

FIFTH SCHEDULE

(Made under regulation 55 (1))

A. Applicant's Details:

Name of Complaint: Peachy Village Company Limited

Address: P.O Box 29, Dodoma.

Telephone number:+255 623275446

Email: peachyvillagecompanylimited@gmail.com

B. Name of Respondent: CRDB Bank PLC- Dodoma Branch.

C: Grounds for Review and Remedy;

That, Despite the Respondent being held liable for being in contravention with Respondent's internal procedures and regulatory framework government banking operations with among others consequential order(s) thereto against the Respondent; That, the Respondent to immediately reimburse the Complainant herein after referred to as the Applicant the amount of Tshs. 13,213,200/= ***along with compensation for any potential losses suffered due to the bank's procedural shortcomings*** consequently, the Applicant submit the following grounds before the Governor for determination following the dissatisfaction by the Applicant on the Desk's determination in respect to vague compensation order which do not prescribe any amount to be awarded to the Applicant as compensation despite its order against the Respondent to pay the Applicant compensation for any potential losses suffered due to the Respondent's (bank's) procedural shortcomings;

1. That, the Desk erred in Law and Fact(s) for omitting to make a precise order in respect to exactly amount to be awarded to the Applicant by the Respondent while the Applicant provided evidence annexed to the Applicant's Complaint as annexure *PVCL-12* and *PVCL-13* to justify the Applicant's complaint as well as the order sought against the Respondent for the payment of the total sum of Tshs. 107,112,125/= as specific damages and being the loss suffered by Applicant's from the Respondent's unlawfully, maliciously and negligent act(s) of unauthorized opening of bank account in the Applicant's name.
2. That, the Desk erred in Law and Fact(s) for omitting to make a precise order in respect to exactly amount to be awarded to the Applicant by the Respondent as the general damages from an order sought by the Applicant against Respondent for the payment of the total sum of Tshs. 500,000,000/= for the general loss, Applicant's mental and psychological

distress, image, honest, goodwill, business cooperation with other business partners, integrity and reputation tarnished and lowered by the Respondent as well as other disturbances and other costs incurred by the Applicant in respect to the matter prior the institution of Complaint before the Desk;

3. That, the Desk erred in Law and Fact(s) for omitting to make a precise order in respect to interest on reliefs sought in the Applicant's Complaint in (a), (b), (c), and (d) at the rate of 7% from the date when the unauthorized opening of bank account in the Applicant's name was reported to the Respondent up to the date of full payment or at such other rate and for such other period as may this Bank deem fit and just;
4. That, the Desk erred in Law and Fact(s) for omitting to make a precise order in respect to an order sought by the Applicant against Respondent regarding the interest on the award at rate 7% per annum from date of award to the date of full payment.

WHEREFORE, the Applicant's prays that, this Revision be allowed by the Governor and the relief(s) sought in the Applicant's Complaint in respect to damages (compensation) and interest be granted accordingly.

D: Support Documents:

- i. A copy of determination made by the Bank of Tanzania Complaint Resolution Desk in respect to Complaint No.07 of 2025.
- ii. The copies of Purchase orders a campaigned by Awarded letter with request for provision of Complainant goods and Services,
- iii. Agreement between Peachy Village Company Limited and Felister Lishela evidencing money owed by Complainant for the provision of Complainant's services to its customers,
- iv. A copy of the judgment between Juma Bakwel Salum vs. Peachy Village Company Limited (the Complainant) dated 19th March, 2024,
- v. The copies of printout with various invitation of tenders with its respective tender reference number(s),
- vi. The copies of some document(s) witnessing some of tender(s) bid and won by the Complainant,

E. Declaration:

I, **ADAM KHERI FAMA**O being the Chief Executive Officer of the Applicant declare that the information provided herein is true to the best of my knowledge and belief. I also declare that this complaint is not subject of any pending or concluded proceedings in any court of law or tribunal.

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COMPLAINANT

Dated at Dodoma this Day of 2025

REQUEST FOR REVIEW OF DETERMINATION FORM

For official use only

Complaint Reference Number:.....

Date Received:

Date Determined: