

✓

**THE FEDERAL TAX OMBUDSMAN
ISLAMABAD**

COMPLAINT NO.16528/LHR/CUST/2026

Dated: 12.09.2026 * RO Lahore

Mr. Umer Altaf,
House No.664, Al-Noor Manzil,
Shadbagh, Lahore

... 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 of Customs (Appeals), Karachi, in terms of Section 10(1) of the Federal Tax Ombudsman Ordinance, 2000, for not deciding the Complainant's Appeal.

2. The Collector Customs Appeals, Karachi has informed vide letter No.1(01)/Misc/FTO-Corresp/2026-27/736 dated 15.10.2026, that no official record of the Complainant's Appeal has been found in their office. Nevertheless, the complainant has provided a one-page '*prima facie*', Appeal copy with a receiving date of 12.03.2026 at the office of Collector of Customs (Appeal), Karachi.

FINDINGS

3. The issue regarding the filing or otherwise of the subject Appeal before the Collector of Customs (Appeal) needs to be sorted out by the concerned Collector, interalia, duly associating the complainant.

RECOMMENDATIONS

4. FBR to direct:-

- (i) the Collector of Customs (Appeal), Karachi to personally look into the matter of filing or otherwise of the subject Appeal by the complainant, interalia, providing an adequate hearing opportunity to the complainant and accordingly proceed as per law; and
- (ii) report compliance within 30 days.

Dated: 22 OCT 2026


(M. Zafar ul Haq Hijazi)
Federal Tax Ombudsman

