

**BEFORE
THE FEDERAL TAX OMBUDSMAN
ISLAMABAD**

Complaint No.2244/LHR/CUST/2021

Dated: 05.11.2021 * RO Lahore

Mr. Asadullah Khan Sumbal,
House No.3, Sumbal Street,
B-Block, EME Sector, DHA, Multan Road,
Lahore. ... Complainant

Versus

The Secretary,
Revenue Division,
Islamabad. ... Respondent

Dealing Officer : Mr. Fazal Yazdani Khan, Advisor
Appraising Officer : Mrs. Sarwat Tahira Habib, Advisor
Authorized Representative : Nemo
Departmental Representative : Nemo

ORDER

Documents relating to a Computer sent in his name by the Asian Development Bank from Philippines were forwarded by the Complainant to the Dealing Officer through Whatsapp on Friday 5th November 2021 with telephonic request to get it cleared from Customs expeditiously. As per the performa invoice, it was meant for inter-company use only and therefore, of no commercial value. The matter was taken up telephonically with the Collector of Customs, Allama Iqbal International Airport, Lahore under the informal resolution of disputes mechanism in terms of Section 33 of the FTO Ordinance, 2000.

2. During investigation, the Complainant informed telephonically on 10.11.2021 that his grievance got redressed immediately and he got delivery of the Computer through DHL on

09.11.2021. Hence, the matter was resolved expeditiously through intervention of this office.

3. Since grievance of the Complainant has been redressed, the investigation stands closed. File be consigned to record.


(Dr. Asif Mahmood Jah)
(Hilal-i-Imtiaz)(Sitara-i-Imtiaz)
Federal Tax Ombudsman

Dated: 19/11/2021

K.A/gg