

**BEFORE  
THE FEDERAL TAX OMBUDSMAN  
ISLAMABAD**

**COMPLAINT NO. 0084/INFRML/2022**

Dated: 08.06.2022\* HQ, Islamabad

**Muhammad Sajjad Hussain,** ... Complainant  
Arujj Industries Ltd,  
2 KM Off Raiwind Manga Road, Lahore.

**Versus**

The Secretary, ... Respondent  
Revenue Division,  
Islamabad.

Dealing Officer	:	Mr. Muhammad Majid Qureshi, Advisor
Appraisal Officer	:	Mr. Muhammad Tanvir Akhtar, Advisor
Authorized Representative	:	None
Departmental Representative	:	None

**FINDINGS/RECOMMENDATIONS**

This complaint has been filed under Section 10(1) of the Federal Tax Ombudsman Ordinance 2000, which was referred for comments to Secretary Revenue Division and Director General POS, FBR in terms of Section 10 (4) of the FTO Ordinance, read with Section 9 of the Federal Ombudsmen Institutional Reforms Act 2013. The comments were received vide Inland Revenue (Operations) Wing's letter dated 23.06.2022.

2. The Complainant had participated in Point of Sale (POS) lucky draw scheme in March, 2022 and won a price of Rs. 50,000/-but the prize money has not been paid to him so far. He is agitating the delay in payment of prize money.

3. Vide letter dated 23-06-2022, the FBR has informed that sanction of Member-IR (Operations) for payment of prize money has been forwarded to Drawing and Disbursing officer on 23.05.2022. The

said sanction has been further submitted to AGPR for disbursement of prize money to the winner.

4. As stated by the complainant, the Lucky Draw was conducted on 15<sup>th</sup> March 2022. The sanction for payment of prize money was issued on 23<sup>rd</sup> May 2022, and the prize has not been paid to the winner so far. No explanation of this inordinate delay has been given by the respondent. This situation is a clear example systemic maladministration of FBR.

**FINDINGS:**

5. Delay in issuing Prize Money to the winner of POS Lucky Draw tantamount to maladministration defined in section 2 (3) of the FTO Ordinance 2000.

**RECOMMENDATIONS:**

6. FBR to: -

- (i) direct Member IR(Operations) to ensure that the prize money won by the complainant is paid to him without further delay;
- (ii) improve the system of payment of prizes to the winners of monthly lucky draw; and
- (iii) report compliance in 30 days.

  
(Dr. Asif Mahmood Jah)  
(Hilal-i-Imtiaz) (Sitara-i-Imtiaz)  
Federal Tax Ombudsman

Dated: 27: 7: 2022

*Approved for reporting*