**BEFORE THE CONSUMER DISPUTES REDRESSAL DISTRICT FORUM AT SARGUJA**

ORIGINAL COMPLAINT NO. \_\_\_\_\_\_/2020

(Filing Date: \_\_.\_\_.2020)

Sukriti Singh,

w/o Atul Singh Rai, 32 years old,

Deviganj Road, Ambikapur,

Sarguja, Chhattisgarh…………………………………………………………………………….Complainant

Versus

Colourjet India Limited,

C-56/47 Industrial Area Sector No. 42

Noida, Gautama Buddha Nagar,

Uttar Pradesh - 201035………………………………………………………………….Opposite Party

**COMPLAINT UNDER S. 35 OF THE CONSUMER PROTECTION ACT, 2019**

1. The address of the Complainant for the purpose of service of summons, notice etc is as shown in the cause title above and that of her counsel
2. The address of the Opponents for the very purpose is the same as shown in the cause title above.
3. Herein the above-named Complainant most respectfully submits as under:

1. The Complainant respectfully submits that she purchased a plaque printing machine from Opposing Party, a producer of printers and other consumer electronics, on August 10th, 2020, and has paid a consideration of Rs. 50,000 for the same.

2. In the advertising for the product, OP assured that the printer was supposed to print both colour and black and white plaques, and the warranty was for a three-year period.

3. There turned out however to be a structural fault in the machine, which meant that it could not be used. The Complainants made multiple attempts to contact OP’s customer service department, but had to resort to sending a legal notice.

4. Even this notice was not responded to, which was why the Complainant had to file this complaint.

5. The above facts and circumstances conclusively establish glaring deficiency in service, negligent conduct and misleading advertisement on the part of OP.

**Cause of Action**

The cause of action arose out of a structural issue in the printer manufactured by OP as well as the subsequent deficiency of service in addressing the problems with the printer. The cause of action is still continuing due to willful negligence and failure to resolve the Complainant's grievances by the Opposite Parties till date. Hence the present complaint.

**Limitation Period and Court Fees**

The present complaint is being filed within a period of two years from the date of cause of action, as prescribed under section 69 of the Act, 2019. The Complainant declares that requisite court fees as per statutory rules is being paid on the present complaint.

**Territorial Jurisdiction**

This Hon'ble Commission has territorial jurisdiction to entertain and adjudicate upon the present complaint as the cause of action has arisen within its jurisdictional limits where the Complainant is a permanent resident.

**Pecuniary Jurisdiction**

The value of the present complaint is less than Rs. 50 lakhs, as the value of consideration for the printer was Rs. 50,000, which along with the amount of compensation of Rs. 20,000 and additional costs of litigation of Rs. 5,000 are well within the pecuniary jurisdiction limits prescribed for this Hon'ble Commission.

**Evidence Relied Upon**

1. Copy of Advertisement (printed leaflet of OP).
2. Invoice for sale of the plaque printer sold to Complainant.
3. Legal notice sent to OP.

**Prayer**

In view of the above stated facts and circumstances, and in the interest of justice, it is most respectfully prayed that this Hon'ble Commission may be pleased to:

* Order OP to replace the Complainant’s plaque printer.
* Grant additional compensation of Rs. 25,000.
* Costs of litigation amounting to Rs. 5,000.

**VERIFICATION**

I, Sukriti Singh, resident of Deviganj Road, Ambikapur, Sarguja, hereby declare that I have not misrepresented any facts nor have tried to hide any information in my above complaint. All the facts mentioned herein are true to the best of my knowledge.

Name & signature of the complainant