



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

Number : 2023/CO-D/03

DECISION

Case Number: 2023/CO-RC/02
Type of Complaint: Unacceptable quality of goods and non-provision of refund
Complainant: Nilruwan Sagara Fernando / Srilanka
(Passport No. N9096192)
Respondent: Efficientbiz International Pvt Ltd (Brotherhood Electronics)
(Registry No. C-0469/2013)
Date of Submission: 07 June 2023
Date of Registration: 14 June 2023
Date of Decision: 09 November 2023

Complaint

This is a complaint submitted by Mr. Nilruwan Sagara Fernando (Passport No. N9096192) (hereinafter referred to as "the Complainant") against Efficientbiz International Pvt Ltd (Brotherhood Electronics) (hereinafter referred to as "the Respondent") claiming a refund of the money paid for a multicooker purchased from the Respondent, after its inner non-stick coating started peeling and corroding within two months of use and the Respondent refused to provide refund or a replacement.

The Consumer Ombudsman's office investigated this complaint under section 6 and 19 of Law No: 12/2020 (Consumer Protection Act).



-2-

Decision

It is decided that the respondent, Efficientbiz International Pvt Ltd is in violation of section 6 (b) (3) and (5) of Law No. 12/2020 (Consumer Protection Act), and a fine of MVR 5,000/- (Five Thousand) is imposed on Efficientbiz International Pvt Ltd under section 82 of Law No. 12/2020 (Consumer Protection Act) and is hereby ordered to pay the fine to the Ministry of Economic Development through 'Ban'deyri Pay' within 7 (seven) days from today.

As the complainant has submitted to the respondent to obtain the refund within a reasonable period of time, as specified in section 19 (a) and (b) of the Act, the complainant has the right to receive the refund under section 19 (a) of Law No. 12/2020 (Consumer Protection Act), Efficientbiz International Pvt Ltd is hereby ordered to refund to the complainant Niluruwan Sagara Fernando (Passport No. N9096192), within 3 (three) days from today, the price of MVR 430/- (Four Hundred and Thirty) paid for the purchase of the good.


Mariyam Shamma Ismail
Consumer Ombudsman

