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

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

**IN THE MATTER OF:**

Malkait Kaur,

Doctor, aged 41 years,  
W/o Jarnail Singh,  
Sangla, The. Dharamkot District,  
Moga, Punjab ...Complainant(s)

Versus

AM Solar Energy,

| Office No.123, Kunj Vihar,  Jassian Road, Ludhiana, Tehsil  District Ludhiana … Opp. Party |
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**COMPLAINT UNDER SECTION 35 OF THE CONSUMER PROTECTION ACT, 2019**

**RESPECTFULLY SHOWETH:**

1. That the Complainant herein, Mrs. Malkait Kaur, W/o Jarnail Singh, aged about 41 years, is a doctor residing in Sangla, The. Dharamkot District, Moga, Punjab. The Opposite Party herein, AM Solar Energy, a company registered under the Companies Act, with its registered office in Office No. 123, Kunj Vihar, Jassian Road, Ludhiana, is engaged in the manufacture and installation of solar panels.
2. That the Complainant, after obtaining approval from the Punjab State Power Corporation Ltd. in June 2022, engaged AM Solar Energy for the installation of eight 4 KW solar panels on her terrace. The said solar panels were purchased for a consideration of 2,00,000 Rs. on 31st July 2022 vide Purchase Order No. XX. The panels were installed on the same day.
3. That the OP, through the two-year warranty card issued, has assured the Complainant that the solar panels would generate 20-25 units of electricity every day. However, the panels, ever since being installed, only generated 10-12 units of electricity and the Complainant was able to confirm the same by checking the meter attached to the panels.
4. That the Complainant, in order to confirm the deficient generation of electricity, engaged a technician in late August to verify the amount of electricity generated. The technician, upon checking the panels and the meter, provided the Complainant with a report which confirms that only 10-12 units of electricity are being generated.
5. That based on the said report which confirmed the suspicions of the Complainant, the Complainant raised a customer-care complaint with the OP on 12.9.2022 about the issue. The OP informed the Complainant that a technician will be sent to assess the problem, but has neither done the same, nor has taken steps to address the deficiency in the solar panels.
6. **CAUSE OF ACTION**: That the Opposite Party's failure to provide solar panels that meet the promised specifications constitutes the sale of deficient goods. Further, despite a customer-care complaint being raised with the OP on 12.9.2022, the OP has failed to take adequate steps to address the said issue, and the same amounts to a deficiency in services. The Complainant has suffered mental agony and inconvenience due to the same.
7. **EVIDENCE**: That the Complainant attaches herewith the purchase order, the written assurance from AM Solar Energy regarding the generation of 20-25 units of electricity every day, proof of the customer-care complaint regarding the issue, and a report on the deficient electricity generation.
8. **JURISDICTION:** That 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. That since the Complainant is residing in Moga, the said commission has the territorial jurisdiction to hear the case.Further, the consideration is within the pecuniary limit established under the Consumer Protection Act, 2019.
9. **LIMITATION:** That Cause of Action arose on 31.7.2022 when the Complainant was sold defective solar panels. Further, a refusal to address the issue post filling the customer-care complaint raised has renewed the same. Thus, the Cause of Action is within the two-year limitation period specified under Section 69 of the Consumer Protection Act, 2019.
10. **COURT FEE**: The Complainant is complying with the Court Fees Mandated under Rule 7 of the Consumer Protection (Consumer Dispute Redressal Commission) Rules, 2020.
11. **PRAYER**: The Complainant seeks the following reliefs from this Hon’ble Commission:
12. Direct the Opposite Party to replace the defective solar panels with new ones, or in the alternative; and
13. Direct the Opposite Party to pay compensation for the mental agony suffered by the Complainant to the tune of 50,000 Rs.; and to
14. Grant any other relief that the Hon’ble Commission deems fit.

PLACE: Moga, Punjab  
DATED: SIGNATURE OF THE COMPLAINANT

**VERIFICATION:**

I, Malkait Kaur, W/o Jarnail Singh, residing at Sangla, The. Dharamkot District, Moga, Punjab, do hereby solemnly affirm and declare that the facts stated above in paras 1 to 10 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**