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GOVERNMENT OF PAKISTAN  
APPRAISEMENT COLLECTORATE  
CUSTOM HOUSE  
KARACHI  
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No. V-103/2004-V

Dated: 28/07/2007

OFFICE ORDER NO. 02 /2007-(Appr-Hqrs.)

Honourable Federal Tax Ombudsman vide findings / decisions dated 25.06.2007 in Complaint No. 521-K/2007 has taken a very serious notice of instances where letters received from importers / exporters, consultants, clearing agents and other quarters in the Appraising Groups / Sections of the Collectorate remain unattended. Honourable F.T.O. has also directed that all such letters should be submitted before the Deputy Collector / Assistant Collector concerned, who should ensure that a proper reply is sent in respect of each correspondence within shortest possible time.

2. All Deputy Collector / Assistant Collector, Incharge Group / Section of this Collectorate are hereby directed to ensure that appropriate replies to each correspondence received in the Group / Section are sent to the stakeholders, a proper register is maintained in the concerned Groups and Sections to keep track of all such correspondences and Principal Appraiser ensure that proper updations are made as per given time lines.

3. Any lapse in this regard shall be viewed seriously and may result in initiation of disciplinary proceedings.

*For circulation*  
*M. N. Khan*  
*28/07*

*M. N. Khan*  
(MUHAMMAD JAVED GHANI)  
Additional Collector of Customs  
Appraisalment - I

Copy to:

- S. J. Khan*
- Ch. Jamil Ahmad, Director (C&M), Federal Tax Ombudsman Secretariat, Islamabad with reference to finding / decision taken in Complaint No. 521-K/2007.
  - Collector of Customs (Appraisalment), Custom House, Karachi.
  - All ADCs, DCAs & ACAs, Custom House, Karachi.
  - All concerned.

(MUHAMMAD JAVED GHANI)  
Additional Collector of Customs  
Appraisalment - I