

**THE FEDERAL TAX OMBUDSMAN
ISLAMABAD**

Complaint No.16838/QT/CUST/2026

Dated: 18.09.2026* R.O. Quetta

**Mr. Nida Muhammad s/o Safar Muhammad,
Mr. Nida Muhammad S/o Akhtar Muhammad,** ... Complainant
Bossa Mandi, Eastern Bypass,
Quetta.

Versus

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

Dealing Officer	: Mr. Tausif Ahmad Qureshi, Advisor
Authorized Representative	: Nemo
Departmental Representative	: Nemo
Date of Hearing	: ----

FINDINGS

The above complaint was filed under Section 10(1) of the Federal Tax Ombudsman Ordinance, 2000 (FTO Ordinance) against the Collectorate of Customs (Enforcement), Quetta seeking release of allegedly illegal seizure of vehicle along with goods.

2. Briefly, the Complainants state that their vehicle No. TKB-169, was transporting their commercial goods from Karachi to Quetta, duly supported by GD, invoice, purchase documents and other relevant records. After travelling approximately 450 kilometers and passing through various checking points, the vehicle and goods were allegedly detained at Lakpass Customs Check Post on 16.08.2026. The Complainants allege maladministration, arbitrary exercise of authority, procedural irregularity and abuse of official powers, particularly alleged involvement of Inspector Ali Mandokhail through his front man. The Complainants have prayed for impartial examination of the legal basis of detention, GD and supporting

*Date of registration in FTO Secretariat



documents, detention/seizure memo, inventory, opportunity of hearing and compliance with prescribed procedure. The Complainants have further requested examination of the relevant Customs record, CCTV footage of Lakpass Customs Check Post, duty rosters, official correspondence, treatment of similarly placed vehicles/goods and demand or receipt of illegal gratification. Further prayed for release of the goods and vehicle, if no lawful ground exists, appropriate departmental action where misconduct is established, and a reasoned response in accordance with law.

3. The complaint was referred for comments to the Secretary, Revenue Division, Islamabad in terms of Section 10(4) of the FTO Ordinance, 2000 read with Section 9(1) of the Federal Ombudsmen Institutional Reforms Act, 2013. In response thereto, the Collectorate of Customs (Enforcement), Quetta submitted reply bearing letter dated 28.09.2026 that the matter arises out of seizure case No. C.No. 148-Cus/Seiz/Lakpass/2026 dated 16.09.2026 and WebOC No. ASC-Que-50344-23-09-2026, whereby Plastic Dana was seized under the relevant provisions of the Customs Act, 1969. Further submitted that the seizure case has been placed before the competent Adjudication Authority and is presently pending adjudication. Further contended that, in terms of Section 9(2)(a) of the Federal Tax Ombudsman Ordinance, 2000, the Federal Tax Ombudsman has no jurisdiction to investigate or inquire into a matter which is sub judice before any Court, Tribunal, Board or other competent authority. Accordingly, the Collectorate has prayed that the complaint, being not maintainable in view of the pending adjudication proceedings, may be dismissed in limine. Further prayed for proceedings under Section 14(4) of the Federal Tax Ombudsman Ordinance, 2000 against the Complainants for filing a frivolous complaint and imposition of penalty.



4. While investigation in the complaint was underway, the Complainants submitted application dated 30.09.2026 that the instant complaint had been filed on the basis of incomplete and incorrect information regarding the actual circumstances of the seizure of their goods by the FEU Lakpass. Upon obtaining the complete facts, they realized that the complaint had arisen due to some misunderstanding. They, therefore, expressed regret for filing the complaint, withdrew the same, and requested that it may be treated as withdrawn, and no further action be taken against the concerned FEU Lakpass.

5. The available record has been pursued. The Complainants, vide application dated 30.09.2026, have categorically stated that the complaint was lodged due to same misunderstanding arising from incomplete and inaccurate information concerning the seizure of goods by FEU Lakpass. After ascertaining the actual facts, the Complainants acknowledged the misunderstanding, conveyed their regret, and sought withdrawal of the complaint with the request that no further proceedings be initiated against the concerned FEU Lakpass. In view of the Complainants' unequivocal request for withdrawal and their admission regarding the circumstances leading to filing of the complaint, no grievance survives for further examination. Accordingly, the complaint is treated as dropped. File consigned to record.

Dated: 14 OCT 2026



(M. Zafar ul Haq Hijazi)
Federal Tax Ombudsman





14 OCT 2019