

## CIRCULAR

**ALL COMMUNICATION WILL BE THROUGH MESSAGE CENTER  
OF T.M.A WEBSITE W.E.F. AUGUST 9, 2021**

Ref No. FL-02/2020/TMA049

August 6, 2021

**Members of the Association**

**REFERENCE: REQUEST TO FURNISH INFORMATION  
REGARDING  
PENDING CUSTOM REBATE OF WEBOC SYSTEM**

**Dear Sir,**

With reference to the captioned subject, it has come to our knowledge that members of the Association are not getting their Custom rebate refund claims smoothly through WeBOC automated system from the last two months.

Members informed to the Secretariat of this Association that after filing the claims exporters receive a message on WeBOC System "**CALL THE DOCUMENTS BY SYSTEM**". In spite of all documents already submission on WeBOC, the documents will be remain pending in the WeBOC system till the exporter's representative personally approaches to the custom authority. The amount of Custom Duty Drawback transfer into exporters Bank Account after the personal interaction only.

For the smooth function of WeBOC System without human intervention, your Association has arranged a meeting with collector custom on Monday 9<sup>th</sup> August 2021. **In this regard, please share with us your pending custom rebate under WeBOC system as well as your valuable suggestions to resolve the same issue.**

**Therefore, we request you to please submit the same by tomorrow 4 PM, so we may be able to arrange your pending custom rebates data / suggestions for onward submission to the Collector for smooth function of WEBOC System.**

Thanks & Regards

M. Muzzammil Husain  
Secretary General