**BEFORE THE HON’BLE DISTRICT CONSUMER DISPUTES REDRESSAL COMMISSION AT MOGA**

**IN RE: COMPLAINT NO. \_/20**

**IN THE MATTER OF:**

Shruti Goyal,

Architect, aged 29 years,

W/o Radhe Mohan Garg,  
House No. 689, Street No. 6, Vedant Nagar  
Moga, Punjab ...Complainant(s)

Versus

Arushi Oswal Make-up Academy

148/1, Oswal Bhawan,

Seth Sohan Lal Ln, MJR, Civil Lines  
Ludhiana, Punjab – 141001 ...Opp.Party(s)

**COMPLAINT UNDER SECTION 35 OF THE CONSUMER PROTECTION ACT, 2019**

**RESPECTFULLY SHOWETH:**

1. That the Complainant herein, Ms. Shruti Goyal, W/o Radhe Mohan Garg, aged about 29 years, is an architect residing in House No. 689, Street No. 6, Vedant Nagar, Moga Punjab. The Opposite party, Arushi Oswal Makeup Academy, is a sole proprietorship, situated in 148/1 Oswal Bhavan, Seth Sohan Lal Ln, MJR, Civil Lines, Ludhiana Punjab-141001.
2. That the Complainant herein availed the makeup services of the Opposite Party in August 2022. After availing the makeup services, the Complainant was charged 10,000 Rs. In order to complete the payment for the same, the Complainant paid 5,000 Rs. via bank transfer and paid the rest of the amount in cash.
3. That as soon as the Complainant paid 5,000 Rs in cash, the Opposite Party apprised the Complainant that since several customers were waiting, she would send the cash receipt via Whatsapp late in the day. However, the same did not transpire.
4. That despite repeated requests, the Opposite Party has failed to provide a receipt for the cash payment, causing mental agony to the Complainant. The Complainant has communicated with the Opposite Party through WhatsApp messages, requesting the issuance of a receipt, but has not received a satisfactory response. This has caused mental agony and distress to the Complainant.
5. **CAUSE OF ACTION:** That the Opposite Party, despite repeated requests from the Complainant, has not provided the Complainant with a receipt for the cash payment that has been made by the Complainant. The same has caused mental agony and harassment at the hands of the Complainant.
6. **EVIDENCE:** The Complainant attaches herewith the WhatsApp messages exchanged with the Opposite Party and the bank transfer details showing a payment of 5,000 Rs.
7. **JURISDICTION:** The Hon’ble District Consumer Disputes Redressal Commission at Moga has pecuniary as well as territorial jurisdiction to conduct an inquiry and adjudicate the present dispute. Since the Complainant and the Opposite Party are both based in Moga, the Commission has territorial jurisdiction to deal with the same. Further, the consideration is within the pecuniary limit under the Consumer Protection Act, 2019.
8. **LIMITATION:** The cause of action is continuous in this regard as with each time the Complainant’s request for a cash receipt has been neglected by the Opposite Party, the Limitation period gets renewed. Further, since the services of the Opposite Party were availed in August 2022, the cause of action is within the two-year limitation period specified under Section 69 of the Consumer Protection Act, 2019.
9. **COURT FEE:** The Complainant is complying with the Court Fees Mandated under Rule 7 of the Consumer Protection (Consumer Dispute Redressal Commission) Rules, 2020.
10. **PRAYER**: The Complainant seeks the following reliefs from this Hon’ble Commission:
11. Direct the Opposite Party to refund the amount of Rs. 10,000 for the makeup services; and
12. Award compensation to the Complainant to the tune of 20,000 Rs. for mental agony; and
13. Grant any other relief that the Hon’ble Commission deems fit.

PLACE: Moga, Punjab  
DATED:

SIGNATURE OF THE COMPLAINANT

VERIFICATION:-

I, Shruti Goyal, W/o Radhe Mohan Garg, residing at House No. 689, Street No. 6, Vedant Nagar, Moga, Punjab, do hereby solemnly affirm and declare that the facts stated above in paras 1 to 10 are true to the best of my knowl­edge and based on the records maintained by me, which I believe to be true.

Verified at, on this \_ day of \_\_\_

**ANNEXURE OF EVIDENCE**