

**THE FEDERAL TAX OMBUDSMAN
ISLAMABAD**

COMPLAINT NO.16789/SKT/CUST/2026

Dated: 17.09.2026 * RO Lahore

Mr. ECO Surgical,
Kashmir Road, Pacca Garha,
Mohallah Islam Nagar, 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-18561-23-10-2025, IPAE-SB-35920-15-02-2025, IPAE-SB-18431-18-10-2024, IPAE-SB-35289-22-03-2023 and IPAE-SB-15748-20-10-2023.

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 24.09.2026, submitted parawise comments, stating therein that, in GDs No.IPAE-SB-18561-23-10-2025, IPAE-SB-35920-15-02-2025, IPAE-SB-18431-18-10-2024, IPAE-SB-35289-22-03-2023, the GDs were assigned to RCO for verification and compliance and same were submitted to the State Bank of Pakistan. In the remaining GD No.IPAE-SB-15708-12-10-

2023, the requisite documents were called by the Rebate Compliance Officer.



3. In view of the above, the Complainant is required to submit the documents in GD No.IPAE-SB-15748-12-10-2023, through WeBOC system to enable the Department to process the claim. As regards, rebate claims in other four GDs, Complainant's grievance has been redressed.

RECOMMENDATIONS

4. FBR to:-

- (i) direct the Collector, Collectorate of Customs Airports, Islamabad to process the rebate claim in GD No.IPAE-SB-15748-12-10-2023 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

