**BEFORE THE HON’BLE DISTRICT CONSUMER DISPUTES REDRESSAL COMMISSION AT [LOCATION]**

**IN RE: COMPLAINT NO. \_/20**

**IN THE MATTER OF**:

Snehpal Singh, (insert age and occupation)  
S/o Mukhtiar Singh  
Residing at Chuhar Chak, Dinanagar  
Gurdaspur, Punjab-143531  
 .....................................................................Complainant

**Versus**

Delhi Academy of Medical Sciences Pvt. Ltd  
Through its Manager  
205, 2nd floor, 4-B, Grover’s Chamber,  
Pusa Road, near Karol Bagh Metro Station,  
New Delhi-110005  
 .....................................................................Opp. Party

**COMPLAINT UNDER SECTION 35 OF THE CONSUMER PROTECTION ACT, 2019**

**RESPECTFULLY SHOWETH:**

1. That the Complainant herein, Mr. Snehpal Singh, S/o Mukhtiar Singh, a resident of Chuhar Chak, Dinanagar, Gurdaspur, Punjab-143531, enrolled in Delhi Academy of Medical Sciences Pvt. Ltd, a reputed coaching center for post-graduate medical entrance exams, located at 205, 2nd floor, 4-B, Grover’s Chamber, Pusa Road, near Karol Bagh Metro Station, New Delhi-110005.
2. That in February 2020, the Complainant paid a total fee of Rs. 1,16,820/- for a seven-month physical classroom course to prepare for the post-graduate Medical Entrance Examination, 2021. This payment was made in two installments: Rs. 60,000/- via demand draft and Rs. 56,820/- via NEFT.
3. That the course commenced on 14.02.2020 but was interrupted on 15.03.2020 due to the Covid-19 pandemic. The Complainant, on returning to his hometown, requested a refund as he could not attend physical classes. The Opposite Party initially agreed to refund but later offered online classes as an alternative.
4. That the Complainant attended a few online classes but found them unsatisfactory due to technical issues and poor internet connectivity in his hometown. He reiterated his request for a refund, but the Opposite Party ceased communication and did not process the refund.
5. That the Complainant, feeling aggrieved by the deficiency in service and the unfair trade practice of the Opposite Party, seeks redressal through this complaint.

**CAUSE OF ACTION:**

1. That the Complainant seeks redressal for the financial loss and mental agony faced due to the Opposite Party's failure to provide the agreed services and subsequent refusal to refund the fee.

**EVIDENCE:**

1. The Complainant attaches herewith the fee receipts, correspondence including emails and Whatsapp messages exchanged with the Opposite Party, and any other relevant documents to substantiate the claim.

**JURISDICTION:**

1. The Hon’ble District Consumer Disputes Redressal Commission has jurisdiction as the cause of action arose in New Delhi where the Opposite Party's institute is located, and the Complainant is a resident of Gurdaspur, Punjab.

**LIMITATION:**

1. The cause of action arose in March 2020, within the two-year limitation period specified under Section 69 of the Consumer Protection Act, 2019.

**COURT FEE:**

1. The Complainant is complying with the Court Fees mandated under Rule 7 of the Consumer Protection (Consumer Dispute Redressal Commission) Rules, 2020.
2. **PRAYER:**

The Complainant seeks the following reliefs from this Hon’ble Commission:-

A. Direct the Opposite Party to refund the fee of Rs. 1,16,820/- along with interest;

B. To Direct the payment of Compensation for mental agony and litigation expenses, the quantum of which will be determined during the proceedings; and

C. To direct any other relief that the Hon’ble Commission deems fit.

**PLACE: [Location]  
DATED: [Date] SIGNATURE OF THE COMPLAINANT**

**VERIFICATION:-**

I, Snehpal Singh, S/o Mukhtiar Singh, residing at Chuhar Chak, Dinanagar, Gurdaspur, Punjab-143531, do hereby solemnly affirm and declare that the facts stated above in paras 1 to [last para number] are true to the best of my knowledge and based on the records maintained by me, which I believe to be true.

Verified at [Location], on this [Date] day of [Month, Year].

**ANNEXURE OF EVIDENCE**

[List the documents being submitted as evidence]