BEFORE THE HON’BLE DISTRICT CONSUMER DISPUTES REDRESSAL COMMISSION AT SONEPAT

IN RE: COMPLAINT No..................of 20.....

IN THE MATTER OF:

Manju Tyagi

H.No.33, Sector 15

Sonepat

................ COMPLAINANT

Vs.

Sargam India Electronics Pvt. Ltd.,

City Mall,

Sonepat Bus Depot, Sonepat

............. OPPOSITE PARTY

COMPLAINT UNDER SECTION 35 of CONSUMER PROTECTION ACT

RESPECTFULLY SHOWETH:

1. I, Manju Tyagi, hereby present my grievances against Sargam India Electronics Pvt.
2. I purchased an O General AC, Model 10.AXGT18FHTC.
3. The said AC unit, purchased on 18th June 2020, was delivered with multiple cracks, rendering it defective and in violation of the purchase agreement.
4. Despite reporting the defects immediately during installation on 19th June 2020, Sargam India Electronics only offered to replace the cabinet, falling short of resolving the fundamental issue with the entire AC unit.
5. Communication with Sargam India Electronics, through emails dated 20th June 2020 and 21st June 2020, failed to bring about a satisfactory resolution.
6. A formal complaint was lodged with the police on 24.6.2020, detailing the defective AC and Sargam India Electronics' inadequate response.
7. The mental stress and inconvenience caused by the defective AC unit are substantial. A compensation of Rs. 60,000 is sought, which includes Rs. 35,000 as the cost of the AC and an additional amount to address the financial and emotional toll.

Evidences:

1. Photographs of the defective AC unit, taken on the day of delivery and during installation.
2. Purchase receipt (Invoice No: 187-20) indicating the product name, purchase date, and amount paid.
3. Emails sent to Sargam India Electronics on 20th June 2020 and 21st June 2020.
4. Application submitted to the police on 24.6.2020.
5. Police complaint acknowledgment.

TERRITORIAL JURISDICTION: The complainant resides within the jurisdiction of this Hon'ble Commission. Hence this Hon'ble Commission has jurisdiction to try and entertain this complaint.

PECUNIARY JURISDICTION

The total consideration amount paid in purchasing the insurance policy is less than Rs. 50 lakhs. hence this hon'ble commissin has jurisdiction to entertain this complaint.

LIMITATION: That the present complaint is being filed within the period of 2 years prescribed under section 69 of the Act, 2019.

COURT FEE: Requisite Court fee as contemplated is paid on this Complaint.

PRAYER:

I humbly request the esteemed Consumer Forum to consider the following prayers:

1. Direct Sargam India Electronics to replace the entire defective AC unit promptly.
2. Award compensation of Rs. 60,000 to address the financial and emotional distress caused by the defective product and the unsatisfactory resolution offered by the company.

PLACE:

DATED:

VERIFICATION

I Manju Tyagi, resident of H.No 33, Sector 15, 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