

**THE FEDERAL TAX OMBUDSMAN
ISLAMABAD**

COMPLAINT NO.17140/KHI/IT/2026

Dated 25.09.2026 * R.O Karachi

**M/s Pak Greese Manufacturing
Company (Pvt) Ltd**
6, Shahrah-e-Galib, Kemari,
Karachi

...Complainant

Versus

The Secretary,
Revenue Division,
Islamabad.

...Respondent

Dealing Officer	: Mr. Badruddin Ahmad Quraishi Advisor
Appraisal Officer	: Mr. Muhammad Tanvir Akhtar, Advisor
Authorized Representatives	: Mr. Dileep Kumar, Adv
Departmental Representatives	: Mr. Muhammad Ali Baig, OIR, CTO-I, KHI
Date of hearings	: 12.10.2026 & 15.10.2026

FINDINGS/RECOMMENDATIONS

The complaint was filed under Section 10(1) of the Federal Tax Ombudsman Ordinance, 2000 (FTO Ordinance) against the department (Deptt) for failing to process an income tax refund claim for tax year 2025 amounting to Rs.6,966,727/-.

2. Briefly, Pak Grease Manufacturing Company (Pvt) Ltd is a specialized petroleum and lubricant manufacturing enterprise, and the pioneer producer of industrial and automotive greases in Pakistan; who filed an income tax return for the tax year 2025 on 12.12.2025 claiming an income tax refund of Rs.6,966,727/- against adjustable tax deduction u/s 153(l)(a) of the Income Tax Ordinance 2001 (the Ordinance). The refund application was filed on 16.06.2026. However, the Deptt failed to issue any refund order to date; 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.

4. Argument heard, and record perused.

5. Briefly, the complainant is a specialized petroleum and lubricant manufacturing enterprise, and the pioneer producer of industrial and automotive greases in Pakistan who e-filed his income tax return for tax year 2025 claiming an income tax refund amounting to Rs.6,966,727/- against excess adjustable tax deduction u/s 153(I)(a) of the Ordinance. The complainant e-filed a refund application for tax year 2025 on 16.06.2026. The Deptt is required to issue the refund within sixty days of the filing of the refund application in terms of section 170(4) of the Ordinance reproduced below:

"170(4). The Commissioner shall, within sixty days of receipt of a refund application under sub-section (1), serve on the person applying for the refund an order in writing of the decision after providing the taxpayer an opportunity of being heard"

FINDINGS:

6. Failure of the Deptt to process the income tax refund claim for tax year 2025 within prescribed period is manifestation of Departmental neglect, inattention and ineptitude in discharge of its duties and the same is tantamount to maladministration in terms of Section 2(3)(ii) of the FTO Ordinance, 2000.

RECOMMENDATIONS:

7. FBR to direct:-

- (i) the Commissioner-IR, Refund Zone, CTO-I Karachi to dispose of refund claim for tax year 2025 after affording a proper opportunity of hearing to the Complainant, in accordance with law; and
- (ii) report compliance within 30 days

Dated:

27 OCT 2026

(Mr. Zafar ul Haq Hijazi)
Federal Tax Ombudsman

