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**THE FEDERAL TAX OMBUDSMAN
ISLAMABAD**

**COMPLAINT NO.16752, 16755, 16757-16759, 16761-16766 &
16768-16770/SKT/CUST/2026**

Dated: 17.09.2026 * RO Lahore

Mr. Royal Ex,
Nazimabad 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 Goods Declarations No. IPAE-SB-8852-15-08-2026, IPAE-SB-51649-17-05-2026, IPAE-SB-25939-05-12-2025, IPAE-SB-10006-31-08-2025, IPAE-SB-6724-10-08-2025, IPAE-SB-40912-18-03-2025, IPAE-SB-33640-04-02-2024, IPAE-SB-21216-14-11-2023, IPAE-SB-20797-11-11-2023, IPAE-SB-6590-19-08-2023, IPAE-SB-3830-01-08-2023, IPAE-SB-30071-17-04-2022, IPAE-SB-28904-12-05-2021 and IPAE-SB-25095-10-04-2021.

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 23.09.2026, submitted parawise

*Date of registration in FTO Sectt.





comments, stating therein that, in GDs No. IPAE-SB-8852-15-08-2026, IPAE-SB-51649-17-05-2026, IPAE-SB-25939-05-12-2025, IPAE-SB-10006-31-08-2025, IPAE-SB-6724-10-08-2025, IPAE-SB-40912-18-03-2025, IPAE-SB-21216-14-11-2023, IPAE-SB-20797-11-11-2023, IPAE-SB-6590-19-08-2023, IPAE-SB-3830-01-08-2023 and IPAE-SB-30071-17-04-2022, the GDs were assigned to RCO for verification and compliance and same were submitted to the State Bank of Pakistan. In the GD No. IPAE-SB-33640-04-02-2024, the requisite documents were called by the Rebate Compliance Officer. As regards remaining two GDs i.e. IPAE-SB-28904-12-05-2021 and IPAE-SB-25095-10-04-2021, the same were being processed through Green Channel, a facility extended to exporters based on their profiles. Consequently, certain GDs were automatically cleared by the system, meaning that these were not assigned to the Rebate Compliance Officer.

3. In view of the above, the Complainant is required to submit the documents in GD No. IPAE-SB-33640-04-02-2024, through WeBOC system to enable the Department to process the claim. As regards, rebate claims in eleven (11) GDs, Complainant's grievance has been redressed. The remaining two GDs have automatically been processed by the system.

RECOMMENDATIONS

4. FBR to:-

- (i) direct the Collector, Collectorate of Customs Airports, Islamabad to process the rebate claim in GD No. IPAE-SB-33640-04-02-2024 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.

Dated: 19 OCT 2026


(M. Zafar ul Haq Hijazi)
Federal Tax Ombudsman

