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**THE FEDERAL TAX OMBUDSMAN
ISLAMABAD**

COMPLAINT NO.16501/SKT/CUST/2026

Dated: 12.09.2026 * RO Lahore

M/s Welmed Instruments Company,
Defence Road, Near Wapda Grid Station,
Sialkot

... Complainant

Versus

The Secretary,
Revenue Division,
Islamabad

... Respondent

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

ORDER

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-101-01-07-2025, IPAE-SB-47778-04-05-2025, IPAE-SB-38667-05-03-2025, IPAE-SB-34481-05-02-2025 and IPAE-SB-12029-10-09-2024



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, informing that the above-mentioned GDs were assigned to Rebate Compliance Officer for verification and compliance and same have been submitted to State Bank of Pakistan.



3. In view of the above, the Complainant's grievance has been redressed after the intervention of this Forum, the proceedings are dropped and file consigned to record.

Dated: 19 OCT 2026 .

(M. Zafar ul Haq Hijazi)
Federal Tax Ombudsman