

**THE FEDERAL TAX OMBUDSMAN
ISLAMABAD**

COMPLAINT NO.16427/SKT/CUST/2026

Dated: 10.09.2026 * RO Lahore

Mr. Muhammad Zohaib Ali,
Nizamabad Zafarwal Road,
Sialkot

... Complainant

Versus

The Secretary,
Revenue Division,
Islamabad

... Respondent

Dealing Officer	:	Ms. Adila Rehman, Advisor
Authorized Representative	:	Nemo
Departmental Representative	:	Nemo
Date of Hearing	:	-----

FINDINGS/RECOMMENDATIONS

This complaint was filed against the Collector, Collectorate of Customs Airports, Islamabad, in terms of Section 10(1) of the Federal Tax Ombudsman Ordinance, 2000, for non-issuance of rebate claims against fourteen Goods Declarations.

2. The Complaint was 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, the Collector, Collectorate of Customs Airports, Islamabad, vide letter dated 15.09.2026, submitted parawise comments, stating therein that, after receipt of requisite documents from the Complainant, the rebate claim in GD No.IPAE-SB-28904-12-05-2021 was sanctioned and submitted to the State Bank of Pakistan whereas, in the remaining GDs, the requisite documents were not uploaded in the system by the Complainant. The relevant documents were called by the Rebate Compliance Officer.



3. In view of the above, the Complainant is required to submit the missing documents through WeBOC system to enable the Department to process the remaining rebate claims.

RECOMMENDATIONS

4. FBR to:-

- (i) direct the Collector, Collectorate of Customs Airports, Islamabad to process all the rebate claims on receipt of requisite documents from the Complainant; and
- (ii) report compliance within thirty (30) days.

5. The complainant is accordingly advised to submit the relevant documents to the department through WeBOC, within seven (07) days.

Dated: 15 OCT 2026

(M. Zafar ul Haq Hijazi)
Federal Tax Ombudsman

