaint was referred to the Secretary, Revenue Division, Islamabad for comments, in terms of Section 10(4) of the FTO Ordinance, read with Section 9(1) of the Federal Ombudsmen Institutional Reforms Act, 2013. In response, the CIR Zone-V, CTO-1 Karachi, vide letter dated 15.10.2026, has submitted a report stating that after confirmation of the existence of the business through physical verification, the matter was referred to the LRO, who identified the issue as a technical one to be resolved by the PRAL Islamabad.

FINDINGS

4. Admittedly, the Complainant submitted a legitimate request for updation of business particulars (office address, email ID, and cell number) in its FBR registration profile following SECP records. The requisite changes are as follows:

- i. Registered Office Address: Office No. 317, 3rd Floor, The Forum Mall, Block-9, Clifton, Karachi.*

ii. Email Address: *alimoin@tech6solutions.com*

iii. Cell Number: *0318-1146736*

The CIR Zone-V, CTO-I, Karachi duly conducted physical verification of the premises on 27-08-2026, confirming the operational status and genuine existence of the business entity. Subsequently, a No Objection Certificate (NOC) was issued, and the case was properly recommended and forwarded to the Local Registration Officer (LRO) on 09-09-2026. Although the field office fulfilled its primary administrative responsibility, the required profile updation remains stalled indefinitely at the level of the Technical Team / PRAL (PRAL Head Office, Islamabad) due to systemic software/technical glitches in the IRIS Form-181 registration profile. Depriving a compliant registered taxpayer of timely updates to its official tax profile despite full compliance, verified physical existence, and administrative approval amounts to administrative inefficiency, unexplainable delay, and systemic negligence and is tantamount to maladministration under Section 2(3)(ii) of the FTO Ordinance, 2000.

RECOMMENDATIONS

5. FBR to direct:-

- i. The CIR, Zone-V, CTO-1 Karachi to forward a comprehensive report to the Chief Sales Tax (Ops) through the CCIR, CTO-1 Karachi recommending change of office address, email ID, and cell number as per request of the complainant for resolution of the issue by PRAL; and
- ii. report compliance within 30 days.

Dated **27 OCT 2026**


(M. Zafar ul Haq Hijazi)
Federal Tax Ombudsman

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