

THE FEDERAL TAX OMBUDSMAN ISLAMABAD

Complaint No.17127/KHI/CUST/2026

Dated: 25.09.2026 *R.O. Karachi

M/s IR Enterprises through Kamran Waqas,
A-1525 Office No 19 Ghazni Road,
Rawalpindi.

...Complainant

Versus

The Secretary,
Revenue Division,
Islamabad.

...Respondent

Dealing Officer

: Mr. Gul Rehman, Advisor

Authorized Representative

: Mr. Faheem ul Haque, Advocate

Departmental Representative

: Ms. Simrah Azhar, DC Customs
CoC, Appraisement (SAPT), Karachi

Date of hearing(s)

: 15.10.2026

FINDINGS

The above mentioned complaint was filed on 25.09.2026 against the Collector, Collectorate of Customs, Appraisement (SAPT), Karachi under Section 10(1) of the Federal Tax Ombudsman Ordinance, 2000 (FTO Ordinance) regarding Non-refund/reversal of a duplicate electronic payment made against the same PSID, despite documentary proof and an express written confirmation by the concerned bank that the amount was posted twice due to a system error.

2. The complaint was forwarded to the Secretary, Revenue Division for comments under Section 10(4) of the FTO Ordinance and Section 9(1) of the Federal Ombudsmen Institutional Reforms Act, 2013. In response thereto, the Collectorate of Customs, Appraisement (SAPT), Karachi submitted comments through letter dated 08.10.2026, wherein it was stated that M/s. I.R. Enterprises,

* Date of Registration with FTO Secretariat



Rawalpindi imported a consignment and paid an amount of Rs.2,799,103/- on account of duties and taxes through PSID No.26871260525194347. The complainant, through application dated 09.09.2026, approached the Collectorate and contended that an amount of Rs. 2,799,103/- had been paid twice from the complainant's Soneri Bank account, resulting in an aggregate debit of Rs.5,598,206/- against one and the same PSID No.26871260525194347. Upon receipt of the said application, the matter was taken up with PSW for verification of the alleged duplicate payment. In response, the concerned authorities of PSW, through email, confirmed that no double payment had been received against PSID No.26871260525194347. Nevertheless, in order to further verify and reconcile the transaction at the banking/payment-channel level, the matter has also been referred to 1LINK, seeking confirmation regarding the alleged second payment and the corresponding debit from the complainant's bank account. The confirmation from 1LINK is awaited and the matter shall be dealt with accordingly upon receipt of the requisite confirmation.

3. During the hearing on 15.10.2026, Mr. Faheem ul Haque, Advocate (AR) pressed for the settlement of PSID/consumer No.26871260525194347 through PRAL/WeBOC and Government accounting records and refund of Rs.2,799,103/- to the Complainant's verified bank account. Ms. Simrah Azhar, Deputy Collector (DR), on the other hand argued that an email was sent to PSW seeking confirmation of the transaction. PSW, through email dated 03.10.2026, confirmed that no double payment has been received against PSID No.26871260525194347, whereas the importer has claimed a transaction amount of Rs.5,598,206/-. As the aforesaid amount is not reflected in the account of the Collectorate of Customs, an email was also sent to 1LINK seeking confirmation



of the transaction amount against the aforementioned PSID. Nevertheless, no response was received. Accordingly, a formal letter dated 13.10.2026 has been sent to 1LINK, nevertheless reply is awaited for further clarity on the issue. As soon as the 1Link confirms the transfer of the duplicate amount to the Collector's account, the same shall be refunded to the Complainant in accordance with law.

4. In view of the above, no maladministration is established on part of the department. Nevertheless, the department is required to effectively coordinate with 1 LINK to ascertain the final double payment or otherwise of Rs. 2,799,103/- and accordingly proceed in the matter, as per law.

5. The complaint stands disposed of in the above terms. File be consigned to record.

Dated: 27 OCT 2026

(M. Zafar ul Haq Hijazi)
Federal Tax Ombudsman

