

**THE FEDERAL TAX OMBUDSMAN
ISLAMABAD**

COMPLAINT NO.17618/KHI/ST/2026

Dated: 06.10.2026* R.O. Karachi

M/s. D.L Nash (Pvt) Ltd,
NTN 1325820

11-Timber Pond, Keamari Road, Karachi

... *Complainant*

Versus

The Secretary,
Revenue Division,
Islamabad.

... *Respondent*

Dealing Officer	: Mr. Badruddin Ahmad Quraishi, Advisor
Appraising Officer	: Mr. Muhammad Tanvir Akhtar, Advisor
Authorized Representative	: Nemo
Departmental Representative	: Syed Sabih Hussain, DCIR, CTO-II KHI
Date of hearing	: 15.10.2026

FINDINGS/RECOMMENDATIONS

The above-mentioned complaint was filed in terms of Section 10(1) of the Federal Tax Ombudsman Ordinance, 2000 (FTO Ordinance) for non-processing of the deferred sales tax refund claim for the tax period May 2026.

2. Briefly, M/s. D.L Nash (Pvt) Ltd is a textile manufacturing concern, specializing in the production and export of home textiles and bed linen. As per the AR of the complainant, the details of the pending deferred claims for processing are as follows:

Sr.	Month	Claim No.	File Submission Date in Dept.	Total Balance Amount
1	May-26	T710526102204	07-Sep-2026	5,650,235

The complainant filed a sales tax refund claim for the tax period May 2026 through the FASTER Refund system, but an amount of Rs.5,650,235/- remains pending on account of a deferred refund

* Date of registration in FTO Sectt



claim before CTO-II, Karachi, for processing. However, after a lapse of considerable time, the Department did not process these refund claims, hence this complaint



3. The complaint was referred to the Secretary, Revenue Division 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. The Deptt failed to file any written comments. The DR states that the instant case has been transferred from CTO-1 Karachi. The soft data has not been transferred from CTO-I Karachi. On receipt of data, the claims will be processed on merit as per law.

4. Arguments heard, and records perused.

5. Admittedly, the complainant, a manufacturer-cum-exporter filed a sales tax refund claim for the tax period May 2026 through the FASTER Refund system, but an amount of Rs.5,650,235/- for May 2026 remains pending on account of a deferred refund claim before CTO-II Karachi for processing. During the hearing, the DR states that soft data has not been transferred from CTO-I Karachi. On receipt of data, the claims will be processed on merit as per law. These refund claims are required to be processed within forty-five days of the filing of refund claims in terms of Section 10(1) of the Sales Tax Act 1990 (the Act), which states:

“10. Refund of input tax.— (1) If the input tax paid by a registered person on taxable purchases made during a tax period exceeds the output tax on account of zero rated local supplies or export made during that tax period, the excess amount of input tax shall be refunded to the registered person not later than forty-five days of filing of refund claim in such manner and subject to such conditions as the Board may, by notification in the official Gazette specify:

Moreover, in case of processing through the FASTER module, these claims are required to be processed within seventy-two hours of submission of the claim, for onward advice to the respective bank

for credit into the notified account of the claimant in terms of Rule 39F of the Sales Tax Rules 2006, read with Section 10 of the Sales Tax Act 1990, which states:

"39F. Processing in FASTER module.— The claims routed to FASTER module shall be electronically processed. The data in the refund claim shall be scrutinized and verified by the system and the payable refund amount shall be determined on the basis of input consumed in exports or supplies. The refund payment order (RPO) of the amount found admissible shall be generated and the same shall be electronically communicated direct to the State Bank of Pakistan, within seventy-two hours of submission of claim, for onward advice to the respective banks for credit into the notified account of the claimant."



FINDINGS:

6. Non-processing of outstanding sales tax deferred refund claim for tax period May 2026 within the prescribed period of forty-five days is tantamount to maladministration in terms of section 2(3)(i)(a)(b) & (ii) of the FTO Ordinance.

RECOMMENDATIONS:

7. FBR to direct:-
- i) the CIR, Refund Zone, CTO-II Karachi, to process deferred outstanding sales tax refund claim for May 2026 in terms of 'Chapter V (REFUND)' of Sales Tax Rules 2006, read with Circular 01 of 2020 dated 03.04.2020 accordance with law expeditiously; and
 - ii) report compliance within 30 days.

Dated: 27 OCT 2026


(M. Zafar ul Haq Hijazi)
Federal Tax Ombudsman