



DECISION

Complaint No. : POS/4356/2025/F-65

Name and address of the complainant : Mr. Raja Tariq Minhas, M/s. Shangrila Construction Co. Office No. 1509, 15th Floor, Plot No. 17/18, Dominion Business Centre, Main Jinnah Avenue, Bahria Town, Karachi.

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 : **ALLEGED DELAY IN ACTIVATION OF SRB ACCOUNT NO.S-7756203-8 OF THE COMPLAINANT'S FIRM.**

THE COMPLAINT:

Mr. Raja Tariq Minhas in his complaint dated 15.07.2025 stated that profile of M/s. Shangrila Construction Company under Registration No.7562033-8 has been made inactive by Sindh Revenue Board (SRB) for the past four months due to late filing of tax returns in April 2025. Despite multiple written requests for the activation of the same to the Commissioner SRB, Deputy Commissioner and Assistant Commissioner the issue did not resolve. Therefore he has 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).
3. Hearing was held on 05.08.2025 attended by Mr. Mehrab Khan, Assistant Commissioner, SRB along-with SSTO, SRB Mr. Abdul Rauf. It was stated that the complainant's company showed inactivity for a period of 5 months. Consequent upon such a situation the profile of the company became non-active in SRB. The complainant filed application for the activation of Registration, on which SRB conducted an inquiry to confirm the complainant's plea that his company was not doing any business during the said period, hence not liable to be taxed. However, upon verification it was revealed that the Complainant's company had conducted business during the said period and thus evaded payment of due taxes. Since complainant was absent during the hearing, the matter was adjourned to 18.08.2025.

4. On the scheduled date (18.08.2025) the Complainant Raja Tariq Minhas and Respondent Assistant Commissioner appeared before the Investigating Officer. The complainant revealed that he has taken up the matter with Commissioner-IV, SRB and has also personally visited him who assured to process his complaint. The Respondent Assistant Commissioner added that in instant matter, the appellate authority is Commissioner-IV, SRB, therefore, the complainant should have availed the available appellate forum instead of filing a complaint before Ombudsman. The complainant did not stress his complaint in the presence of the Assistant Commissioner. However, he further stated that if his issue is not resolved, he might approach this Institution again.

FINDINGS:

5. The complainant has taken up his grievance with the concerned Commissioner of Sindh Revenue Board after intervention of this Institution. During the course of hearing the complainant did not insist on pursuing the matter further. Hence no further action is required at this stage.

DECISION:

6. In view of the above, the complaint stands disposed of as it is being processed at the appropriate appellate forum.

Given under my hand and seal of office



Sd/-

(MUHAMMAD SOHAIL RAJPUT)

Sitara-e-Imtiaz. PAS

Ombudsman Sindh

Karachi, dated ^{27th} August, 2025