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

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

Paramjit Kumar

S/o Sh. Prithvi Raj

R/o Punjabi Bagh

Kapurthala, Punjab

Age: 50 years

Occupation: Businessman … Complainant

Versus

The District Transport Officer Cum Registration Authority

Ajit Nagar, 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 Punjabi Bagh, Kapurthala, Punjab, and the Opposite Party abovenamed, is a government authority and has its office at Ajit Nagar, Kapurthala.

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

3. The complainant purchased a Maruti Suzuki Saloon in 2009 and received a registration number PV09C0029. The complainant paid all relevant charges applicable for registration amounting to Rs. 25000 on 25.09.2009. The relevant documents are attached as Annexure A.

4. On 28.01.2022, the complainant went to get a security number plate affixed on the complainant’s car when the authorized agency told the complainant that the online record of the registration number shows that it was allotted to one Narinderpal Singh Matharu on 30.03.1999 for his Honda Accord car in Jalandhar, which is outside Kapurthala district handled by the opposite party.

5. When checked online, the database shows two vehicles registered under the same registration number PC09C0029. A copy of the database is attached as Annexure B.

6. The opposite party, being the government authority responsible for the allotment of registration numbers, had a responsibility to ensure unique registration for each vehicle and allot registration only to vehicles within its jurisdiction. The opposite party has been deficient in offering this service and has employed an unfair trade practice. The complainant is entitled to get a refund of the entire amount.

7. The total consideration paid by the Complainant for the purchase is Rs. 25000/- which is less than Rs. 50 lakhs. The cause of action arises, the complainant resides, and the opposite party is registered in Kapurthala. Hence the district forum has the jurisdiction to try and entertain this complaint.

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

9. The cause of action arose on 28.01.2022 which is within the limitation period prescribed under the Act. Hence, the claim in the complaint is not barred by the law of limitation.

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

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

a. the opposite party be directed to delete the entry in the name of Narinderpal Singh Matharu and make the necessary changes wherever needed;

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, Paramjit Kumar S/o Sh. Prithvi Raj R/o Punjabi Bagh, Kapurthala, do hereby solemnly declare and state that what is stated in paragraphs no.1 to 11 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