THE FEDERAL TAX OMBUDSMAN
ISLAMABAD

COMPLAINT NO.16484/SKT/CUST/2026

Dated: 11.09.2026 * RO Lahore

Mr. Irfan Iqbal,
3 km From Bismillah Chowk, ... Complainant
Chauni Sulehriya Road, Sialkot

Versus

The Secretary,
Revenue Division, ... Respondent
Islamabad

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 eighteen Goods Declarations, mentioned in the Complaint.

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 21.09.2026, submitted parawise comments, stating therein that the requisite documents were called by the Rebate Compliance Officer for verification.

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

*Date of registration in FTO Sectt.

RECOMMENDATIONS

4. FBR to:-

(i) direct the Collector, Collectorate of Customs Airports, Islamabad to process the rebate claims on receipt of requisite documents from the Complainant; and

(ii) report compliance within thirty (30) days.

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

(M. Zafar ul Haq Hijazi)
Federal Tax Ombudsman

Dated: 15 OCT 2026