

**THE FEDERAL TAX OMBUDSMAN
ISLAMABAD**

COMPLAINT NO.15969-15972, 15974-15976/LHR/CUST/2026

Dated: 03.09.2026 * RO Lahore

M/s Tak Ozer Carpets,

Plot No.6, 3-km, Rohi Nala (Near Shafi Lifestyle), ... Complainant
22-km, Off Ferozepur Road,
Lahore

Versus

The Secretary,
Revenue Division,
Islamabad

... Respondent

Dealing Officer	:	Ms. Adila Rehman, Advisor
Authorized Representative	:	Nemo
Departmental Representative	:	Ms. Quratulain Ramay
Date of Hearing(s)	:	21.09.2026

FINDINGS

These complaints were filed against the Collector, Collectorate of Customs Airports, Lahore, in terms of Section 10(1) of the Federal Tax Ombudsman Ordinance, 2000, for non-issuance of a large number of Duty Drawback claims amounting to Rs.21.005 million relevant to the years from 2020 to 2026.

2. The complaints were referred to 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. In response thereto, the Collector, Collectorate of Customs Airports, Lahore, vide letter dated 15.09.2026, informed that all the rebate claims referred to in the complaint were presently at the "Consignment Shipped" status, and the requisite Bank Credit Advice (BCA) was required to be updated by the concerned bank. The matter was, therefore, presently pending at the end of the concerned bank for settlement of the relevant E-Form. It was further submitted that, in



respect of those GDs where the rebate was automatically submitted to the State Bank of Pakistan (SBP), the submission failed due to incomplete beneficiary particulars. In particular, the Credit Account, Beneficiary Name and Beneficiary IBAN were found blank against M/s Tak Ozer Carpets (NTN No. 1734052). The status clearly reflected that no rebate claim was presently pending at the end of the Collectorate. Therefore, the Complainant may be advised to approach the concerned bank for completion/updation of the requisite BCA and resolution of the matter at their end

3. The DR attended the hearing on 21.09.2026 and informed that the Complainant has not submitted the requisite documents and also did not fulfill the other formalities. The comments were forwarded to the Complainant with the instructions to do the needful and update all the particulars in the system to enable the Department to proceed further in the matter but he failed to provide any explanation/response despite a lapse of two weeks.

4. In view of the above, no maladministration has been established on the part of the Department. The Complainant himself did not update the particulars in the system due to which the Department is not in a position to process the rebate claims. The proceedings are dropped and case files consigned to record.

Dated: 14 OCT 2026

(M. Zafar ul Haq Hijazi)
Federal Tax Ombudsman

