

STOCKS		COMMODITIES		ASIAN MARKETS				CURRENCIES				
Week-on-week		As of Friday		Friday Closings				As on Thursday				
DSEX	CSCX	Gold	Oil	MUMBAI	TOKYO	SINGAPORE	SHANGHAI	USD	EUR	GBP	CNY	
▲ 1.52%	▲ 1.66%	\$1,810.89	\$73.59	▼ 0.04%	▼ 0.98%	▲ 0.39%	▼ 0.71%	83.95	98.26	115.26	12.75	
6,307.36	10,990.35	(per ounce)	(per barrel)	53,140.06	28,003.08	3,152.30	3,539.30	BUY TK	102.06	119.06	13.41	
								SELL TK	84.95	102.06	119.06	13.41

Star BUSINESS

DHAKA SUNDAY JULY 18, 2021, SRABAN 3, 1428 BS • starbusiness@thedailystar.net

Chorus of complaints about e-commerce firms

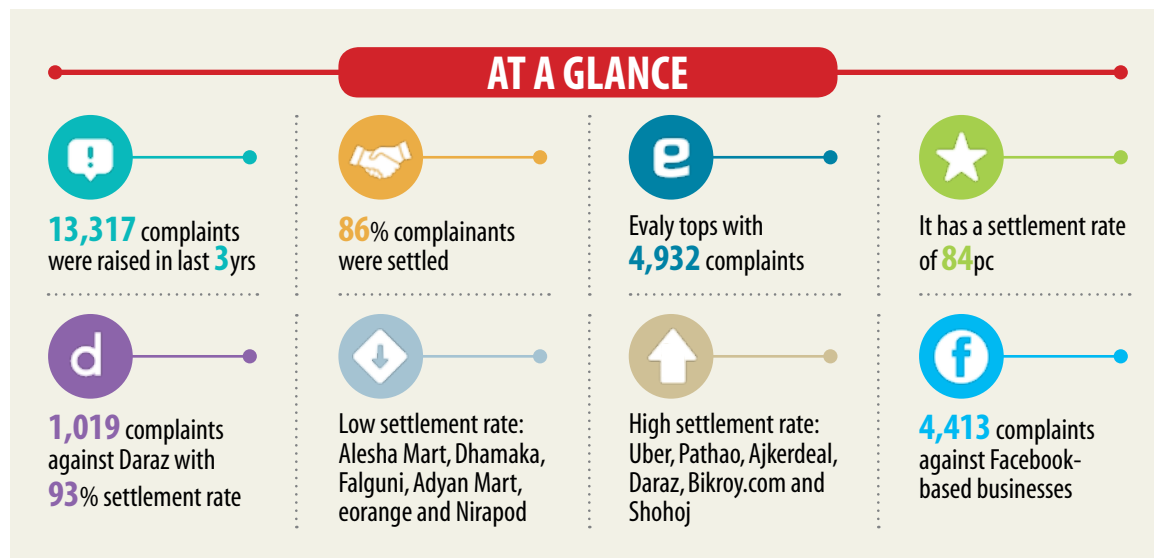
Most complaints raised against Evaly; Uber has highest settlement rate

MAHMUDUL HASAN and SUKANTA HALDER

Customers filed a staggering 13,317 complaints against top e-commerce, ridesharing, food delivery platforms, and Facebook-based businesses in Bangladesh in the last three fiscal years, official figures showed.

Evaly, which has come under regulatory scrutiny recently for its business practices that include offering unusual discounts, has seen the highest number of complaints among the top 18 online platforms from fiscal year 2018-19 to 2020-21.

About 4,932 complaints were made against the firm, which accounted for 37 per cent of the total complaints received against the online platforms, according to the Directorate of National Consumers' Right Protection (DNCRP).



Many e-commerce companies don't serve in accordance with

the standard, and the gravity of online customers' plights cannot be measured through the DNCRP data as many dissatisfied and deceived customers don't file any complaints, according to industry people.

The most common complaints against the e-commerce firms are— not getting the right product and delivery on time. The refund also sees a delay.

"Once we receive complaints, we take action after conducting an investigation. Most of the complaints have been filed against Evaly," said Bablu Kumar Saha, director-general of the directorate.

Of the complaints, Evaly has settled 4,145 complaints, which is 84 per cent of the total.

"We have delivered 70 lakh products so far. So, when we compare it with 5,000 complaints, the main picture is clear—the number of complaints is not very high," said Mahbi Chowdhury, senior vice president of Evaly.

"However, we are concerned about the rights of the consumers. But the problems are not only associated with Evaly. There are some other issues related to supply chain, the coronavirus pandemic, and the payment gateway."

The complaints against Evaly are not new.

Many consumers took to social media, alleging it doesn't deliver products even months after payment was made.

bKash no longer with Evaly, 9 others

STAR BUSINESS REPORT

Leading mobile financial service provider bKash yesterday suspended transactions through its channel with 10 e-commerce platforms.

The platforms are: Evaly, Needs, Alesha Mart, Qcoom, Dhamaka Shopping, Aladiner Prodip, E-orange, Adyan Mart, Sirajgonj Shop and Boom Boom, according to a notice bKash published on its website.

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Trade thru Hili port suspended this week

OUR CORRESPONDENT, Dinajpur

Cross-border trade through the Hili land port in Dinajpur's Hakimpur upazila will remain suspended for a week from July 18 to July 24 marking Eid-ul-Azha, one of the main two religious festivals for Muslims.

Importers and exporters of Bangladesh and India took the decision holding a meeting on Tuesday, said Harun Ur Rashid, president of the port's Importers and Exporters Group.

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KSRM faces Tk 231 cr VAT evasion charge

STAFF CORRESPONDENT, Ctg

The Chattogram VAT commissionerate filed a case on Thursday accusing KSRM Steel Plant of dodging value-added tax (VAT) payments worth Tk 231.17 crore on product sales and raw material purchase.

The alleged evasion took place during a span of five years since fiscal 2016-17, said the Customs, Excise and VAT Commissionerate, Chattogram.

However, KSRM Steel Plant, a sister concern of Kabir Steel Re-Rolling Mills (KSRM), claimed that they were yet to be informed of the matter.

The case was filed reviewing data



on computers and reports of annual sales, purchases and chartered accountancy firms seized during a raid at the Sitakunda plant mid-June, said the VAT officials.

The company was supposed

to forward to the exchequer VAT amounting to Tk 188.71 crore paid by customers against its sale of 18.74 lakh tonnes of products from July 2016 to May 2021, showed a document.

But it deposited Tk 103.42 crore, meaning Tk 85.29 crore had been evaded, it added.

The company was also supposed to pay VAT Deducted at Source amounting to Tk 145.88 crore against the purchase of 19.98 lakh tonnes of raw materials from January 2017 to May 2021, according to the document.

However, none of it was paid, it read.

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RMG buyers putting work orders on hold

They cite uncertainty whether factories will operate during next lockdown, exporters say

REFAVET ULLAH MIRDHA

International retailers and brands are putting on hold work orders placed with many factories amidst the uncertainty over whether garment factories will be allowed to run during the upcoming 14-day lockdown beginning July 23, said exporters.

The decision is yet to be taken although the local garment manufacturers and exporters on Thursday appealed to the prime minister in favour of continuing operations.

"So, the buyers have been asking me frequently how the work orders would be executed as the lockdown for two weeks is going to be imposed," said Mostafiz Uddin, managing director of Chattogram-based

Denim Expert.

"I am scheduled to send \$1 million worth of goods on August 1 and 5. If the lockdown continues, I cannot send those goods and my buyers have already said they will not give me a time extension anymore," he said.

The alternative solution is going for expensive air shipments which is a major concern for him, added Uddin.

Sending goods on aircraft is very expensive and many local exporters cannot afford it during this pandemic as they have been struggling to survive and revive business from the Covid-19 fallouts, he said.

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VACANCY ANNOUNCEMENT

Deputy Manager/ Manager (Training & Development)

Job Responsibilities:

- Conduct Training Needs Assessment (TNA) of each individual Department, Division and business units.
- Collect training needs information from the annual appraisals and compile them for assessment of annual training requirements.
- Propose yearly training and development programs and objectives.
- Prepare the annual training budget.
- Prepare the monthly and annual training calendar.
- Arrange training facilitators/trainers/resource persons to provide training.
- Liaise with different Training institutes and HR consulting firms to arrange the titled training as required if needed.
- Coordinate with business Heads for technical up-gradation and Mktg., Sales and customer services related training and other activities.
- Organize and coordinate orientation/ Induction programs for all new entrants employees.
- Establish skill metrics to define the competencies required for each role/Department to set-up the KPI framework.
- Prepare training materials in power point for audiovisual presentation.
- Develop a training culture; a proactive attitude in work behavior- using new technology and methods among the employees of the company.
- Carry out any other jobs as assigned from time to time.

Educational Requirements

Post Graduation in Marketing, Management or any other discipline from the reputed university, MBA in HRM/ PGD in HRM with adequate knowledge in Labor Law, General Administration, Compliance handling will get preference.

Experience Requirements: 6 to 7 year(s) in Training & Development

Additional Requirements

- Age 35-40 years
- 3-5 years' experience in Training & Development area.
- Proven work experience as a training manager
- Familiarity with traditional and modern training methods (mentoring, on-the-job training, e-learning, workshops, simulations etc.)
- Excellent communication and leadership skills
- Self-starter & proactive
- Good interpersonal skill
- Ability to plan, multi-task and manage time effectively
- Strong writing and record keeping ability for reports and training manuals
- Good computer, database and power point skills
- Sound knowledge in Bangladesh Labor law & rules

Job Location: METAL, Corporate Office

Salary: Negotiable (Other Benefits: As per company policy)

Send your CV on abu.sayed@metalbd.biz
Application Deadline: On or before 16th August, 2021

Metal
CULTIVATING DIVERSITY

BTMA denounces rumours over textile safety compliance

STAR BUSINESS REPORT

Bangladesh Textile Mills Association (BTMA) yesterday strongly denounced rumours regarding safety compliance in the country's textile industry.

According to a statement issued by BTMA President Mohammad Ali Khokon, some people were capitalising on a recent fire at a Narayanganj juice production plant by spreading rumours about textile mills.

The BTMA also expressed deep shock over the death of 52 workers at the fire at Hashem Foods factory.

"With grave concern, the BTMA has observed that after the fire incident, a domestic and foreign quarter has been trying to disrupt the prevailing peace and order of the country's industrial sector with various unsolicited statements centring the incident," he said.

They are spreading these rumours at both home and abroad in hopes of tarnishing the image of local export-oriented industries.

"So, we strongly protest this and are completely against the spread of this kind of propaganda," Khokon added.

He went on to say that some of the local authorities involved in setting up and monitoring the country's industrial establishments have been trying to pass the buck regarding the fire.

"We think the authorities concerned are consciously trying to pass the blame from one to another. We request the government to ensure proper justice through an impartial investigation of the fire incident. Otherwise, it will be difficult to prevent such accidents in the future," Khokon said in the statement.

Md Monir Hossain, chief of the BTMA's media committee, shared Khokon's statement with a group of journalists at a programme at InterContinental Dhaka.

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11 CONSECUTIVE YEARS HIGHEST CREDIT RATING

AAA

Rated by Credit Rating Information and Services Limited (CRISL)

Long Term	Short Term	Outlook
AAA	ST-1	STABLE

A bank rated "AAA" in the long term is adjudged to be of best quality, offer highest safety and have highest credit quality while rated "St-1" in the short term has highest certainty to meet its financial commitments in a timely manner. Stable outlook indicates that the operational performance is likely to remain unchanged in the near future.

Commercial Bank of Ceylon PLC

+880 2 48810010 | email@combankbd.com | www.combank.net

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