



DECISION

Complaint No. : POS/2886/2025/F-46

Name and address of the complainant : Mr. Sajjad Ahmed s/o Mushtaq Ahmed, R/o 15-E, MACHS, College Road, Lahore.

Name of the Agency Complained against : Sindh Revenue Board (SRB)

Name & Designation of Investigating Officer : Syed Ali Mumtaz Zaidi, (PAS), Advisor-F

Vetted by : --

Subject :

DELAY IN ISSUANCE OF THE CHALLAN AND CHANGE OF THE TAX PERIOD TO FIX THE PAYABLE TAXES OF THE COMPLAINANT.

THE COMPLAINT:

Mr. Sajjad Ahmed in his online complaint received through Wafaqi Mohtasib Secretariat vide letter dated 21.04.2025 stated that he has sent an application to Sindh Revenue Board (SRB) by post for the resolution of his issues which include: (a) activation of their status by issuance of challan; and (b) change of the tax period to December, 2024, against which he has already deposited PKR 339,000/-, so that this amount may be adjusted against his payable taxes. The complainant further states that he has been trying to contact Sindh Revenue Board (SRB) through emails and telephone calls for the past many months, but to no avail. He therefore, solicited intervention of this Institution.

PROCEEDINGS:

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) subject to submission of original signed complaint addressed to the Provincial Ombudsman Sindh, copies of relevant documents, copy of his CNIC and Affidavit on form-A.

3. The Complainant was informed to meet the mandatory requirement vide letter dated 23.05.2025 followed by reminder dated 04.06.2025. In response the complainant vide letter dated 18.06.2025 stated that he has engaged legal counsel to pursue the matter with the SRB directly. He further stated that his case is currently under consideration with the Commissioner SRB and is expected to be resolved shortly. He further stated that when intervention of this Institution is required he will submit application again. He appreciated this Institution's response and attention to his application. However, he did not provide any requisite documents.

FINDINGS:

4. It appears that the complainant does not want to pursue his complaint. He has opted to pursue the matter directly with the SRB through legal counsel and expressed satisfaction with the response of this Institution.

DECISION:

5. In view of the above, the complaint is filed.

Given under my hand and seal of office



Sd /-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz. PAS
Ombudsman Sindh

Karachi, dated 4th July, 2025

