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**THE FEDERAL TAX OMBUDSMAN
ISLAMABAD**

Complaint No.16980/KHI/Cust/2026

Dated: 21.09.2026 ¹ R.O. Karachi

Mr. ISMAIL,

House No.H 95 Sultanabad,
Near New Haji Camp, Karachi.

...Complainant

Versus

The Secretary,
Revenue Division,
Islamabad.

...Respondent

Dealing Officer

: Mr. Gul Rehman, Advisor

Authorized Representative

: Mr. Qazi Safiullah

Departmental Representative

: Mr. Hassan Abid, AC/DC Customs
CoC, Appraisement (East), Karachi

Date of hearing(s)

: 13.10.2026 & 15.10.2026

ORDER

The above mentioned complaint was filed on 21.09.2026 against the Collector, Collectorate of Customs, Appraisement (West), Karachi under Section 10(1) of the Federal Tax Ombudsman Ordinance, 2000 (FTO Ordinance) regarding non-uploading of data in the WeBOC system relating to one unit old and used Suzuki Alto, purchased through auction bearing Lot No.PS-3012-09-24.

2. During the investigation, Mr. Ismail (Complainant) submitted letter dated Nil requesting for withdrawal of the complaint upon redressal of grievance.

3. As grievance of the Complainant has been redressed with the intervention of this Forum, the complaint is, therefore, closed; being withdrawn. File consigned to record.



Dated: 20 OCT 2026

(M. Zafar ul Haq Hijazi)

Federal Tax Ombudsman

¹ Date of registration with FTO Sectt: