



19th May, 2025.

On reply please quote;

Ref: No. PVCL/out/2025/15

BANK OF TANZANIA,

COMPLAINT DESK,

P.O BOX 2939,

2MILAMBO STREET 11884,

DAR ES SALAAM.

Dear Sir/Madam

**RE:DISSATISFACTION ON THE CONDUCTION OF PROCEEDINGS OF OUR
MATTER TO WIT: REVISION REGISTERED AS REV/BOT/CRD/03/2025 AND
APPLICANT'S CORRESPONDENCES TO THE BANK OF TANZANIA AFTER
THE COMPLANT DESK'S DETERMINATION.**

The heading above captioned.

To beginning we wish to express our deep grieving in respect to unusual issue(s) that are transpiring in the conduct of proceedings of our aforesaid revision and the Applicant's correspondences sent by the Applicant to the Bank of Tanzania after the issuance of determination of the Bank of Tanzania Complaint Desks.

The following hereunder are the aforesaid issues;

i. Late acknowledgement of the receipt of our application for revision registered with No. REV/BOT/CRD/03/2025,

That we were unhappy for your non acknowledgment of our said revision hereinabove since your acknowledgment letter with Ref. No.NC.56/148/11/148 dated on 25th April, 2025 on our revision submitted and registered with No. REV/BOT/CRD/03/2025 was out of our own effort by making reminder(s) including but not limited to our email dated on 24th April, 2025 whereby we asked you to make acknowledgment of our application for revision and upon your receipt of our said email it's where on the same date via your email dated 24th April, 2025 you did apology for your late acknowledgement of our revision and following your then you provided us with your letter said herein above as official acknowledgement of our revision. This implies that without our own effort our right (s) could still be delayed since our application could seem not yet admitted despite our timely submission of our matter before you.

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ii. Wrong citation of submission date of our application for revision.

That, vide your letter with Ref. No.NC.56/148/11/148 dated on 25th April, 2025 on the acknowledgement of our revision with among other things you averred that our application for revision was submitted on 16th April, 2025 the information which raised doubt on our part although we assumed the same to be the slip of the pen and with immediate effect vide our letter with Ref: No. PVCL/out/2025/14 dated 29th April, 2025 accompanied by our email indicating our submission date of the said revision we made a reply to your letter whereby we duly informed you on the correct submission date of our application for revision, however until to date the said letter is not yet replied as to either our concern have been dealt with to incorporated said correct submission date or not in the bank proceedings as stipulated in our email accompanied our letter mentioned herein above, the things which cement our doubts as to the intention of the bank proceedings to read the said wrong submission date as the same is stipulated in your letter mentioned herein above and not the said correct submission date.

iii. Late issuance of Determination of our revision.

That, late issuance of the determination of our application for revision without any notice articulating sufficient reason(s) for delay of the said determination creates doubt to the Applicant as to its right(s) as from the date when the Applicant's application for revision was submitted to Wit: 13th April, 2025 up to date twenty one (21) days for the issuance determination have lapsed and no any notice to that effect, hence the non issuance of determination in respect to the said Applicant's revision is contrary to the law and it raise the question on fair justice since this is a mandatory requirement of the law as provided under **Regulation 55 (3) of the Bank of Tanzania (Financial Consumer Protection) Regulation 2019 GN.No.88 of 2019** that; *"The Governor shall within twenty one days from the date of receipt of the application for revision, make a determination."*

iv. Non determination of all issue(s) and relief(s) claimed in the Applicant's Complaint determined by the Complaint Desk.

However that, the Applicant has lodged application for the revision and is still waiting for the determination out of statutory time of which the same been complained of by the Applicant for not be satisfactory with the proceedings of the said revision as stipulated herein above, also the Applicant have been in full of doubt for the act(s) and the rationale behind for the Desk to leave the issue(s) and relief(s) in respect to the damages both specific and general damages uncertainly, unclear, not fully and finally determined in Complaint No. 45 of 2025, in the results that, the Desks provided ambiguous order as to the damages since was not certain as to what specific amount was to be payable to the Applicant despite the Applicant evidence or document(s) to justify the same. Therefore this raise a lot of doubt to the Applicant against the bank to the extent that, the Applicant is of the view that this process is intending to benefit one side even for their own wrong.

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PEACHY VILLAGE
COMPANY LIMITED

v. Absence of reply to Applicant's correspondents

That, vide a letter Ref: No. PVCL/out/2025/11 dated 11th April, 2025 the Applicant requested the Complaint Desk to rectify the anomaly date to its determination since the Desk's determination was not dated, hence it was silence as to when the determination was made furthermore that, the Applicant prayed that following the rectification of the said anomaly the Applicant prayed the Desk to be supplied with the rectified determination with immediate effect.

Moreover that, vide a letter Ref: No. PVCL/out/2025/14 dated 29th April, 2025 the Applicant did make reminder to the letter with Ref. No. PVCL/out/2025/11 dated on 11th April, 2025 stated herein above which was in respect to the request on the rectification of date anomaly that was apparent in the face of Desk's determination following the receipt of Desk's determination via your email Dated 08th April, 2025.

That, despite those Applicant letter(s) to the Bank of Tanzania up to date the Applicant neither received any reply in respect to those letter(s) nor rectified Desk's Determination have been supplied to the Applicant by the Bank of Tanzania, hence it raise exceedingly doubts to the Applicant as to reluctance of the Bank of Tanzania to rectify the said anomaly since as the matter of law and practice decision/determination has to be duly signed and dated.

WHEREFORE: With this letter it is our prayer that, the bank of Tanzania pay enough attention to all issue(s) and concern(s) raised herein above for the immediate consideration to ensure observance and compliance of the law for the attainment of fair, timely and just decision since this matter is of outmost important since it deals with very sensitive and delicate situation which involves an entity which is forced to undergo death due to financial loss that has been caused by the Respondent to the Revision as the results of non operation of the Applicant's activities up to date since the Applicant is a dead legal person after losing each and every thing due to unlawful, malicious, deliberate and unjustifiable act(s) of the Respondent and that, all these effort(s) is the lawful and justifiable way(s) to bring back the life of the said forced died legal person.

As we are ending, it is our sincere appeal that, the Bank of Tanzania embraces the motives behind the legislation of *the Bank of Tanzania (Financial Consumer Protection) Regulation 2019 GN.No.88 of 2019* and establishment of all machineries therein in respect complaints mechanism and finally serve its purpose towards the attainment of justice in this matter without fear or favor.

Your faithful

Adam Kheri Famao
Chief Executive Officer.

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