**BEFORE THE CONSUMER DISPUTES REDRESSAL DISTRICT FORUM AT KAPURTHALA, PUNJAB**

**CC.No.\_\_\_\_\_\_\_\_\_\_\_\_\_\_/20\_\_**

Anju Sharma

W/o Sh. Rakesh Sharma

R/o Shanti Public School

Near Shalimar Bagh, Kapurthala

Age: [Enter Age]

Occupation: [Enter Occupation] Complainant

Versus

Radhe Krishna Enterprises (Aggarwal Electronics)

Adjoining Suzuki Showroom

Circular Road, Kapurthala … Opposite Party

This complaint under section 35 of the Consumer Protection Act, 2019, is presented on the grounds stated herein under:-

1. That the Complainant is a citizen of India residing in Shanti Public School, Near Shalimar Bagh, Kapurthala, and the Opposite Party abovenamed, is an electronic retail shop registered in India and having its office at Radhe Krishna Enterprises (Aggarwal Electronics), Adjoining Suzuki Showroom, Circular Road, Kapurthala.

2. This complaint relates to the deficiency in service of the opposite party faced by the complainant.

3. The complainant bought a Bluestar Split Air Conditioner from the opposite party vides Challan No.5675 dated 09.05.2020, for a sum of Rs.33,000/-. The Challan is attached as Annexure A.

4. The Remote Control, which was provided along with the Air Conditioner, stopped working after some time. The complainant contacted customer care. On 04.08.2020, a representative of the opposite party visited the complainant’s home and informed the complainant that the complainant would have to purchase a new remote control by paying Rs. 1200. The complainant was shocked because the AC was brand new. The complainant still paid Rs. 600 in advance. The complainant also received a receipt No. 2399 dated 04.08.2020. However, the complainant has not received the remote control yet, despite the passage of months since payment. The receipt is attached as Annexure B.

5. The opposite party, involved in the business of providing sales and service of electronics, had a responsibility to provide a remote control in mint condition along with a newly bough air conditioner, and also support the complainant with service and replacement after the issue was raised. The opposite party has been deficient in offering this service. The complainant is entitled to get a refund of the entire amount.

6. The total consideration paid by the Complainant for the purchase is Rs. 600/- which is less than Rs. 50 lakhs. The cause of action arises in, the complainant resides in, and the opposite party carries on business in Kapurthala. Hence the district forum has the jurisdiction to try and entertain this complaint.

7. The complainant has not filed any complaint having the same cause of action in any other forum or court.

8. The cause of action arose on 04.08.2020 which is within the limitation period prescribed under the Act. Hence, the claim in the complaint is not barred by the law of limitation.

9. The Complainant is complying with the Court Fees Mandated under Rule 7 of the Consumer Protection (Consumer Dispute Redressal Commission) Rules, 2020.

10. In the circumstances, the Complainant therefore prays that:

a. the opposite party be directed to refund the entire paid amount of Rs. 600/-;

b. the Opposite Party be directed to pay to the Complainant the sum of Rs. \_\_\_\_\_\_\_\_/- being the cost of the legal expenses borne by the Complainant;

c. the opposite party be directed to pay to the complainant the sum of Rs. \_\_\_\_\_\_\_\_/- for the mental agony and harassment suffered by the Complainant due to negligence and deficiency in service by the opposite party.

d. any other relief deemed fit and proper in the circumstances of the case.

Dated this day of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**COMPLAINANT**

**VERIFICATION**

I, Anju Sharma wife of Sh. Rakesh Sharma, resident of Shanti Public School, Near Shalimar Bagh, Kapurthala, do hereby solemnly declare and state that what is stated in paragraphs no.1 to 10 of the above complaint is true to my own knowledge and what is stated in the remaining paragraphs is stated on information and belief and I believe the same to be true.

Solemnly declared at Kapurthala

this day of \_\_\_\_\_\_ 2024

Complainant