**BEFORE THE HON'BLE DISTRICT CONSUMER DISPUTES REDRESSAL COMMISSION AT THRISSUR**

COMPLAINT No………………of 2023

IN THE MATTER OF:

N. Sivasubramanian

S/o A.S. Narayanan

'Lakshmi Nilayam', TMC 2/1170

Third Street, Hari Nagar

Punkunnam P.O., Thrissur - 680002

Email: siva@email.com

Mobile: 9876543210

.....COMPLAINANT

VS.

1) M/s Maruthi Travels

A7, Omni Bus Stand

Sakthi Main Road

Coimbatore - 641012

2) M/s Redbus

No. 86, 9B Beside Muthoot Securities

Ashirwad Building, Opposite DD Vyapar Bhavan

KP Vallon Road, Kadavanthra

Cochin - 682020

.....OPPOSITE PARTIES

COMPLAINT UNDER SECTION 35 OF THE CONSUMER PROTECTION ACT

RESPECTFULLY SHOWETH:

INTRODUCTION:

1. The Complainant is a resident of Thrissur and a student pursuing graduation.

2. The Opposite Party No.1 is a bus operator providing transport services between various cities. The Opposite Party No.2 is an online bus ticketing platform.

TRANSACTION:

3. On 17th January 2023, the Complainant booked tickets through Redbus (Booking ID XXXXXX) for travelling from Thrissur to Chennai on 18th January 2023 by an AC bus operated by M/s Maruthi Travels, paying a total consideration of Rs.4,400/- in cash. A copy of the ticket is annexed herewith as Annexure-1.

NATURE OF COMPLAINT:

4. However, the bus provided by M/s Maruthi Travels for the aforementioned journey on 18th January 2023 was a non-AC bus, contrary to the booked service of AC bus. This amounts to deficiency in service by both the Opposite Parties.

5. Upon the Complainant's complaint at the boarding point, the manager of Opposite Party No.1 promised to arrange an AC bus from Palakkad onwards. But at Palakkad, instead of an AC bus, they provided a Maruthi Omni van to continue the journey.

6. Due to this deficiency in service, the Complainant reached the destination late and missed an important examination, causing serious inconvenience, mental agony and financial loss.

RECTIFICATION:

7. The Complainant has raised multiple complaints with both Redbus and Maruthi Travels regarding this issue, but despite all pleadings, neither of them have rectified the deficiency in service by providing a refund or compensation. Copies of correspondence are annexed herewith as Annexure-2.

CAUSE OF ACTION:

8. The deficiency in service in providing a non-AC bus instead of the booked AC bus service, and failure to rectify the same despite complaints, has caused mental agony and financial loss to the Complainant, which is a violation of the Consumer Protection Act, 2019.

EVIDENCES:

9. The Complainant relies upon the following documents:

a) Booking ticket - Annexure-1

b) Correspondence with Opposite Parties - Annexure-2

c) Any other documents/evidence that may be permitted at the time of hearing.

TERRITORIAL JURISDICTION:

10. This Hon'ble District Forum has territorial jurisdiction to try this complaint as the cause of action has arisen within its territorial limits.

PECUNIARY JURISDICTION:

11. As the total amount involved is less than Rs.50 lakhs, this complaint is being filed before this Hon'ble District Consumer Disputes Redressal Commission.

LIMITATION:

12. The present complaint is being filed within the limitation period prescribed under Section 69 of the Consumer Protection Act, 2019.

COURT FEE:

13. As per Rule 7 of the Consumer Protection (Consumer Dispute Redressal Commission) Rules 2020, no court fee is applicable.

PRAYER:

In view of the above, it is most respectfully prayed that this Hon'ble Forum may be pleased to:

a) Direct the Opposite Parties to jointly and severally refund the ticket amount of Rs.4,400/- to the Complainant;

b) Direct the Opposite Parties to pay compensation of Rs.10,000/- to the Complainant for mental agony, inconvenience and financial loss;

c) Award costs of the proceedings to the Complainant;

d) Pass such other order(s) as this Hon'ble Forum may deem fit and proper in the circumstances of the case.

PLACE:

DATED:

Signature

N. Sivasubramanian

(COMPLAINANT)

**VERIFICATION**

I, N. Sivasubramanian, S/o A.S. Narayanan, resident of the above-mentioned address, do hereby verify that the contents of the above complaint are true to my knowledge, no part of it is false and nothing material has been concealed therefrom.

Verified at \_\_\_\_ on this \_\_\_\_ day of March 2023.

Signature

N. Sivasubramanian

(COMPLAINANT)