Man slapped with RM5,000 fine for failing to comply with consumer claims tribunal awards

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KUCHING: A man was fined a total of RM5,000 after pleading guilty at the Magistrates' Court to two charges of failing to comply with Malaysian Consumer Claims Tribunal (TTPM) awards over refunds totalling RM10,000 for landscaping services that were not provided.

Both charges were brought under Section 117(1) of the Consumer Protection Act 1999, which carries a maximum fine of RM10,000 or imprisonment of up to two years, or both, upon conviction.

On the first charge, the 43-year-old accused failed to comply with a TTPM award dated Feb 25 this year, which ordered him to refund RM3,500 to the claimant within 14 days of receiving the award.

For this offence, Magistrate Leona Dominic Mojiliu fined him RM2,500 in default two-month imprisonment.

On the second charge, the accused was charged with failing to comply with an award dated July 16, 2026 which ordered him to refund RM6,500 to the claimant within the same 14-day period.

Magistrate Nureina Syafika Mohd Najib fined him RM2,500 in default three-month imprisonment.

The facts of both cases revealed that two individuals had filed separate claims against the accused at the TTPM over his failure to provide landscaping services, specifically the laying or planting of grass, despite receiving payment.

In the first claim, a 39-year-old woman filed a claim on Oct 27, 2025 seeking a refund of RM3,500 paid to the accused.

On Feb 25 this year, the tribunal ordered the accused to refund the amount within 14 days of receiving the award.

Meanwhile in the second claim, a 35-year-old man filed a claim on May 20 this year seeking a refund of RM6,500, also for landscaping services that the accused had failed to provide.

On July 16 this year, the tribunal again ordered the accused to refund the amount within 14 days of receiving the award. However, the accused failed to comply with both awards despite copies of the orders having been served on him personally.

Prosecuting officers Ella Syahirah Romy Kasidi and Goh Kok Hong prosecuted, while the accused was unrepresented.