بسم الله الرحمن الرحيم

Consumer Ombudsman's Office
Ministry of Economic Development
Male' Maldives

Number : 2023/CO-D/01

DECISION

Complaint Number:	2023/CO-RC/01
Type of Complaint:	Failure to provide service or refund
Complainant:	Satya Chakra Rao Gorakapudi (Passport No. T2652060)
Respondant:	Maldives Transport and Contracting Company Plc (Registration No. C-0680/1980)
Date of Submission:	20 March 2023
Date of Registration:	30 March 2023
Date of Decision:	10 May 2023

Complaint

This is a Complaint submitted by Mr. Satya Chakra Rao Gorakapudi (PP No: T2652060) (hereinafter refered to as "the Complainant") against Maldives Transport and Contracting Company Plc (hereinafter refered to as "the Respondant") claiming a refund or provision of tickets due to failure to provide the tickets purchased through Raajje Transport Link mobile application,of the Respondant.

Decision

This case in concluded without further action in consideration of the response submitted by the Respondent stating that the refund has been provided to the Complainant and the affirmation of a receipt of refund by the Complainant's email sent on 04th April 2023.

Mariyam Shamma Ismail
Consumer Ombudsman