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**THE FEDERAL TAX OMBUDSMAN
ISLAMABAD**

Complaint No.16908/QT/CUST/2026

Dated: 19.09.2026* R.O. Quetta

Mr. Yaqoob s/o Rehman,
C/o Mr. Mazhar Ali Khan (ASC),
Sadbar Jan Law Associates,
Office 1-25/20, Entrance Jinnah Cloth Market,
Jinnah Road, Quetta.

... Complainant

Versus

The Secretary,
Revenue Division,
Islamabad.

... Respondent

Dealing Officer	: Mr. Tausif Ahmad Qureshi, Advisor
Authorized Representative	: Mr. Mazhar Ali Khan (ASC)
Departmental Representative	: Mr. Kamran Ali Rana, Additional Collector of Customs (Adjudication), Hyderabad
Date of Hearing(s)	: 12.10.2026

ORDER

The above complaint was filed under Section 10(1) of the Federal Tax Ombudsman Ordinance, 2000 (FTO Ordinance) against the Collectorate of Customs (Adjudication), Hyderabad on account of non-provision of certified copies of show cause notice, recovery memo, hearing notices and order-in-original in respect of seizure case No. 26-Cus/Seiz/ASU/IV/Lrk/2025 dated 17.12.2025.

2. Briefly, the Complainant states that his vehicle bearing Registration No. TKX-148 was seized by the Customs staff at Larkana from the driver, who provided copies of the registration book and the Complainant's CNIC evidencing ownership. Nevertheless, no show cause notice or hearing memo was received at his permanent address. As no notice was received, he engaged legal counsel and approached the Collectorate of Customs

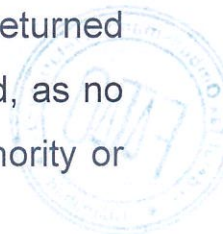
*Date of registration in FTO Secretariat

(Adjudication), Hyderabad for the show cause notice and Order-in-Original, if passed, after depositing Rs. 200/- into the Federal Treasury. Despite passage of almost 45 days, no response was received, constituting maladministration. The Complainant has prayed that the Collector of Customs (Adjudication) be directed to do the needful under Section 204 of the Customs Act, 1969, within the shortest possible time.

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 (Adjudication) submitted reply bearing letter dated 09.10.2026 that no maladministration is attributed to the Collectorate, as the case was adjudicated on merit and in accordance with law. In this regard, the record has been provided to the Complainant for further action as per law. The show cause notice, hearing memos, and Order-in-Original were dispatched to the address provided by the seizing agency, but returned undelivered with remarks that "The consignee is not traceable and incomplete address, therefore, be returned back." The Collectorate has prayed that the complaint be dismissed, as no illegality or maladministration is attributable to the adjudication authority or the Collectorate.

4. AR and DR attended hearing on 12.10.2026. AR informed that his issue has been addressed. Therefore, he desires to withdraw the complaint. He was asked to confirm in writing.

5. In the aftermath of the hearing, AR of the Complainant informed bearing letter dated 13.10.2026 that Incharge, Customs Adjudication, Hyderabad contacted him and apprised him that the requisite action has been taken under Section 204 of the Customs Act, 1969 by issuing certified copies of show cause notice and Order-in-Original. AR has submitted that



since the Complainant's grievance has been resolved, the complaint may be treated as withdrawn.

6. Arguments heard and available record perused. It has been observed that the Adjudication Collectorate has issued certified copies of show case notice and Order-in-Original as per Section 204 of the Customs Act, 1969 and the matter has been addressed to the Complainant's satisfaction. Given the request of AR for closure of the proceedings upon redressal of grievance, further proceedings in the matter are not required. The complaint is accordingly disposed of. File be consigned to record.

Dated: 22 OCT 2026

(M. Zafar ul Haq Hijazi)
Federal Tax Ombudsman