

**THE FEDERAL TAX OMBUDSMAN
ISLAMABAD**

Complaint No.16837/QT/CUST/2026

Dated: 18.09.2026* R.O. Quetta

Mr. Asadullah & others,
C/o Mr. Altaf Hussain, Advocate,
Khaizi Chowk, Quetta.

... Complainants

Versus

The Secretary,
Revenue Division,
Islamabad.

... Respondent

Dealing Officer	: Mr. Tausif Ahmad Qureshi, Advisor
Authorized Representative	: Mr. Altaf Hussain, Advocate
Departmental Representative	: Mr. Adarsh Jawahery, D.C., Customs Enforcement, Sargodha
Dates of Hearing(s)	: 09.10.2026 & 13.10.2026

FINDINGS/RECOMMENDATIONS

The above complaint was filed under Section 10(1) of the Federal Tax Ombudsman Ordinance, 2000 (FTO Ordinance) against the Collectorate of Customs (Enforcement), Sargodha seeking an independent investigation on account of five days' illegal detention, physical torture, taking of personal cash amounting to Rs. 180,000/-, demand of a bribe of Rs. 2 million, confiscation of mobile phones, forced video recording, and seizure of goods and vehicle despite the production of legal documents.

2. Briefly, the Complainants state that they are drivers earning livelihood for their families through hard work. On 09.08.2026, the Customs Staff stopped vehicle No. TKA-460 near JCP Isa Khel, District Mianwali, where the relevant GD, billty and sales tax invoices were produced, as acknowledged in the department's seizure report. They allege that they were detained for approximately five days, their mobile phones were impounded

*Date of registration in FTO Secretariat

and contact with their families was disconnected. During detention, Inspector Talha Mumtaz and accompanying Customs officials allegedly subjected them to physical torture and pulled their hair. In this regard, the photographs of their injuries and medico-legal certificates of both drivers are attached with their complaint as evidence. Moreover, approximately Rs. 180,000/- in cash were taken from them, and a bribe of Rs. 2 million was demanded for release of the vehicle and goods. When inquired, Inspector Talha Mumtaz disclosed that the action was taken on the orders of the Deputy Collector Akmal Durrani and under orders "from above." A video statement denying torture and the demand for money was recorded forcibly. In this regard, the original video file, metadata, date, time, location, recording device and recorder's identity be obtained for investigation and technical examination. The Complainants have requested that an independent, impartial and senior-level officer or institution should investigate these allegations instead of the officers concerned or their subordinates. Further maintained that CCTV footage from 09 to 13 August 2026, legally available CDR/location records of both drivers, Customs Mianwali daily diary, gate entry/exit register, duty roster and detention records should immediately be preserved and obtained. In this regard, the investigation should ascertain who confiscated the mobile phones and under what legal authority, who took Rs. 180,000/- and whether any official record or receipt exists, and who demanded Rs. 2 million bribe, inflicted torture and forcibly recorded the video. In particular, Inspector Talha Mumtaz's conduct and his alleged statement regarding orders from Deputy Collector Akmal Durrani should be examined to determine the responsibility of every relevant officer and official impartially. In this regard, if the allegations are proved during investigation, the officers and staff be dealt with criminal and departmental proceedings, an amount of Rs. 180,000/- be restored to them and Complainants be provided legal protection.



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), Sargodha submitted reply bearing letter dated 02.10.2026 that vehicle No. TKA-460 (22-wheeler trailer with 45-ft container) and goods were detained on 09.08.2026 and seized on 13.08.2026 by the Anti-Smuggling Organization, Mianwali under the Customs Act, 1969, SRO 566(1)/2005 dated 06.06.2005, the Import Policy Order, 2022, and Section 3(1) of the Imports and Exports (Control) Act, 1950. The case is valued at approximately Rs. 56,443,741/- including goods and conveyance and is pending adjudication under Section 179 of the Customs Act, 1969. The Department invokes Section 9(2)(a) of the Federal Tax Ombudsman Ordinance, 2000, concerning sub judice matters. Further added that on 09.08.2026, at about 2:00 p.m., ASO Mianwali intercepted the vehicle near JCP Essa Khel, District Mianwali, on credible information regarding foreign-origin goods liable to confiscation. Foreign-origin skimmed milk powder (Brand: Varash) and plastic shopping bags (Brand: My Abbas) were recovered. The seizure was made lawfully to safeguard the national exchequer. The allegation that valid documents were produced is denied, and the claimant bears the burden of proving lawful importation and payment of duties and taxes under Section 187 of the Act *ibid*. Following the complaints, a departmental inquiry was initiated under the supervision of the Additional Collector of Customs (Enforcement), Sargodha. Hearing notices dated 31.08.2026, 03.09.2026, 11.09.2026 and 29.09.2026 fixed hearings for 03.09.2026, 08.09.2026, 16.09.2026 and 06.10.2026, respectively. The allegations of five-day illegal detention, confiscation of mobile phones, physical torture by Inspector Talha Mumtaz and accompanying officials, demand for Rs. 20,00,000/-, forced video recording, and the alleged involvement of Deputy Collector Akmal





Durrani are under inquiry. The Inquiry Officer has been directed to examine daily diary/roznamcha, gate registers, duty rosters, CCTV footage, detention records, statements, medical evidence and photographs. Medical-legal certificates issued by Bolan Medical Complex Hospital, Quetta dated 17.08.2026, and photographs are being examined as corroborative material but do not independently establish the alleged assailants or circumstances of injury. The original unedited video, metadata and chain of custody will also be examined. The Department denies that the allegations are established and undertakes appropriate departmental and legal action, if substantiated. Inspector Talha Mumtaz's conduct and the alleged orders of Deputy Collector Akmal Durrani are also under examination. Further added that a parallel complaint was received through the Prime Minister's Portal vide PU300426-92545049 (AB), and an interim reply was furnished. The Complainants' counsel sought adjournment through WhatsApp for the hearing on 03.09.2026, which was allowed. The Complainants and transporter/claimant were directed to appear personally or through a pre-arranged video link with documentary evidence. In case of failure to appear, the inquiry will proceed on available records. The Collectorate has prayed that the complaint be disposed of or kept in abeyance pending completion of the inquiry, and the Complainants be directed to participate and provide concrete evidence in support of their allegations.

4. During the hearing on 13.10.2026. DR and AR attended hearing. Both averred to the same arguments given in their earlier statements.

FINDINGS:

5. Arguments heard and available record perused. In view of the gravity and seriousness of the allegations, involving illegal detention, physical torture, confiscation of Rs. 180,000/-, demand for illegal gratification of Rs. 2 million, forced video recording and the alleged involvement of senior officials,

the inquiry being conducted under the supervision of the Additional Collector of Customs (Enforcement), Sargodha, is required to be elevated to a higher level. Accordingly, the Board is directed to ensure that the inquiry is conducted by an independent and impartial officer not below BS-20 and above the rank/level of the Additional Collector, who is unconnected with the officers complained against, to ascertain the facts objectively, examine all relevant documentary, medical and electronic evidence, determine the responsibility of each officer/official concerned and recommend departmental action under the Civil Servants (Efficiency and Discipline) Rules, 2020, if found involved.

RECOMMENDATIONS:

6. FBR to direct:

- (i) the Member (Customs-Operation), Federal Board of Revenue, Islamabad to nominate an Officer not below BS-20, other than the Collectorate of Customs (Enforcement), Sargodha, to investigate the allegations levelled against the Customs Officers and Staff in para 5, *inter alia*, duly providing the complainants adequate hearing opportunity and further proceed with the necessary disciplinary action under the law, if they are found involved in light of the findings of the subject investigation;
- (ii) the Collector, Collectorate of Customs (Enforcement), Sargodha to fully cooperate with the nominated Investigation Officer (para 6 (i) above) and provide him all the documents and pieces of evidence gathered so far during the current inquiry proceedings being conducted at the Collectorate level; and
- (iii) report compliance within thirty (30) days.

Dated: 22 OCT 2026


(M. Zafar ul Haq Hijazi)
Federal Tax Ombudsman